



Inspected and rated

Good



# NORMANHUST RESIDENTIAL HOME

## 2020/21 BROCHURE

*We are a small family run care home in the Royal Borough of Windsor and Maidenhead. We aim to operate to the highest standards and regularly adapt to the best practice and advancements in the industry. We proud to offer excellent person-centered care in a luxurious yet homely environment. My vision is for those living at Normanhurst to be feel happy, secure and furthermore promote opportunity to remain active and independent with the emphasis on personal choice, privacy, and dignity.*

*Adam Heeroo, Director NHRH Limited*



## Our Service

Normanhurst was established in 1969. It is a large detached property located in the quiet tree-lined area of Castle Hill of Maidenhead. We provide Residential Care to individuals with or without a diagnosis of dementia.

The building itself dates back to the 19<sup>th</sup> Century, with wonderful views and convenient access to nearby amenities, including a short walk to the town centre and leisure facilities. The Home has secure off street parking bays which is controlled by barrier entry.

The Home is registered with the Care Quality Commission (CQC) to provide personal care for up to 23 residents (male/female) generally but not limited to over the age of 60 years with physical and/or mental disability including Dementia. Respite and day care is available.

The Home enjoys a large communal lounge, dining room, conservatory and garden for our service users to use. The Home is well equipped with call bell and sensor monitoring system to provide discrete alerts for those at risk of falls. The Home has a mobile and bath lifting equipment onsite along with electric profiling beds when required to assist people's independence in mobilising and comfort.

# Life in the Home



## The Home

The Home is decorated to luxurious standard. There are 21 single rooms and 1 shared room. All but one of our bedrooms have en-suite facilities. The furnishings and decor create a relaxing and homely feeling which we encourage to be further enhanced by personal effects if desired.

A shaft lift services each floor. Our communal areas provide a focal point for residents to relax and enjoy the companionship of others, watch television, listen to music or take part in activities of their choice. They also provide a meeting place for friends and relatives to socialise.

## Staffing

Miss Jade Absolom the Home's Manager has over 10 years experience working in the Care Sector. She is supported by a complement of Team Leaders, Care Assistants, two Cooks, two Cleaners and a Handyman.

Both Directors of NHRH Limited are regularly involved at the Home. Nad Heeroo although semi-retired regularly assists with maintenance and HR and has 45 years' experience in the NHS and was Registered Manager at a care Home in Camberley for 22 years. His son Adam Heeroo is the nominated individual at Normanhurst and holds a Degree in Business Management. He is responsible for day to day oversight and Operations/HR and has over 10 years' experience in Care. He has previously worked as a Registered Manager in Reading.

The Registered Manager and directors regularly calculate the dependency level of all residents and general running requirements of the Home in order to make a judgment of safe staffing levels and ratio. It is the vision of the Home to provide excellent care and thus we ensure we always well-exceed the calculated minimum number of care delivery hours.

# Life in the Home



## Activities

Joyce Brennan the dedicated Activities Co-Ordinator organises daily activities including: gentle exercises, board games, arts and craft, sing-a-longs, quizzes, reminiscence, walks, shopping trips and visits to Town, the salvation Army etc. New suggestions are always welcomed. Residents can participate in the day-to-day running of the Home for example, setting tables, washing up, baking, gardening and helping with domestic chores if they so wish.

## Social life

All relatives and friends are encouraged to visit the Home whenever they wish within normal working hours 8am to 8pm. Residents' birthdays are celebrated with a 'birthday tea'. Residents are encouraged to retain links with the local community and the Home will assist in transporting residents (be it by taxi or offering a lift) to a chosen destination or to a relative/friend's home if they have no transport and live locally. Relatives/friends are welcome to take service users out for the day/overnight stays/holidays. Commodes and continence aids can be supplied provided notice is given.



# General



## Health and Safety

We have a number of security aids in place to enable our service users to walk around the Home and garden safely. These are padlocked side gates and alarmed exit doors. The main access to the building is via keypad. All external areas of the Home are monitored by 24hr CCTV. All residents are encouraged to receive a flu vaccination annually unless there is a medical contra-indication. We have a 'No Smoking' policy inside the Home, however service users may smoke under supervision in the grounds of the Home at a designated site. Alcohol may be consumed on the premises but we ask that a senior staff be informed when this is brought into the Home. Visitors/friends are requested to sign in the visitor's book when entering the Home and take note of our Fire Procedure, copies of which are displayed at strategic points around the building.

## Spiritual

A church group visits the Home monthly on a Sunday to conduct a service for everyone. Visits from other religious groups can be catered for upon request.

## Personal Finances

Our policy is not to handle any resident's finances. If a resident is unable to handle his/her finances, any expenditure relating to miscellaneous expenses are paid by the Director and an expenses statement issued to relatives for reimbursement. Each resident's room has a lockable (pin code) cabinet for personal use.

