

ADULT AND COMMUNITY SERVICES

WELCOME TO SIDNEY GALE HOUSE

INFORMATION FOR RESIDENTS, PROSPECTIVE RESIDENTS, FAMILIES, CARERS AND FRIENDS



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**IMPROVING THE QUALITY OF LIFE FOR PEOPLE IN DORSET,
NOW AND FOR THE FUTURE.**

INTRODUCTION

Sidney Gale House is situated between Bridport Town and West Bay Harbour, set in spacious grounds with far reaching views.

There is an enclosed patio garden and summerhouse, as well as further lawned grounds.

Bridport is a thriving market town about 10 minutes walk away. Buses stop at the end of the road which can take you into the town, to West Bay or further along the Jurassic Coast. Close at hand there is a supermarket and a garden centre, both of which have cafes.

As well as the usual shops (bakers, butchers, greengrocers, ladies and gents outfitters etc); the town has a cinema, a theatre in the arts centre and a twice weekly market.

ACCOMMODATION AND SERVICES

Sidney Gale is registered to accommodate 44 residents, with two of the rooms used for short term respite stays.

This bright and airy home is arranged over 3 floors, with lift access to all floors.

Each floor is divided into 2 designated living areas, comprising of bedrooms, a lounge, a dining room and small kitchen, bathroom and toilets.



All the lounges and dining rooms are furnished in a comfortable, homely style with comfortable chairs, coffee tables, books, televisions and radios. The small kitchens have drinks and snack making facilities.

At Sidney Gale House we offer you the privacy and security of a single room with a lovely outlook.

Each room has a wash basin and is furnished with a bed, wardrobe, bedside cabinet and comfortable chair. Shelves can be put up to accommodate personal items.

Residents are encouraged to personalise their rooms with pictures, photographs and ornaments. If you would like to bring bedding, chairs or larger pieces of furniture please discuss this with the manager, as the items will need to meet safety standards.

The manager of the home should also be informed if you wish to have personal radios, televisions or other electrical equipment, as we will have to ensure they also meet current safety standards.

Our television licence only covers sets in the lounges, so you may, if you are under 75 years, have to pay a yearly concessionary licence fee if you have a set of your own.

There are pay phones on each floor for your use. If you prefer you can have a phone fitted in your room. The cost for this will vary depending on the location of the room. You will be responsible for the telephone bills.

All linen and towels are provided by the home at no extra cost, and residents' clothing is laundered on site at no additional charge. Clothing must be labelled to ensure a safe return, and we can arrange to purchase name tapes for you, at a small cost.

Dry cleaning services can be arranged, and charges for this are available on request.

We have a safe within the home in which we will be pleased to keep your smaller valuables and any larger amounts of money. We ask, however, that you do not keep large amounts of money in your room or in the safe. We will arrange banking facilities if you or your family are unable to do so.

We strongly advise that all your personal belongings are insured as they are not covered by Dorset County Council's insurance.

MEALS AND MEAL TIMES

Sidney Gale has a dedicated catering team who offer residents a full choice of meals and snacks cooked freshly every day. The team are experienced and knowledgeable in providing a range of specific dietary needs. We pay special attention to the provision of healthy, balanced, nutritional menus.

There are 3 main meals a day and snacks, biscuits and drinks are always available, day and night. If you would like it, we can provide early morning tea.

Meals are served at the following times:

- Early morning tea - from 6.30am
- Breakfast - from 8.30am
- Coffee or tea is provided mid morning
- Lunch - 1.00pm
- Tea or coffee is provided mid afternoon
- HighTea - 5.30pm.
- Supper - from 7.30pm



We are happy to provide you with a meal in your room; however we generally serve meals in the dining rooms.

Care staff will serve hot drinks on request and cold drinks are always available.

Sandwiches, biscuits and cheese, sweet biscuits and drinks are available throughout the night; please ask the staff if you would like them

Visitors are welcome to have a meal with you, and this must be booked in advance. There is a nominal charge for visitors' meals.

FACILITIES AND ACTIVITIES AVAILABLE

Newspapers and magazines - delivery of daily newspapers and magazines of your choice can be organised from the local newsagents.

Hairdresser - a hairdresser visits the home twice a week or you can visit local hairdressers in the town.

Shop trolley service - we have a shopping trolley from which you can purchase sweets, biscuits, cards and toiletries.

Chiropodist - both private and health service chiropodists visit regularly.

Dentist - there are several dental surgeries in Bridport where appointments can be made or domiciliary visits can be arranged.

Optician - residents are encouraged to have regular eye tests. We can arrange for opticians to visit you, or there are several opticians in Bridport where appointments can be made.

Library – the home has a library with large print and talking books, DVDs and videos. The local library also provides a service, bringing a selection of books in the categories requested by individual residents each month.

