



THE ELMS

CARE CENTRE

PRIVATE NURSING AND RESIDENTIAL HOME FOR THE ELDERLY

The Elms Care Centre

108 Grenfell Avenue
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Philosophy of Care

At the Elms Care Centre we have the following set of beliefs regarding the provision of long-term residential and nursing care to elderly:

1. Reasons why people need long-term care

Life expectancy has gone up dramatically in recent years, but age affects everyone in different ways. Some people will find that at some stage of their lives they need to move to a nursing home for increased care.

We believe we can make this move a positive one and help you to find and maintain a lifestyle that gives you the quality of life you desire and deserve.

2. The rights of people in long-term care

We believe all people who have made the decision to go into full-time care have the right to a safe and secure environment or to be in as homely and caring atmosphere as possible.

You are entitled to the maintenance and promotion of your sense of individuality and independence together with a continued involvement in the local community.

You should be confident of your continued rights to dignity, privacy, respect and confidentiality, and be able to exercise choice in all aspects of your care and life.

3. The quality of life of people in long-term care

We believe you are a unique individual with strengths and limitations and a lifetime of experience. Whatever your personal circumstances, you have the right to lead as normal a life as possible with a feeling of continued self-worth and importance.

You deserve to be valued, respected and be cared for with dignity, courtesy and consideration at all times.

You have the right to expect a holistic approach to your care encompassing the physical, intellectual, emotional, social and spiritual aspects of your life and to be involved in and consulted about all aspects of your care at The Elms Care Centre.

4. Our role as providers of long-term care

As provider of care, we believe that an organization such as ours must focus on those areas that most affect the quality of life of each individual client and organize the facilities and resources accordingly.

Our role is to maximize the quality of those facilities and resources to ensure they deliver care of the highest quality.

Our success should and will be judged by our clients according to the quality of care they feel they receive and their quality of life within the home.

Our Specialist Care Services

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- »» **Long-term or short-term stay**
- »» **Regular recreational and social activities**
- »» **Care under strict medical supervision**
- »» **Regular visits from doctors, chiropodist, dentists & hair-dressers etc.**
- »» **Church services**
- »» **Any-time laundry services**
- »» **24 hours care**
- »» **Individual and highly customized nursing care packages (according to the requirements)**



Location

The Elms Care Centre is based in Saltash, a town situated by the banks of the Tamar, the border between Devon and Cornwall. The City of Plymouth is few miles away across the Tamar Bridge, while Dartmoor, Bodmin moor and the beaches of the South coast are all close by. The town offers a full range of amenities including banks, building societies, church, shops, chemists, post office, library, community hospital with minor injury unit and GP surgeries.

Our Care Facilities

Building & Rooms:

The Elms Care Centre is a large building, situated in a nice residential area. There are rooms on both ground and first floors. A passenger lift is within the building too. Rooms at The Elms Care Centre are all spacious, comfortable and provided with bed, TV, wardrobe and wash basin etc. Residents may bring in personal items of furniture, if they wish to do so (subject to a Health and Safety assessment). Nurse call bells are also situated in every room, bathrooms and in appropriate locations within the communal areas. There is ample space for car parking in front of the building. Wheelchair access is throughout the home.

Lounge & Dining Facilities:

The Elms Care Centre understands and respects all resident's needs and privacy. We have a variety of communal areas, spacious dining and lounges. Residents may, of course, have the choice to take meals either in their rooms or in one of the lounges, if they want. Residents may choose to spend their time in the floodlit ornamental garden outside with the other residents or their invited family members, friends etc.

Hairdressing & Chiropody:

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Laundry:

Residents at the Elms can expect to receive high-quality laundry services which are included in our fee. Our laundry staff are available to discuss any special requests that you may have in this area.

Food:

Our kitchen received a 5 star rating at the recent Food Standards Agency inspection. We provide home cooked food using mostly fresh local produce. Healthy nutritious food and drinks are essential for good health and wellbeing. Our staff will discuss with residents or their representative about food preference and any special dietary needs required will be recorded in their personal care plan.

Our Breakfast, Two Course Lunch, Two Course Evening Meal and Home Baking, combine to offer a splendid variety of choice. Each day there will be a choice of meal from the menu. We are happy to provide meal of choice upon request.

Normally breakfast is served from 8:00 am, lunch: 12:00 pm and Dinner: 5:00 pm. Residents meal times can be adjusted according to personal choice.

Residents are offered regular beverages and snacks between meals.



Our Staff

The Elms Care Center has dedicated care staff, headed by Brenda who brings a wealth of Nursing and Management experience. The nursing, care and ancillary team at the Elms Care Centre will always strive to provide best quality of care which the residents should expect at all times.

- »» **Matron to support residents and their family**
- »» **Registered Nurse on duty 24 hours**
- »» **Trained care assistants**
- »» **Activities coordinator**
- »» **Ancillary staff members**

We always endeavor to improve the quality of services we provide and for the same purpose we hold regular trainings for our staff members. We always ensure that staff members at the Elms are always aware of up-to-date or current practices within nursing and care services.

Admission

Admission is given always after assessment by the Matron or an RGN and it is subject to bed availability. Based on assessment Matron will discuss the care needs; this will be discussed with the resident and/or relatives before and on admission.

Prior to assessment, resident and relatives are invited to visit the Elms Care Centre, have a cup of tea, meet staff, and discuss their requirements.

Activities

The Elms Care Centre schedules events and activities from time-to-time. Our activities are planned around interest and abilities of the residents.

Keeping active is always important for good health so our activities coordinator will organise or schedule activities which may include crafts, art, singing, newspaper reading, trips, church visits, local memory cafe and bingo etc.

Residents who have special hobbies or interests are always encouraged. Newspapers and magazines can also be delivered at extra cost.

Our coordinators spend time with the residents as required such as in reading newspapers to them and helping them with the post etc.



Quality Assurance

We strive to deliver optimum services to our residents. Residents and relatives can offer their suggestions or comments anytime as we believe in bringing changes in ourselves for better and better care.

We monitor our services with constant responses, suggestions or feedback from our residents. We have a complaint procedure which can be found in the Service User Guide.

Family & Visitors

The Elms Care Centre warmly welcomes visitors, family members, friends and acquaintances. There is no time limitation on visiting hours, but between 9 am and 8 pm is preferred.

We welcome family and friends to provide feedback to improve our services.

Fees

Fee will be agreed based on individual care requirements, prior to the admission. Fee shall be paid monthly in advance.

Our administrator can offer initial information on access to public or voluntary funds related to your personal circumstances.

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