

Thornlea Care Home
Luxury Detached
Bungalow
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Thornlea Care Home has recently achieved the 'Six Steps to better end of life care' accreditation. Please ask any member of staff for further information.

Aims and Objectives

With over 20 years' experience, the Management of Thornlea Care Home pride themselves on providing a highly professional care service for the elderly, with a personal touch. We are pleased to accept residents for long term, short term, convalescence and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, with staff that have time to give attention to small detail, and where they have the choice of enjoying the company of like-minded residents.

Thornlea's six Tenets of Care (The Residents' Rights)

- PRIVACY** - The right of a resident to be left alone and undisturbed whenever they wish or to see visitors in private.
- DIGNITY** - The understanding of a resident's needs and treating them with respect.
- INDEPENDENCE** - Allowing a resident to take calculated risks, to make their own decisions and think and act for themselves.
- CHOICE** - Giving a resident the opportunity to select for themselves from a range of alternative options.
- RIGHTS** - Keeping all basic human rights available to the residents, including local and national electoral voting.
- FULFILMENT** - Enabling the residents to realise their own aims and objectives and assist them in achieving those goals in all aspects of daily living.

Philosophy of Care

Thornlea Care Home aims to provide its residents with a secure, relaxed and homely environment in which their care, well-being and comfort are of prime importance. Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere and in so doing will be sensitive to the residents' ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional or social.

Residents are encouraged to participate in the development of their individual Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, social interaction with other residents and with recognition of the six tenets of our care which are the core fundamental values of the philosophy of our Home; i.e. Privacy, Dignity, Rights, Independence, Choice and Fulfillment.

All care staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practice as may be laid down in appropriate legislation, regulations and by the Care Quality Commission.

Details of Staff Numbers and Staff Training

The home employs Care Assistants, Cooks, and Domestic staff. The staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly along with the statutory criminal records checks.

During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
- Confidentiality
- Rights of clients
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistants Responsibilities

The home insists that all Care Assistants hold a minimum of NVQ level 2 in Care or train to achieve this important qualification.

The home also sends selected staff on external training courses for such topics as Food Hygiene, Moving and Handling Care of the Elderly, First Aid, Drugs Practice, etc.

Accommodation

The bungalow home has one twin bedded room and 15 single rooms.

Social Rooms:

There are two spacious lounges and a glass roofed dining area/sun room where you can meet visitors.

Residents are encouraged to use these public rooms, however, residents who choose to stay in their own rooms may do so.

Admission

Clients interested in coming to Thornlea Care Home are encouraged to visit the Home and sample the atmosphere and level of service. Day-care is available in order that the client may get to know the staff and adjust to new people and surroundings before actually being admitted.

A month's trial period is always given before taking permanent residency.

Our registration enables anyone of 65 years or over to stay at Thornlea, provided we can meet their assessed care needs.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent upon:

- 1) The type of facility required, and
- 2) The type of care package needs of the individual resident

Depending upon the personal financial situation, a resident can either pay their fees On a private basis or receive financial support from their local Social Services department.

The current rules can be complicated and specific advice is available from the Home Manager.

Fees - What is included

- Fully trained staff in 24 hour attendance
- Good Home Cooking with provision for special diets
- Computer and internet access with WIFI and SKYPE
- In-house Laundry Service
- GP/Nurse visits, both in-house and at the local surgery
- Nurse-call System in all rooms
- In-house entertainment
- Courtesy car

Fees - What is not included

- Dry cleaning and toiletries
- Weekly visits from the hairdresser to the home
- Six weekly visits from a state registered chiropodist to the home
- Private phone installation and calls
- Newspapers

Privacy and Dignity

Staff are trained to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents' ever changing needs.

Smoking and Alcohol

Within Thornlea we operate a non-smoking policy, due to health and safety reasons. However, there are external areas in the grounds where smoking is permitted. With regard to alcohol, residents will normally make their own arrangements but, as with smoking, may require supervision.

