



Ashdown Lodge

Care with warmth, dignity and compassion



Welcome

to Ashdown Lodge Care Home

A small and individual residential care home since 1984. Set in mature and spacious south facing gardens, Ashdown Lodge is a warm, welcoming and homely care home that catches the sunshine all day. We are just a few hundred yards from the village of Rustington and its shopping facilities, including a chemist, bank, post office, supermarket and various cafes.

The home benefits from an excellent reputation within the community, local regulatory teams and CQC for providing care with warmth, dignity and compassion in a relaxed and friendly environment.



Our Care Philosophy

To provide care with warmth, dignity and compassion. We believe in respecting our residents' wishes, to provide dedicated person-centred care whilst giving our residents the right to make their own decisions. We strive to ensure Ashdown Lodge is a place where every one of our residents feel a sense of contentment each and every day.



1 *Dignity*

We ensure that everyone at Ashdown Lodge is treated with the utmost respect and consideration, at all times

2 *Choice*

In all aspects of life at Ashdown Lodge, we endeavour to give you a wide range of options from which you are free to choose

3 *Independence*

We support and encourage you to live the life you want, free from unnecessary controls and restrictions

4 *Privacy & Respect*

All care and support is delivered discreetly, confidentially and respectfully

5 *Person-centred approach*

When we assess your needs, we put you at the centre of the process, ensuring your views and wishes are reflected in your care plan

6 *Rights*

We work to ensure that your rights as an individual are maintained and protected at Ashdown Lodge Care Home

7 *Involvement*

We listen to yours and your family's wishes and encourage you to participate in making decisions

8 *Equality & Diversity*

We celebrate and respect individuality, different cultures, beliefs and seek to treat everyone fairly

9 *Fulfilment*

We work with you to make your life meaningful, active, satisfying, contented and above all happy



Quality of Care & Staffing

We understand that quality is crucial to everything we do. Everyone at Ashdown Lodge has a personal and professional commitment to providing excellent care. We believe that truly excellent care must start with understanding the resident, their actions and their sense of responsibility.

It is our staff who create the homely environment that Ashdown Lodge is known for, and we do our best to support our staff in everything they do.

Every member of our team shares the goal of providing the highest standards of care that are paramount in ensuring residents are looked after in a friendly and courteous manner. We believe we can best support our resident's choices and aspirations by creating individualised care plans and designing activities that will engage and inspire.

When selecting staff who work in our home, we not only look at their qualifications and experience but we seek out fundamental qualities such as kindness, patience, empathy and respect towards others. We also look for people who are great communicators, who will do their best to understand how you feel and explain anything you are unsure of. Dedicated people with a passion for caring are the cornerstone of all that we do.

At Ashdown Lodge Care Home we:

- ◆ have appropriate recruitment procedures in place
- ◆ ensure all relevant checks are carried out when we employ staff
- ◆ ensure staff are registered with the relevant professional regulator or professional body where necessary
- ◆ make sure that our staff have the right experience, qualifications and skills to support and care for you
- ◆ make sure staff are properly trained, supervised, appraised and supported to provide the best care and treatment to all of our residents
- ◆ have a mechanism in place to deal with staff who are thought to be no longer fit to work in health and social care services



Care Quality Commission

The Care Quality Commission (CQC) is an independent body that regularly inspects all care homes in England. The CQC will visit each home at least once a year and perform a thorough investigation to ensure the home is achieving the regulated outcomes under the essential standards of quality and safety.

In addition to the annual assessment by the CQC, we are committed to making sure our home meets our own exacting standards. A rigorous quality performance system is embedded throughout and is used to perform thorough monthly checks, performance supervisions and annual surveys.

We ensure that all of our staff have the necessary confidence and requisite skills to perform their job to the highest standard. Training and continuous professional development underlies our home and is ingrained throughout Ashdown Lodge.

Always improving

Each of us is dedicated to making improvements wherever possible, and is never satisfied with status quo. We ensure that everything we do is continually reviewed. We get feedback from the people who use our services and implement robust systems to maintain our high standards. On the rare occasion we find any shortcomings we are quick to review what happened and put them right.

We are extremely proud of the training culture we have developed and understand that the success of our home and the care we provide comes from investing in the best training. Going beyond the core requirements of the CQC is something we encourage all our staff to do. Constant monitoring of training needs is carried out through regular staff supervision sessions. Where we have residents with dementia, all staff receive specialist training in dementia awareness. This helps staff gain an appreciation of life, empathetic of living with dementia.



Activities

Activities are given a high priority at Ashdown Lodge. A holistic approach is taken to ensure our residents enjoy the best possible quality of life. Staff are involved in many of the activities through planning and participation.

We invite talented entertainers to the home on a monthly basis; Francis and Angela provide some of our more popular entertainment activity with their sing alongs to various musical instruments.

Aside activities provided by entertainers outside of the home, we put on regular activities for all our residents. Some of the recent hits have been cooking activities, where we baked cookies, cup cakes, bread and a variety of jams.



