

AbleCare *homes*

Family Run Care Homes



STATEMENT OF PURPOSE

If you would like to receive this document in larger print please see a member of staff or contact our Head Office at

The Annexe
73 Rock Lane
Stoke Gifford
Bristol
BS34 8PQ

sam.ablecare@
btconnect.com

ABLECARE HOMES

STATEMENT OF PURPOSE

1. AIMS AND OBJECTIVES

The owners of AbleCare Homes are dedicated to providing a friendly, caring and comfortable family environment for retired people. This is achieved by pursuing the following objectives:

1. Providing all prospective residents with an introductory brochure.
2. Inviting all prospective residents to view the available rooms and communal areas.
3. Recommending a four-week trial before making a commitment to permanent residency.
4. Supplying residents with a written statement of terms and conditions of residency to avoid any confusion or ambiguity.
5. Carrying out placement reviews and general reviews of the residents' satisfaction with their quality of life. Key workers will be nominated to individuals to develop a close knowledge of the individual's interests and needs.
6. Encouraging residents to bring with them small items of furniture and cherished items to make their room more homely and comfortable.
7. Ensuring that all laundry carried out in the home is properly sorted. All clothing to be name-tagged on admission to ensure individuality of residents. Dry cleaning can be arranged but is a chargeable extra when required.
8. Involving residents in decisions regarding the running of their home, within the limits of their ability.
9. Ensuring confidentiality of residents' private affairs, correspondence, etc.
10. Providing, where requested and appropriate, tea/coffee making facilities in residents' rooms.
11. Keeping residents in touch with the local community by means of telephone, newspapers, volunteers, visiting clergy, chiropody and hairdressing services, etc.
12. Arranging occupational therapy, physiotherapy, dental, eye, hearing and continence care, dietetics and speech therapy through the NHS wherever possible. If private treatment is necessary, this, is charged to the resident at cost.
13. Encouraging residents to continue their hobbies and interests and become involved in visits to local OAP Clubs, walks on the Downs, etc.
14. Providing reality therapy to residents who may be confused.
15. Ensuring that residents know how to make a complaint without fear of rebuke or threat of eviction.
16. Providing a varied, nutritious diet, catering for individual tastes and cultural preferences. Diabetics and those with allergies are also catered for.
17. Running the homes in a manner which ensures the safety of residents and staff.
18. Holding social events to enable residents and staff to get to know each other better.
19. Encouraging a feeling of independence so that residents consider themselves individuals in a caring family environment.
20. Having a general no-smoking policy for the mutual benefit of residents, staff and visitors.

2. SERVICES PROVIDED AND RANGE OF NEEDS

Our Purpose

is to provide residential accommodation and personal care for elderly people who, by reason of advanced age or infirmity, require this care

AbleCare Homes

offer quality family run residential care for the elderly

AGE RANGE AND SEX OF SERVICE USERS ACCOMMODATED	Belvedere Lodge	Rosewood House	Patron House	Crossley House	Hengrove Lodge	Frenchay House
Under 65 years of age	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES
Over 65 years of age	✓	✓	✓	✓	✓	✓
Male	✓	✓	✓	✓	✓	✓
Female	✓	✓	✓	✓	✓	✓

SPECIAL NEED	RESIDENTIAL HOMES					
	Belvedere Lodge	Rosewood House	Patron House	Crossley House	Hengrove Lodge	Frenchay House
Sensory Impairment	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES
Physical Disability	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES
Dementia	✓	MILD	MILD	✓	MILD	MILD
Mental Infirmity	✓	MILD	MILD	✓	MILD	MILD
Medical & Nursing Matters	MEDICATION ADMINISTRATION ONLY	MEDICATION ADMINISTRATION ONLY	MEDICATION ADMINISTRATION ONLY	MEDICATION ADMINISTRATION ONLY	MEDICATION ADMINISTRATION ONLY	MEDICATION ADMINISTRATION ONLY
Incontinence	✓	MILD	MILD	✓	MILD	MILD
Specialist Dietary Requirements	✓	✓	✓	✓	✓	✓
Rehabilitation & Respite	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES
Day Care	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES	IN SPECIFIC CASES
Nursing Care	X	X	X	X	X	X

3. ORGANISATIONAL STRUCTURE

Company	Willcox Bros Ltd t/a AbleCare Homes
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Owners	Mr John C Willcox & Mrs Samantha Hawker
Directors	Mr John C Willcox & Mrs Samantha Hawker
Responsible Individual	Mrs Samantha Hawker
Head Office	The Annexe, 73 Rock Lane, Stoke Gifford, Bristol, BS34 8PQ Tel/Fax 0117 969 1973
Web contact	www.ablecare-homes.co.uk sam.ablecare@btconnect.com

Manager	Work Address	Telephone
Miss Vanessa Kilfoil	Belvedere Lodge 1 Belvedere Road Westbury Park BS6 7JG	0117 973 1163
Mrs Jane Bowman	Rosewood House 55 Westbury Road Westbury-On-Trym BS9 3AS	0117 962 2331
Miss Emma Marshall	Patron House 212 Stoke Lane Westbury-On-Trym BS9 3RU	0117 968 2583
Mrs Amanda Sadler	Crossley House 109 High Street Winterbourne BS36 1RF	01454 777363
Mrs Teresa Silverthorne	Hengrove Lodge 29 Petherton Road Hengrove BS14 9BX	01275 833006
Mrs Jacqueline Woodman	Frenchay House Beckspool Road Frenchay Bristol BS16 1NE	0117 956 7611

4. LEGAL STATUS

Limited Company	Willcox Bros Ltd, Company Number 1754251 Trading As AbleCare Homes Ltd
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5. LOCATIONS WHERE SERVICE IS PROVIDED

Belvedere Lodge
1 Belvedere Road
Westbury Park
Bristol BS6 7JG
Tel: 0117 973 1163

Rosewood House
55 Westbury Road
Westbury-on-Trym
Bristol BS9 3AS
Tel: 0117 962 2331

Patron House
212 Stoke Lane
Westbury-on-Trym
Bristol BS9 3RU
Tel: 0117 968 2583

Crossley House
109 High Street
Winterbourne
South Gloucestershire
BS36 1RF
Tel: 01454 777363

Hengrove Lodge
29 Petherton Road
Hengrove
Bristol
BS14 9BX
Tel: 01275 833006

Frenchay House
Beckspool Road
Frenchay Common
Frenchay
South Gloucestershire
BS16 1NE
Tel: 0117 9567611