# General

## Complaints, Comments, Suggestions and Compliments

Residents, Relative's and friend's complaints, comments, suggestions, compliments are always welcomed. Our Complaints/Comments book is held in the office for confidentiality. Our Compliments book is displayed in the lounge for those wishing to make an entry. On admission, all residents or their advocates receive a copy of our handbook including Complaints Procedure. You can contact: [info@normanhurst.co.uk](mailto:info@normanhurst.co.uk) or call **01628 632618** We guarantee an acknowledgement of a written complaint within two working days and a written response within 7 working days. You can also contact the following:

**CQC:** Care Quality Commission, Citygate, Gallow Gate Newcastle upon Tyne NE1 4PA

Tel: **03000 616161** | By Email: <https://www.cqc.org.uk/give-feedback-on-care>

## Windsor and Maidenhead Social Services

The Social Services Directorate, York House, Sheet Street Windsor Berks SL4 1DD

Access Team Tel: **01628 683744**

In order to continuously improve our service, we conduct annual quality assurance surveys for residents, their relatives and professional health agencies. We also hold residents' meetings every 8 weeks, the minutes of which are displayed on our notice board. Relatives/appointees are welcome to attend monthly care review meetings with the Manager.

## Visiting Hours

Relatives and friends are welcome to visit at any time though preferably not after 10pm unless special circumstances exist. Relatives are advised not to visit when they are suffering from colds or any other contagious infection. **If visitors wish to join residents for a meal we ask that a day's notice is given to the Home along with the current charge of £5.00 which is put into the activities budget.**

## Contracts / Agreements

A full sample residential contract is available on request to [info@normanhurst.co.uk](mailto:info@normanhurst.co.uk)

# General

## Furnishings

Residents are welcome to bring any personal items into the Home so that they can personalise their room to their particular tastes. Any requirements should be discussed with the Manager. Any electrical equipment brought into the Home will be PAT (Portable Appliance Test) tested and any items of furniture brought into the Home are required to be fire retardant. Private internet/telephone connections or SKY TV are available upon request subject to the cost being met by the resident. A landline with free calls is available for all residents' reasonable use.

## Insurance

The home is comprehensively insured. This extends to residents' personal belongings at a rate of £1000. If you require further cover please discuss with the Manager. Any valuable assets must be declared to the Manager during admission for insurance purposes. Storage can be arranged in the home's safe.

## Testimonials

"My mother has now been at Normanhurst for several years and is extremely happy and settled there. The staff are wonderfully supportive and caring with her and keep me very well informed of all medical issues. There are various organised activities throughout the week and a hairdresser visits on a weekly basis. The meals are prepared and cooked to a very high standard. On the strength of mums experience, my aunt has recently joined her too. I would unreservedly recommend Normanhurst to anyone looking for a care home."

"NORMANHURST HAS GIVEN MY AUNT COMFORT, SECURITY AND COMPANY. IT IS A RELIEF FOR HER FAMILY TO KNOW SHE IS BEING WELL CARED FOR NOW THAT SHE CAN NO LONGER CARE FOR HERSELF."

*"I am more than happy with the care my mother is receiving at Normanhurst. She is always clean and happy. There is always some form of entertainment for the residents whether it is as a group or individually."*

# General



## Meals and Refreshments Arrangements

**Breakfast:** 7.30 - 9.30am  
**Morning Coffee:** 10.00 - 10.30am  
**Lunch:** 12.30 - 1.30pm  
**Afternoon Tea:** 2.45 - 3.30pm  
**Supper:** 5.15 - 6.00pm  
**Evening Drinks:** 7.00pm onwards

At least two options will be provided for lunch and supper.

A full copy of the menu can be provided to you if requested. All Meals, Drinks and snacks are always available outside of the above times on request or as assessed.



## Housekeeping and Laundry

All clothes are laundered on site. Dry cleaning is handled off site for which a charge is made. Bed linen is provided. We advise that service users supply their own towels and flannels in order to prevent cross-infection. We ask that all service user's clothes are labelled, able to withstand frequent washing and tumble drying, do not require hand washing and



## Outings / Staff Escorts

A flat fee of £16.50 per hour, plus associated costs, is charged for all staff escort duties, which necessitate booking an extra staff, except for GP appointments.



## Newspapers

Newspapers can be ordered through Brighton's Newsagents via the Manager and delivered to the Home. Service users are responsible for costs. The Daily Mail, for example, is approximately on average £36.00 pcm.





# Other

## **Dentist/Optician/Audiologist**

Appointments are offered at least annually and on an as needs basis to all service users. Audiology appointments are arranged through GP referral.

## **Chiropody**

A chiropodist visits the Home approximately every 6 weeks.

**The current charge is: £18.00 per visit**

## **Haircare**

The hairdresser, Karen Cox visits the Home weekly and as required for special occasions.

**Please contact the Home for your requirements and current charges.**

## **Doctors Surgeries**

Residents are welcome to retain their own GP if they live in the Maidenhead. The Home has good relationships with the local GP practices who visit the Home as needed. Specialist support such as Physiotherapy and Community Nurses will be arranged on a needs basis via the GP.

## **Specialist Services**

Upon request, the Home can assist service users to gain access to beauty therapists or alternative therapists such as a chiropractor or acupuncturist. The Home accepts no responsibility for the safety or otherwise of such services and these are used by service users. at their own risk. Service users are responsible for paying for such services.



# Fees & Contact



## Fees

### *Upon Application*

Fees are calculated taking into account the size of the room/en-suite facilities and the needs of the prospective service user. The needs of the prospective service user are comprehensively assessed by the Manager prior to admission. For details of our current availability/waiting list: please contact the Home.

## Contact Information

Jade Absolom (Manager)

Tel / Fax: (01628) 632 618

Email: [info@normanhurst.co.uk](mailto:info@normanhurst.co.uk)

Website: [www.normanhurst.co.uk](http://www.normanhurst.co.uk)