



Meadowcare
NURSING HOME

Where caring matters

2-3 Belvedere Road
Redland
Bristol BS6 7JG
Tel 0117 973 0174

Meadowcare Nursing Home is operated by our registered Home Manager, Evelyn Tiu who is a fully qualified Registered Mental Health Nurse. The Registered Manager can be contacted on 0117 9730174.

The Registered Manager heads a team of qualified nurses who, between them, ensures 24-hour care for our clients. To assist them in this we have a large team of Health Care assistants, many of whom have attained NVQ level 2&3 in Care, and our household staff are currently working towards there NVQ's or equivalent.

We have a rigorous staff training programme, both in-house and from external sources. So we are well placed to help and encourage all members of our care staff to develop their skills to the benefit of our clients.

Working alongside the Registered Manager we have, a Deputy Manager, an Operations Manager and an Administrator. The Administrator looks after the administration of the home as well as ensuring that the fabric of the home and the equipment within is well maintained.

Meadowcare is a Nursing Home, registered to care for persons of either sex of age 55 and over; suffering from Dementia. As previously stated we offer round the clock nursing care.

Prior to your admission to Meadowcare Home, the Registered Manager or another member of our trained staff will make a personal visit in order to assess your individual needs and to ensure that we are able to meet them.

We are happy to take emergency admissions providing that there is a pre-existing care plan available. We can then a make judgement upon the appropriateness of admission to the home.

We consider Meadowcare to be our clients' home and firmly believe that the day to day organisation should be in accordance with their wishes. We encourage any clients with particular hobbies to continue with them if at all possible. Activities are by common consent and any trips out are arranged in consultation with clients and or families, and their views are paramount in the final decision.

We periodically canvas our clients and client's relatives with a questionnaire which gives them a chance to comment on Meadowcare, the staff and life within the home. This provides us with essential feedback which plays an important part in our commitment to continual improvement in every aspect of care, both medical and social, for our clients.

We are fully aware that in a busy multi-occupied dwelling such as a nursing home the opportunity for an accidental fire is higher than normal. Our staff therefore receive regular training in fire safety and fire prevention. We have a system of smoke and heat sensors which covers the entire building and all staff are fully conversant of fire drill procedures and even emergency full evacuation. If the alarm sounds you should stay where you are and a member of staff will ensure that you are in, or can be moved to, a safe place.

It is to be expected that when 34 people live under one roof many religious denominations will be found. We endeavour to encourage and enable our clients to be able to follow their own particular form of worship.

Our policy on visitors and visiting is very simple. Relatives and friends are welcome at any time, but we would ask them to avoid mealtimes if at all possible. If, however, you would like to have lunch with a relative or friend this can be arranged.

Should you or a relative be unhappy about anything, please do not hesitate to speak to any member of our trained staff. If they are not able to help or sort the matter to your satisfaction then they will refer the issue to the Registered Manager who will, through various processes, almost certainly be able to bring things to a suitable conclusion. If you are still not satisfied then you may wish to contact the local National Care Standards Commission and/or Social Services. Addresses and telephone numbers for both of these can be found either in your residents contract or on our complaints procedure notice, a copy of which is located on the inside of the wardrobe door in each room.

When you come to Meadowcare an individual care plan will be prepared for you, based upon your needs at that time. You and or your family will be involved in this process. Your care plan is constantly reviewed and updated to reflect your needs as they change and a formal review is undertaken monthly. Wherever possible we will liaise with you or your representative over revisions of your care plan and notify you of any such revisions.

Meadowcare is a privately owned care home in the heart of Redland, Bristol. The home is located inside two large refurbished and modernised Victorian houses. They remained private houses until 2007 when they were converted for use as a nursing home.

Withinin Meadowcare we have 34 en-suite bedrooms created in sympathy with the nature of this delightful Victorian building and so all are individual. They all meet the current standards as laid down by the Care Standards Commission. Four specialised assisted bathrooms are also available one on each of the four levels of the home.

