

**WELCOME TO STREETS MEADOW RESIDENTIAL HOME**  
**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

Streets Meadow has been part of Wimborne since 1965. In 2005 it was rebuilt on the same site as the previous home and the new home was opened in March 2006. The home is within a short walking distance of the busy town centre.

Wimborne is an historic market town which has much to offer visitors and residents alike. A busy market is held on 3 days a week, the historic Minster with its chained library and astronomical clock, Priest's House Museum and the model town and gardens are amongst its many attractions.

## ACCOMMODATION AND SERVICES

Streets Meadow has 60 single bedrooms, all with ensuite facilities, arranged into 4 units each with its own distinct character. The 4 units are:

- Allen (Purple)
- Stour (Green)
- Avon (Blue)
- Frome (Gold)



All the single bedrooms have a minimum of 12 square metres of floor space and conform to the Care Standards Act 2000.

Each unit has its own lounge, dining room and kitchenette.

Bedrooms are tastefully furnished, with complimentary upholstery, furniture and bed linen which all conform to current fire regulations. Each resident's room is their own and residents are welcome and encouraged to bring in their own furniture, ornaments, pictures and personal possessions.

There is a TV point and telephone point in every bedroom. If residents would like to have a television set in their room they will need to provide it themselves, and meet any associated costs. Residents can bring in their own telephone or we can provide one.

All residents' laundry is washed within the home. However, it is important that all personal possessions are clearly labelled. We can purchase name tags on behalf of residents. We do not provide a dry-cleaning service.

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

There are extra wide doorways and corridors for the comfort of residents using wheelchairs.

All light switches and sockets in bedrooms are at waist height.

The home has two lifts which are regularly serviced and have an alarm call system and automatic fault detector system linked to the contract engineers site.

There is level access to all rooms, facilities and into the gardens.

## **MEALS AND MEAL TIMES**

Streets Meadow has a dedicated catering team who offer residents a full choice of meals and snacks cooked freshly every day. The team are experienced in meeting a full range of specific dietary needs.

We serve meals and refreshments each day as follows:

- ❖ Breakfast is served from 8.30 – 9.30 am
- ❖ Mid-morning refreshments at 11.00 am
- ❖ Lunch is served at 12.30 pm
- ❖ Mid-afternoon refreshments at 3.00 pm
- ❖ Tea is served at 4.30 p.m
- ❖ Supper at 7.30 pm



Although all residents are encouraged to have main meals in their unit dining rooms, any meal can be served in the bedroom.

Visitors are welcome to have a meal with a resident at any time, for which there will be a small charge.

Each dining room has a kitchenette and residents and visitors are welcome to make themselves a drink at any time.

We have a small shop trolley selling sweets, cards and toiletries.

## **FACILITIES AND ACTIVITIES AVAILABLE**

Gardens - the home has two gardens, lawns, flower beds and a summerhouse. All residents and their visitors are encouraged to make use of the gardens as much as possible. There is a variety of garden furniture with umbrellas and shades.

Newspapers – delivery of daily newspapers can be organised from the local newsagents, who invoice residents monthly.

Hairdresser – there is a weekly visit by a professional hairdresser to the home's own hairdressing room. Residents are very welcome to have their own hairdresser visit them at the home.

Chiropodist – the chiropodist visits monthly and will charge the resident at the time of treatment. Residents are welcome to use their own chiropodist service.

Optician – an optician visits our home on a regular basis, but residents are free to use the optician of their choice.

Library – we are within 3 minutes walk of the town's library, with full use of all its facilities. Each of the home's units has a small library of books which residents are welcome to borrow. We also have a small library of about 60 talking books that are available for all residents.



Activities – the home has two activity managers who organise group and individual activities, outings and events. They will visit each resident within three days of admission and explore with him/her individual interests.

Computer Use - we have a computer for residents and visitors to use. Individual residents can easily be set up with their own e-mail address for family and friends to keep in contact. Alternatively, if a resident

has his/her own computer this can be connected in their bedroom for email and internet use for a very small monthly charge. Individual computer lessons can be arranged with the activity managers.

## **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**

There is a manager on duty at all times. On the door of the duty room opposite the front door is a notice which informs residents and visitors of the name of the current duty manager.

We have a night duty manager and a team of night staff awake all night. Residents should not hesitate to ring for assistance or for a cup of tea and a chat. Regular night checks are carried out on all our residents.

There is a modern and user-friendly call system for the safety of residents. All care staff carry a receiver for these calls.

All medication must be kept in lockable cabinets. Generally all medicines are kept in the medicine trolley and dispensed by the duty manager.

We have access to the services of a fully qualified occupational therapist who will advise on all moving and handling requirements.

There are overhead hoist facilities in all bathrooms and in 12 bedrooms. We have a variety of mobile hoists and equipment for those less mobile residents.

For residents with mobility problems we can supply a call bell which can be comfortably worn on a cord around the neck or placed on a surface nearby.

All windows are glazed with safety glass and have restricted openings.

The temperature of the water at all basins, showers and baths is controlled to a safe level to avoid scalding risk at all basins, showers and baths. There is non-slip vinyl of the highest grade in all en-suites, bathrooms, toilets and dining rooms.

