



## ADULT AND COMMUNITY SERVICES

### WELCOME TO AVON VIEW

**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**

Avon View is a purpose built residential and nursing home for older people. Set in pleasant grounds, we are about a mile from the ancient market town of Christchurch close to local shops and public transport.

We offer a high standard of care from our friendly, well trained and experienced staff, who are on call day and night.

Avon View is a non-smoking home.

## **ACCOMMODATION AND SERVICES**

The Home has accommodation for 80 service users:

- 20 special care beds for people who are diagnosed with Dementia (which can be a locked unit)
- 25 beds for frail elderly people
- 25 beds for people requiring nursing/palliative care. Up to 10 of these beds can be accessed by people under 65 years of age, subject to the Home meeting their physical and social needs.
- 10 intermediate beds providing short-term programmes for people before they return to their own home. These beds are in a separate unit and Avon View works jointly with Christchurch intermediate care services in this unit.

The accommodation is arranged over three floors, with lift and stair access to each floor.



Accommodation is provided in discrete units with lounge/dining areas for between 10 and 15 residents.

All bedrooms are single rooms, measuring approximately 14 square metres, with en suite toilets and shower rooms fitted to meet residents' needs.

Rooms are furnished with a bed, a chest of drawers, an upholstered chair, a bedside cabinet and a wardrobe.

An en-suite guest bedroom is also provided should a relative need to remain in the Home overnight.

There is a large assisted bathroom, fitted with overhead hoists, on each floor.

There are also service areas that include a modern industrial kitchen and laundry, offices, sluice rooms and a staff room.

All linen and towels are provided by the Home with residents' clothing being laundered on site at no additional charge.

Dry cleaning services can be provided by an external laundry service: charges for this service are available on request.

Communal televisions are available in every lounge and each bedroom is equipped with an aerial socket so you are welcome to have your own private television in your room. Concessionary television licence rules apply unless individual residents are under qualifying age. This means that residents over 75 years do not pay for their licence and anyone under 75 years will pay £5 per year if you have a television set of your own.

All rooms are fitted with telephone and computer sockets. A hotel telephone switchboard operates in the Home and each resident can purchase their own telephone for their rooms. Residents are billed each month for the calls that are made.

If you come to stay with us you may want to bring some personal items with you such as a radio, television, clock, photographs or mirror. You are welcome to do so, but please understand that we cannot accept responsibility if these items are lost or damaged.

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

We have three separate secure gardens, one with a summer house and another has a fish pond. The garden is landscaped to provide secluded and secure areas, which provide a safe and pleasant environment in which to sit or take short walks.



There is a water feature and sensory areas, which add elements to the outside areas which are particularly suitable for people with sensory loss. The paved areas, paths and raised beds enable residents in wheelchairs to access all the facilities the garden offers.

Residents have even started to grow their own vegetables.

## **MEALS AND MEAL TIMES**

Avon View offers all residents a full choice of meals, drinks and snacks to meet a range of specific dietary needs.

Meal times are as follows:

- Breakfast 8.00 am – 10.00 am
- Morning coffee 10.30 am
- Lunch 12.30 pm
- Afternoon tea 2.30 pm
- Tea 5.00 pm
- Supper 7.30 pm



Tea and coffee making facilities are available for residents and their visitors at all times.

Visitors are welcome to have a meal with you. We can provide a meal for them if you tell us at least one day in advance. There is a small charge for visitors' meals.

We have a small shop at Avon View where residents can purchase a range of toiletries, sweets and chocolates. The shop is open from 10.45 – 11.45 am every day except Thursday, when it opens between 1.30 - 4.00 pm.

## **FACILITIES AND ACTIVITIES AVAILABLE**

Newspapers – delivery of a daily newspaper can be organised from the local newsagents.

Hairdresser – we have a private hairdresser in the Home on three days per week. A list of charges are displayed on the residents' notice board.

Chiropodist – NHS chiropodists, who are referred through GPs, and a private chiropodist visit regularly.

Dentist – domiciliary visits or visits to the local dental surgery can be arranged.

Optician – residents are encouraged to have regular eye tests which can be undertaken by either their own optician in the community or alternatively staff are able to make appointments with opticians who visit the home.

Library – volunteers from the Christchurch Library visit Avon View every six weeks bringing a selection of books.