‘Activity at the Heart of Care’

A varied programme of activities is prepared and designed to provide entertainment, exercise and stimulation. Some of our regular activities include sensory sessions, arts and crafts, bingo, puzzles, listening to music, fruit tasting and gentle exercise classes.

Church visits can be arranged on request as can delivery of newspapers and magazines. Small group visits to the local shops and garden centres are encouraged. Special days such as Halloween and Guy Fawkes Night are celebrated with a ‘Theme Night’.

Some of Our Regular Activities Include:

- ◆ Days out, including local areas of interest
- ◆ Sensory sessions
- ◆ Bingo
- ◆ Coffee mornings
- ◆ Arts and crafts
- ◆ Flower arranging
- ◆ Singing
- ◆ Puzzles
- ◆ Music and movement
- ◆ Gentle exercise classes
- ◆ Religious services





Catering

All mealtimes are sociable occasions at Ashdown Lodge and from time to time we all get together for afternoon teas and cheese and wine evenings. We also organise after dinner entertainment for special occasions.

Each member of the catering team has to meet regulatory requirements of food hygiene and infection control and is encouraged to partake in professional cookery or catering qualifications, if not already held.

Our menus are changed regularly to keep dining varied and interesting, with different choices offered every day. As well as providing a balanced diet our kitchen freshly bake goodies and go that little bit further to make meal times something to look forward to.

It's nice to eat out occasionally too, so we support residents whenever they want to have meals at coffee shops or other places in the local area.

Residents and visitors can enjoy a cup of tea or coffee whenever they'd like one.

Meal times at Ashdown Lodge are:

Breakfast - Residents choice

Morning Coffee - 11:00 am

Lunch - 12:30 pm

Afternoon Tea - 3:00 pm

Supper - 5:30 pm

If you do not want to follow the times stated above just let us know and we can serve your meals to you when you wish.



Clothing & Laundry services

In order to avoid clothing being mislaid, we request that all personal clothing is clearly labelled. This applies to all clothing brought into the home during your stay. We also have a purpose built laundry room on the premises, catering for residents personal laundry requirements.

Personal services

The services of a visiting hairdresser are available. Appointments are made for a chiropodist to visit when required. Delivery of personal daily/weekly newspapers and magazines can also be arranged.

Medical services

Our residents have a choice of doctors, dentists and opticians, as well as local GPs visiting the home whenever necessary.

Residents capable and wishing to administer their own medication are able to do so.

General Practitioners

GPs from local practices visit the home on a regular basis or by appointment. Residents may choose to retain their own family GP, alternatively we can make the necessary introduction to a new practice.



Respite care service for carers who are in need of a break..

At Ashdown Lodge, we offer respite care for older people who need extra support following an operation or illness, or while their regular carer takes a well-earned break.

Being a full-time carer is a very demanding role. Respite care breaks are an opportunity for carers to take a holiday or simply spend some time looking after their own needs, safe in the knowledge that their loved one is receiving the very best care. And respite care can be a valuable break for older people too – it's a chance to meet new people, enjoy a change of scenery and try out some new activities and experiences.

We tailor our respite stays to each person's individual needs and our care team have specialist expertise in supporting older people who have dementia or restricted mobility or other conditions.

Respite care can last for just a few days or as long as is needed.





Visitor meals

In line with the preferences of the resident, close relatives and friends are invited to dine with their loved one if they are visiting for extended periods of time.

Visiting times

Our visiting times are flexible 7 days a week. Relatives, friends and other visitors are encouraged to spend quality time at Ashdown Lodge and engage in day-to-day activities according to their preferences and those of the resident.

Visiting times can be extended across the 24 hour period under certain circumstances with the agreement of the home manager and with the consent of the resident, as appropriate.

All visitors are required to sign in and out using the visitors' book at the entrance.



Safeguarding & Safety

Our prime concern is your safety and wellbeing. It is necessary to highlight some basic Health & Safety requirements for the benefit of our residents, visitors and staff.

- ◆ We will take every action we can to prevent abuse from happening in our home
- ◆ We will respond appropriately when it is suspected that abuse has occurred
- ◆ We will ensure that Government and local guidance about safeguarding people from abuse is accessible to all staff and put into practice
- ◆ We will handle medicines safely and appropriately and ensure that medicines are prescribed and taken by people safely
- ◆ We will manage, maintain and ensure all medical equipment is suitable, available, maintained and used correctly; thereby making certain that you and staff are protected
- ◆ We will make sure that Ashdown Lodge is suitable for carrying out the regulated activity and that the premises and grounds are adequately maintained and comply with all legal requirements and operational standards

Fire Safety

We ask that all visitors and residents, where able, make themselves familiar with the home's procedure in the event of a fire. This includes locating the nearest exit point and being aware of the designated rendezvous point.