Showerheads are designed to prevent contamination of the water supply. There are no exposed hot water pipes.

There are safety grabs in toilets, en suites and bathrooms, with safety rails in all corridors.

All radiators are thermostatically controlled with safety covers to provide a comfortable and safe environment.

Chemical storage complies to COSHH legislation for storage and use.

Fire precautions include a sprinkler system, smoke and heat detectors in all areas of the home including lofts and cupboards, and a modern fire alarm system. Fire checks, training and evacuations are carried out on a regular basis to meet legislative requirements.

In the event of the fire alarms sounding, residents and visitors are to remain where they are until contacted by a member of staff, who will lead them to a safe place.

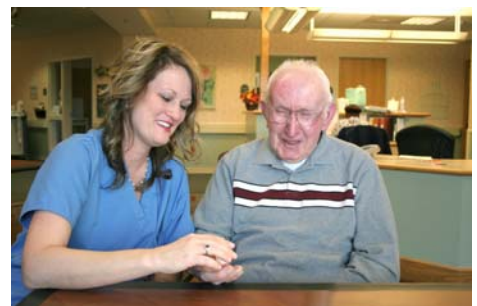
## **GP ARRANGEMENTS**

Streets Meadow is a residential care home and does not provide a nursing service. This is provided by the local team of district nurses who are linked to the three local GP surgeries. Residents who are not already registered with a local practice have a choice of GP from:

Quarterjack Surgery  
Walford Mill Surgery  
East Borough Surgery

## **CARE PLANNING**

Residents are assessed by a manager from the home before admission to ensure the home is able to provide the level of care needed.



Potential residents and their families are welcome and encouraged to visit the home before admission to look around and to discuss their care needs.

An individual care plan is then created which will reflect each resident's care needs and personal choices.

All residents and their families will be invited to a meeting six weeks after admission to review the care plan and make adjustments and changes where necessary. There is then a formal review every year with the resident and family, although the care plan is adjusted as often as necessary to reflect the changing needs and choices of the resident.

## **STAFF TRAINING**

All care staff undertake an induction programme in line with the requirements of the Care Quality Commission (CQC) and Skills for Care.

Additionally, a high percentage of the care staff have achieved or are undertaking the National Vocational Qualification (NVQ) level 2 in care.

Domestic staff also have relevant training and qualifications. For example, two assistant chefs have gained their NVQ Level 2 in Catering.

## **RESIDENTS' VIEWS AND MEETINGS**

Streets Meadow welcomes feedback from residents and visitors and actively encourages residents to let us know what they think of our service.



Each unit holds regular unit meetings and all residents and their families and carers are encouraged to attend. The meetings look at all aspects of the running of the unit from menus, meal planning and housekeeping to planning the next outing. Both Green and Gold units have

regular carers' meetings and we are planning to start these in the other two units this year.

Streets Meadow carries out regular quality assurance monitoring and all residents, carers, families, staff and fellow professionals are invited to comment. The results of these exercises are discussed at unit meetings and staff meetings.

## **VISITOR ARRANGEMENTS**

All visitors are welcome between the hours of 9.00 am and 9.00 pm. However, if they wish to speak with the duty manager it is advisable to avoid meal times as the manager will be busy attending to medication rounds.

We welcome children of all ages and visitors are encouraged to bring in their dogs when visiting, as long as they are on a lead and under control.

It is important that all visitors sign in and out in the visitors book so that staff are aware of all visitors in the building and which unit they are visiting. If residents go out with their visitors, we ask they let us know so we know they are no longer in the building.

# **STREETS MEADOW**

## **AIMS AND OBJECTIVES**

**A SECURE BASE OF ENJOYABLE EXPERIENCES WITH SUFFICIENT CHOICES AND CHALLENGES TO ENABLE RESIDENTS TO MAINTAIN THEIR OWN LEVEL OF INDEPENDENCE.**

**REINFORCEMENT TO AN INDIVIDUAL THAT THEY MATTER, GIVING THEM A GENUINE VOICE IN DECISION MAKING.**

**RELATIONSHIPS WITH CARE GIVERS WHICH ARE WARM AND SKILFULLY ADAPTED TO INDIVIDUAL NEEDS.**

**OPPORTUNITIES FOR FRIENDSHIPS INSIDE AND OUTSIDE THE ESTABLISHMENT.**

**OPPORTUNITIES TO BE CREATIVE, TO CONTINUE OR LEARN NEW SKILLS.**

**TO PROMOTE THE INDIVIDUALS PERSONAL LIFE IN PRIVACY AND DIGNITY.**

**CREATE AN ENVIRONMENT WHERE THE CARERS ARE ABLE TO CONTINUE THEIR ROLE IN PARTNERSHIP WITH THE HOME.**

**WHERE A RESIDENTS OWN SPIRITUAL NEEDS AND RELIGIOUS BELIEFS ARE VALUED, ACCEPTED, ENCOURAGED AND CATERED FOR.**

## **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 Care Quality Commission (CQC) reports
- Contact details of the CQC and other agencies/organisations