Local faith arrangements - the local church group provide Church services and Holy Communion monthly in the home. Arrangements can be made for residents to attend local places of worship, with volunteers from local religious groups often collecting residents from the home to take them to services or meetings.



Activities - the home has a thriving and varied activity programme, which residents can attend if they wish. The programme is advertised weekly and the activities range from talks and slide shows from the local museum to musical entertainment.

There is a thriving Book club and Games club (scrabble, cards, board games) quizzes and gentle exercises. Local companies and producers give presentations and talks. Plus many more interesting options, too many to mention!

EXTRA COSTS

The costs of things such as having your hair cut, dry cleaning, chiropody, newspapers etc are not covered in the fees you pay and will need to be paid separately. Please check with the manager what is or is not covered.

HEALTH AND SAFETY

The home ensures there are adequate numbers of officer and care staff on duty during the day and night who have the knowledge, skills and experience to meet the needs of all residents.

There is a dedicated staff team and a duty manager and care staff are available 24 hours a day. Care staff are here to assist you day and night.

A nurse call system is in place in all the rooms for residents to request help, when or if it is needed.

If you need assistance with certain tasks or help to move around we make sure you and the staff can do it safely. Our staff are trained in helping to lift or move people in ways that are safe. If you need equipment to help with any tasks we will ensure you know how it works and what is happening.

Residents should bring with them any mobility aids, such as zimmer frames, rolators, wheelchairs or other equipment.

If you have any continence aids please remember to bring them with you.

We actively encourage residents to maintain their independence and are happy to support any residents who wish to self-medicate. Please inform the staff if you would like to hold your own medications. Locked facilities are available and all medications must be kept locked away at all times.

All other medications and creams will be administered by senior staff. A dedicated medication storage facility is provided within the home.

All hot water outlets in bathrooms and toilets are fitted with thermostatically controlled washing facilities to minimise the risk of scalding.

The home is fitted with an automatic fire system, including sprinklers in all rooms, with sensors in every room. The sprinkler system will only activate in the immediate location of the fire. All staff are fully trained in fire safety. In the event of fire all the doors will close automatically, please stay where you are and a staff member will come to you. The fire alarms are tested weekly.

GP ARRANGEMENTS

If you live locally you will be able to continue to have the same GP. However, if you are moving into the area we will register you with one of the local surgeries. All residents have their own GP. The home does not provide any nursing services. These services are provided by a local team of district nurses and other health professionals who will attend your needs in the home, visiting as required.

CARE PLANNING

Before admission a carefully prepared personal care plan is put in place. The care we provide is reviewed monthly, and once a year we have an annual review. You will be fully involved in planning your care. We encourage you to maintain your independence, in any way you feel able.

We operate a “Keyworker” system. This means there will be a dedicated member of staff who will be the person who will advocate for you within the home. They will help you with shopping, your clothes and generally be the main person to whom you refer.



If you have any concerns please make sure you tell the staff on duty at the time.

CARE STAFF TRAINING

Care staff undertake an induction training programme in line with the requirements of the Commission for Social Care Inspection (CSCI: the body which regulates, inspects and reviews all social care services) and Skills for Care. Following these courses there are regular updates and refresher training to attend.

Additionally, a high percentage of care staff have achieved or are currently undertaking the NVQ at Level 2 in Care. Members of the management team have NVQs at levels 2, 3 and 4 in both care and management.

Catering and housekeeping staff also have relevant training and qualifications.

VISITOR ARRANGEMENTS

Visitors are welcome at any time, but for the comfort, privacy and convenience of other residents we ask that visits are between 9.00am and 8.00pm. They are welcome to participate in any of the home's activities.

For security and fire safety reasons we ask that visitors sign in and out when they visit.

If you decide to go out with your visitor, please let us know so we know that you are no longer in the building.

RESIDENTS MEETINGS & FEEDBACK

All residents are invited to attend regular meetings where all comments and suggestions are listened to and acted on where possible. There are suggestion boxes on each of the landings, please make use of these with your ideas, suggestions and comments.

The whole staff group at Sidney Gale is very keen to receive feedback from our residents and their families.

WHAT THE RESIDENTS SAY

- Everything is perfect here!
- Staff can't do enough for us
- The food's very good
- I feel safe here
- There are no worries, everything's provided
- It's all done for you
- I was so happy when they told me I could move in here!



FURTHER INFORMATION

This information forms part of the Service User Guide. This Guide contains the following additional information:

- Our statement of purpose
- A copy of a standard care home contract
- Our complaints procedure
- Fire safety and evacuation procedures
- Details of where you can find recent Commission for Social Care Inspection (CSCI) inspection reports
- Contact details of the CSCI and other agencies/organisations
- Respite stays