Fire Safety

- The home has a modern Fire Alarm System fitted with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the Home, as advised by the local “Fire Department”.
- Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy. This includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Clients are informed of the emergency procedure during admission.
- A fire exercise is carried out weekly which ensures all staff and residents have a comprehensive understanding of their responsibilities. A full fire Drill is conducted monthly which involves “theoretical” evacuation of the home.
- All fire systems and alarms will be tested monthly by staff of the home and yearly by the local Fire Officer. Records are kept of all such testing as part of the Proprietor/Manager’s responsibilities.
- All fire-fighting equipment will be checked annually by a qualified fire Extinguisher maintenance engineer.
- Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.

Religion (Worship/Attendance at Religious Services)

Residents may attend religious services either within or outside the home as they so desire. A local lay preacher is available for Home visits as are local clergy. If services are outside the home, the resident should, if possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible care staff may accompany residents on specific occasions.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with Family and Friends

Resident’s family, relatives and friends are encouraged to visit regularly and maintain contact by letter, telephone or the internet when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help may be needed.

Visitors will be welcomed at all reasonable times and are asked to let the person in charge know of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitors’ book on each occasion.

The resident has the right to see all visitors in private and a room will be made available if they so wish and the resident has the right to refuse to see any visitor and

this right will be respected and up-held by the person in charge who will, if necessary, inform the visitors of the resident's wishes.

Therapeutic Activities

The home policy on “Therapeutic Activities” takes into account the clients’ interests, skills, experiences and medical condition. The home offers a wide range of activities designed to encourage the client to keep mobile and most importantly take an interest in life.

Staff encourage and help clients to pursue their hobbies and interests:

Clients can play the following games using the equipment that is designed for fading sight (when needed):

- Cards
- Scrabble
- Bingo
- Draughts

Activities with the staff on a daily basis

- Chatting to Individual Residents.
- Going for walks.
- Manicures.
- Playing board games, quizzes, etc.
- Armchair exercises.
- Reading letters/magazines/newspapers.
- Helping to choose Library books.
- Music and sing-a-longs.
- Maintain life-long hobbies, crossword puzzles etc.

In addition Thornlea regularly has entertainers visiting the Home.

Outings - All outings are geared to clients' needs and capabilities. Examples of outings are listed below:

- A drive around the countryside.
- A shopping trip or walk around the local parks and gardens
- Visit to a pantomime, theatre show or play.
- A drive along Blackpool illuminations

Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all residents with regard to health and safety although this is not to say we never permit pets. The Manager will treat each case dependent upon need and circumstance and the amount of pets already at the home.

Meals

Menus will be varied and favourite dishes and special diets can be catered for. Residents are encouraged to eat in the dining room but may eat in their own room if they wish to.

Tea, coffee and other hot drinks are served and are available 24 hours a day and visitors are also catered for.

How to Contact External Agencies

Whilst staying at Thornlea you may require the services of a solicitor, accountant, bank manager, advocate or the Citizens Advice Bureau, for example (this is not an exhaustive list). If you require contact numbers and addresses for any one of these professionals please do not hesitate to ask the Manager or any member of staff who will be only too pleased to assist you. Some useful addresses follow;

Advocacy Service - Wyre & Fylde

21 The Square St Anne's Road West
Lytham St Anne's
Tel. 01253 781301

Citizens Advice Bureau

Fylde Borough Council Offices
Moor Street, Kirkham
Tel. 01772 682588

Age Concern Information Line

Community Legal Service (for legal advice)

Tel. 0800 009966

Tel. 0845 6081122

Residents' Opinion

The Home has a compliments file which everyone is able to see. Within this file are satisfaction questionnaires which have been completed by existing and past resident's and their families and friends. Questionnaires are also available for the new residents to complete, when they wish to. Any additional views which you wish to have recorded may also be put on this file, whether anonymously or not. Please ask to see the file.