Whilst the National Health Service provides the necessary medical treatment you may require, we believe that a little pampering is very beneficial to our clients' sense of well-being. Our staff regularly undertake hand massage and nail manicuring for our clients as well as washing and setting hair.

Meadowcare is, above all, the home of our clients and we aim to observe the etiquette of guests within. We respect the privacy and dignity of our clients by such niceties as always knocking on the door before entering a client's room and only calling a client by his or her first or preferred name if invited to do so. Your post will not be opened by any member of staff unless you request it.. A lockable drawer is also available in each room.

Nursing fee's are from £675.00 per week, plus the (FNC) Funded Nursing Care Contribution. The fee's are dependant upon the clients needs and size of room available, and are to be paid by banker's standing order.

We are regulated by the Care Quality Commission who can be contacted at the following address:

Care Quality Commission

Citygate

Gallowgate

Newcastle-upon-Tyne,

NE1 4PA

Telephone: 03000 61616

or visit the CQC website to view our reports: www.cqc.org.uk

Accommodation: *The home is on four levels. Your room will be fully furnished though, space permitting, we will endeavour to accommodate any items of personal furniture you may wish to bring with you. A lift services all areas of the home. Flat screen televisions are provide in each room, a television licence is not required, unless the television is your own property.*

The Dining room: *Residents are encouraged to use our bright and tasteful dining area, which is air-conditioned for those balmy summers. The room also doubles as a recreational and quite space for relatives and visitors alike.*

The Conservatory: *Situated on the first floor is air-conditioned and used as a quite room, also used for Family birthday parties, church services, activities and a myriad of other events.*

The Lounge: *Of which we have two adjacent to the dining area, one large lounge mainly for television viewing, and a separate smaller lounge for the quieter times, both are equipped with flat screen television sets.*

Activities: *Formal activities take place most days, we have two dedicated activities coordinators. Pat a Pet also call upon us on a regular basis. Activities incorporate arts and crafts, games, reading, singing and music sessions. There are also one to one sessions for those unable or unwilling to attend group sessions.*

Food: *All dietary needs are catered for. All our food is freshly prepared in our kitchens. We have two cooks rotating to provide a balanced, healthy diet of good quality.*

Local Directions: *Located next to Durdham downs, the home is well serviced by local transport. The nearest bus stop is a 3 minute walk away.*

Chiropody: *Chiropody services are supplied to the home every 6 weeks by a fully qualified Chiropodist. This service is chargeable but at discounted rates, a recommended service.*

Hairdresser: *Our qualified hairdresser attends each week offering a wide range of services. This service is chargeable.*

Newspapers and Periodicals: *Can be supplied by our local newsagent. This service is chargeable.*

Spiritual Needs: *All spiritual needs and denominations can be accommodated, please talk to our manager to arrange. A regular monthly C of E service is provided by our local church.*

Dental Care: *Is offered by a local dentist in the home as much as is possible. Some charges may apply.*

Optical Care: *Annual visits to the home, or as may be needed in the interim. This service is operated by Visioncall. Some charges may apply.*

Medical Services: *On admission you will be registered with our local Medical Practice. Weekly clinics are held in the home by the GP. Other visits may be requested by our staff or other health care professionals in the interim.*

Transport: *Transport for out-patient visits can be arranged by the home or General Practice as required but does not include the service of an escort. Private taxi can be booked but will be chargeable. Relatives are encouraged to attend the appointment with the client. If this is not practicable an escort service may offered by the home but a charge will be made at an hourly rate.*

Respite Care: *Is available when we have spare rooms and in blocks of 7 days.*

Toiletries: *Are to be provided by the family. If toiletries are not available to staff when required, items will be supplied by the home, from our small stock, and will be charged for.*

Visits prior to admission are always encouraged. Please book an appointment if possible, but you may call at anytime to view the home if this is more convenient.

Meadowcare
www.meadowcare.co.uk