Activities – Activities Officers are employed who, through consultation with residents, deliver a varied programme of activities including arts and crafts, outside entertainment, trips to the local area of a weekly basis, baking, quizzes, board games and bingo

We always enjoy celebrating residents' birthdays and other special occasions within the Home.

Local faith arrangements, eg church services – residents have the opportunity to partake in a weekly church service. We will aim to meet any religious and cultural needs.

The Home employs a full time Occupational Therapist.

## **EXTRA COSTS**

The cost of things such as having your hair cut, chiropody, newspapers etc are not covered in the fees you pay, but will need to be paid for separately. You should check with the manager what is or isn't covered.

## **HEALTH AND SAFETY**

The home ensures there are adequate numbers of officer, care and nursing 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 duty manager every day in the home, and at night there is a night shift leader. A registered nurse is on duty at all times in the nursing unit.

We ask that you bring your current medication with you, together with any other personal mobility aids such as your wheelchair, walking stick, zimmer frame or other equipment.

We actively encourage residents to maintain their independence and are happy to support any residents who wish to self-medicate.

Please inform home staff if you would like to hold your own medications. A lockable drawer is provided in each bedroom 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 area is provided within the home

All rooms are fitted with a call bell to summon staff if you need assistance.

All hot water outlets in residents' bedrooms, communal toilets and bathrooms are fitted with thermostatically controlled washing facilities to minimise risk of residents scalding themselves.

If you need assistance to do certain things or to move around, we make sure that you and the staff helping you can do it safely. All

our staff are trained in helping to lift or move people in ways that are safe. If any equipment is needed to help lift or move you, we will explain what will happen and how it works.

The fire protection system includes a sprinkler system, with alarms and detectors.

The fire alarm system is tested weekly on a Wednesday lunch time. When the fire alarm sounds there is a very loud electronic noise and the majority of the doors in the building bang shut. Staff will inform all residents and visitors if they need to evacuate the area in which they are sitting.

Additional fire policy information is available in the Service User guide.

## **GP ARRANGEMENTS**

Avon View is served by six local GP surgeries and residents are always encouraged to register with a GP of their choice. Where possible we will try to keep you linked with your own GP. If this is not possible we can arrange for you to be registered with a local GP. Community nurses and other health professionals visit regularly.

## **CARE PLANNING**

The staff at Avon View work closely with the residents, carers and other professionals to create an individual care plan for each person. The care programme is regularly monitored and reviewed with your allocated keyworker.



## **STAFF TRAINING**

All care staff undertake an induction programme consisting of an in-house induction and orientation and a four day external course covering the Common Induction Standards. This is in line with the requirements of the Care Quality Commission (CQC: the body which regulates, inspects and reviews all social care services) and

the National Minimum Standards. Following these courses there are regular updates and refresher training to attend.

Additionally a high percentage of the care staff have achieved or are working towards the National Vocational Qualification (NVQ) level 2 in Care. Care staff also complete a 12-week course on infection control, palliative care and person centred dementia care.

Members of the management team have a selection of NVQs at levels 2, 3 and 4 both in care and in management.

Housekeeping and catering staff also have relevant training and qualifications.

## **RESIDENTS' VIEWS AND MEETINGS**

All residents at Avon View are invited to attend a monthly meeting where all comments and suggestions are listened to and acted upon where possible. Current minutes of these meetings are displayed on the main notice board.

Regular quality assurance questionnaires are handed to residents so they can give their comments. Results are carefully analysed and fed back to the residents. We ensure changes to our service are implemented as a result of this feedback where relevant.

## **VISITOR ARRANGEMENTS**

Visitors are always welcome and we like them to feel that they can visit at any time. 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 the home.

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

There is a relatives and carers group organised at Avon View and the aim of this group is to offer support to relatives and carers at the time their relative becomes a resident. We encourage all relatives and carers to take part, as this group is a means of mutual support and is involved in events and activities at Avon

View. If any relatives or carers are interested in joining the group or attending a meeting for a drink and a chat, they should contact the Activities Officer. Relatives who are members of the group can be contacted through the Home.

## **QUOTES FROM RESIDENTS**

'It's a nice place to live'.

'Food is good, accommodation excellent, staff are good'.

'Excellent staff, whole place is delightful.

'Good place to live'.

'There are activities and trip out we really enjoy'.



## **FURTHER INFORMATION**

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

- Our statements 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 Care Quality Commission (CQC) inspection reports
- Contact details of the CQC and other agencies/organisations