Infection control

To support good infection control, we ask that all visitors to the home make use of the alcohol gel dispensers that are available at the entrance/exits of the care home upon both arrival and departure.



Moving & Handling

Our staff are trained to ensure that residents are moved in such a manner as to minimise the risk of injury to both the resident and members of staff involved. We therefore ask that relatives and visitors do not attempt to lift or mobile residents who are unable to do so for themselves, but that they request assistance from a staff member.

Insurance

Although the company 'Ashdown Lodge Care Home Limited' has a limited insurance policy covering residents' personal effects; and the nominated insurance company will consider claims on merit. The company strongly advises that you take out insurance cover for all your personal assets whether in the home or not.

Personalising your room

We encourage all our residents to personalise their rooms at Ashdown Lodge, making them a true 'home from home' and therefore, encourage you to bring personal items and furniture if you wish.

All bedrooms are tastefully decorated to give a relaxing feel. Bedrooms have 24-hour emergency call systems, telephone and television points.

All portable electrical appliances including TVs brought into the home should have a current portable appliance certificate. This can be obtained from a local electrician.

All bedrooms have smoke detectors and smoking is not permitted inside bedrooms. There are separate, designated areas where you can smoke within the premises however.





Fees

Fees are dependent upon the individual's requirement and needs. These will be discussed and agreed prior to admission as will arrangements for paying fees.

You may be entitled to assistance with the care home fees from Social Services, The Primary Care Trust or State Benefits, or a combination of these.

Charging for additional services

At Ashdown Lodge, we are able to provide a number of optional services which are not covered by the weekly fee. The item/services which are typically available but not included in the weekly fee are:

- ♦ Hairdressing
- ♦ Private chiropody
- ♦ Newspapers
- ♦ Private therapy
- ♦ Clothing
- ♦ Confectionary
- ♦ Dry Cleaning
- ♦ Private telephone installation
- ♦ Private telephone calls



Trial visits

Moving, especially when you are older is such a big decision to make. We are therefore, happy to offer you a trial visit. Whichever your preference we will work with you to meet your expectations. The home manager will be happy to discuss this further.

Admission

Prior to admission, each new resident is encouraged to spend a day at Ashdown Lodge to satisfy themselves that the ambience is to their liking.

Our home manager would also like to discuss the personal preferences of each prospective resident and whatever care and other needs they may have. This is essential to confirm that we provide the correct environment for each individual.

Care planning

We will prepare a personal care plan for each resident, which is regularly reviewed to make sure their needs are met. Residents, and where appropriate, their families are involved as far as is practical in the decisions regarding their care.

Equality & Diversity

Ashdown Lodge promotes equality of opportunity for all, giving every individual the chance to achieve their potential, free from prejudice and discrimination.

This includes:

- cultural background & the language you speak
- age
- sex
- sexual orientation
- disability
- religion or belief

Please refer to our policy on Equality & Diversity should you require further information.





Steps to finding a home..

1 Funding

You may already know what type of care you require and how it will be funded. There is public funding available to pay for care needs but it's an unfortunate fact that some people have to fund at least part of their own care. It's a good idea to seek advice and guidance when moving into a care home.

We recommend that you get in touch with your local social services or the adult services team of your local council. If you need any help with this please call our home manager who will be happy to point you in the right direction.

2 Visit

As a next step, it's always wise to visit any care home before you decide to live there. We would be delighted to see you at a time that suits you. Just call in whenever you can or make an appointment if you would prefer.

Visits are a great chance for you to meet the manager and the people who live and work with us and ask as many questions as you like.

You can find out about daily life in our home and how innovative ideas and thoughtful environments make Ashdown Lodge Care Home a great place to live.



Choosing the right care home for an older relative is not always easy, and it's important to ask good questions when visiting for the first time.

Some good questions to ask are:

Is staffing consistent and is agency regularly required?

Ashdown Lodge is proud to have a well settled and experienced team who know all the residents closely and rarely use agency.

Does the home organise relative's meetings?

We hold regular meetings to update residents and their families of what is happening at the home - this creates a forum for asking questions and raising concerns.

How are complaints dealt with?

Our complaints procedure is vital part of our policies and procedures and is followed closely - where a complaint is made we ensure all parties involved are kept updated throughout the process.

Is there a suggestions box?

A suggestion box is provided in the home and it is regularly reviewed - suggestions made are implemented where practicable.

Pre-admission

A pre-admission assessment will always take place prior to your admission to ensure we can meet your needs and wants.

This will be carried out by the manager or senior carer from the home. If all parties are happy for the admission to go ahead the facts gathered during your assessment will form your care plan. To arrange an assessment please call the home direct.



Your next step...

We hope this brochure has given you enough information to guide you through what can be a very difficult and confusing process. We are always on hand to offer continued support and guidance and we're just a phone call or email away...

www.ashdownlodge.co.uk



Contact us

If you would like further information or would like to arrange an assessment for someone, please contact us:

Ashdown Lodge Care Home

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