



ADULT AND COMMUNITY SERVICES

WELCOME TO CASTLEMAN HOUSE

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



Fairfield Bungalows, Blandford, Dorset DT11 7DS

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Manager: Stephen Prewer

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

INTRODUCTION

Castleman House is a 48 bed purpose built care home for the elderly situated in Blandford Forum.

Blandford Forum is a unique Georgian town, surrounded by beautiful countryside, with a wealth of shops, churches, restaurants and public houses. There are numerous parks and gardens to enjoy.

The home is registered to accommodate 23 people with dementia.

ACCOMMODATION AND SERVICES

The accommodation is arranged on one floor in five cottages. Each cottage has between eight and ten beds, its own lounge/dining room, bathroom and toilet facilities. There is a vigorous redecoration programme in place. All cottage kitchens, some bathrooms and many bedrooms have been recently updated. A new shower room is available for those residents who prefer to have a shower.



There is a large communal lounge.

The bedrooms all have thermostatically controlled wash basins, assistance call bells, and are heated by radiators. However, none of the bedrooms have en-suite facilities. Each room is tastefully decorated and residents are able to furnish their rooms as they choose after the initial review period.

In addition each room has a TV aerial point and residents are able to make their own arrangements for the provision of TV or telephone services. Communal televisions are available in every lounge. If you decide to have your own television set in your bedroom, 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.

The home has laundry facilities for residents clothing, and we provide all bedding and towels (Clothing must be named in order to ensure safe return and name tags should be brought in with you).

We strongly advise that all your personal belongings are insured, as they are not covered by the County Councils insurance

Residents are able to access the enclosed gardens freely, or enjoy spending time in one of the two conservatories.

MEALS AND MEALTIMES

Meals are prepared by our well trained catering staff and enjoyed in the cottages. We have a 24 hour menu available to meet a range of specific dietary needs. Residents can choose to take their meals in their rooms. Meal times are as follows:

- Breakfast is served from 8.30 am
- Lunch is served at 12.30 pm
- Tea is served at 4.45 pm
- A light supper and drinks are available during the evening.



The families and friends of residents are welcome to have a meal with them for a small charge.

The home runs a small shop where residents can purchase a range of toiletries, sweets and chocolates.

FACILITIES AND ACTIVITIES AVAILABLE



Activities - there is a large communal lounge where residents can enjoy numerous activities, and regular entertainment. We employ an activities co-ordinator to arrange these, and regular outings.

Newspapers - the delivery of daily newspapers can be organised with a local newsagents.

Hairdresser - there is a hair salon and a private hairdresser visits the home on a Monday.

Chiropodist - we have visiting private and health service chiropodists.

Optician - residents are encouraged to have regular eye tests, which can be performed by your own optician or appointments can be made with opticians who visit the home.

Faith/church services - on Sunday afternoons we have a group visit from a local church who leads an informal service.

Pay phone - residents have the use of a pay phone facility.

EXTRA COSTS

The cost of services such as having your hair cut, chiropody, dry cleaning and newspapers 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 is not covered.

HEALTH & SAFETY

The Registered Manager is assisted by a team of duty managers; there is at least one manager on 24 hrs a day.

At night there are 4 waking staff on duty and residents are checked at regular intervals.

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

should you wish to keep your medicine in you bedroom. This has to be by prior arrangement.

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

The safety of our residents is paramount; all our staff attend regular fire training sessions. The home has been fitted with a fire sprinkler system that complies with current fire safety regulations. All fire systems are tested and maintained on a regular basis.

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

GP ARRANGEMENTS

Castleman House is served by two large GP surgeries and residents are always encouraged to register with a GP of their choice.

The home does not provide any nursing services and when required these services are provided be the local team of district nurses.

The home works closely with local community psychiatric nurses.

We also have regular visits from occupational therapists and the community rehab team.

CARE PLANNING

Before admission a carefully prepared care plan is put in place, and this is monitored monthly and reviews are held annually.



The home works closely with the local older person social work team based at Sturminster Newton to ensure the home is able to meet the needs of residents.

CARE STAFF TRAINING

Duty Managers are given the opportunity to training in supervisory management at National Vocational Qualification (NVQ) Level 3 through the Dorset County Council management programme.

Care staff undertake an induction training programme in line with the requirements of the Care Quality Commission (CQC: the body which regulates, inspects and reviews all social care services) and Skills for Care. Additionally, a high percentage of care staff have achieved or are currently undertaking the NVQ at Level 2 in Care.

The care staff are supported by a team of domestic staff who work hard to keep the home clean and comfortable.

RESIDENTS MEETINGS & FEEDBACK

Castleman House maintains a comprehensive quality assurance programme and obtains feedback from a number of sources, including residents, families, health care professionals and staff.

Monthly residents meetings are held in order to obtain the views of as many residents as practical. All residents are invited and encouraged to make suggestions and comments.

A suggestions box together with a comments book is located in the entrance area. This can also be used by families who may wish to give us feedback.

VISITOR ARRANGEMENTS

Families and friends are able to visit at any time throughout the day, and are encouraged to join in activities or enjoy the entertainment provided.

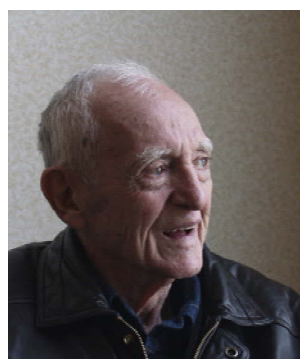
For security and fire safety reasons we ask that visitors sign in and out when they visit the home. If you decide to go out with your visitor please let us know so we know that you are no longer in the building.

QUOTES FROM RESIDENTS

“The various recent do’s have been excellent, it is all very much appreciated, thank you very much for everything” VS

“To our dear friends of Castleman House. We are so indebted to you all for everything you have done for Mum. You will never know how much we have appreciated all you have done” Family of VC

“This is the best place I could have come to, the food is good and the people lovely. I would tell people this is a lovely place to be in”. DP



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) inspection reports
- Contact details of the CQC and other agencies/organisations