



An "A" TO "Z" OF BEACON HOUSE

[www.beaconhousecarehome.co.uk](http://www.beaconhousecarehome.co.uk)

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## **ACTIVITIES**

Most of our residents prefer a quiet life and spend much of their time reading, watching television, chatting with other guests, their visitors or the staff.

We arrange outings, in-house entertainment and garden parties on a regular basis. We recognise your independence and types of events and the frequency is changed to best suit individual needs. To participate or not in any activity is always the Resident's choice.

## **ARRIVAL**

When you arrive at Beacon House you will be made very welcome. We will show you around and introduce you to both the staff and the Residents.

## **BATHS**

Staff are always available to assist with your bathing needs, and make sure you are safe and comfortable.

## **BINGO**

We hold regular sessions where everyone can join in the fun – and win a prize!

## **BIRTHDAYS**

As we will know your date of birth from our records, we will always remember your special day and if you wish, we will celebrate it with a special tea party.

## **BREAKFAST**

Breakfast is usually served in your room at a time to suit you. If you prefer this may be served in the dining room. The choice is yours.

## **CALL BELLS**

Call bells have been installed in every room including the toilets and bathrooms. If you require assistance of any nature, please use this system – help will be on the way immediately. Pendants are provided for your wear when you are out of your room.

## CARE

We are committed to providing the very best quality of care for our Residents. We never forget that you are an individual, and this is uppermost in our minds when planning your care and ensuring the care suits your personal preferences.

## CHILDREN

We welcome children as visitors at all times. We find their visits are therapeutic for the elderly. Children always put a smile on their face!

## CHIROPODY

A Chiropodist visits the home on a six weekly basis.

## CHOICES

We aim to give our Residents as much choice as possible in all areas of their care.

## CHURCH

If you would like to attend a church service we will help to organise this for you. Alternatively, we can arrange for Communion in the Home. We do have a service within the home on a monthly basis.

## DENTIST

Each Resident has the choice of using their own dentist, though we have and can offer dental services by arrangement.

## EARLY MORNING TEA

This is a Home and not an institution. We do not make it a practice of waking you up at dawn with a cup of tea! It is for you to advise us of your wishes. If you do like an early morning drink, all you do is let us know.

## ENCOURAGEMENT

Our staff will always encourage you to achieve as high a quality of life as is feasible and safe as possible.

## FAMILY

We pride ourselves on our family atmosphere. We encourage families to become involved in the care of their relatives.

## FEES

There is a great deal of job satisfaction in caring for elderly and infirm people and we do understand the concerns of our Residents. We never make cuts in our standards of care and facilities, and are always aware that we must provide the very best value. Our fees are compatible with maintaining first class care.

## FIRE PRECAUTIONS

The Home does comply with all the Health & Safety regulations and has in place all the correct equipment and procedures. However, we need to ensure that you will be safe in the event of a fire and will therefore complete a Personal Risk Assessment to enable our staff to ensure your safety.

All staff have a thorough knowledge of the layout of the Home and escape routes. They will be at hand should you need to evacuate the Home.

There are certain rules like keeping fire doors shut, and there is a rule of no smoking in the Home or Bungalows. These rules are for your safety – Please remember.

The Fire Assembly Point is on the main lawn area.

## FURNITURE

The only limit placed on Resident wishing to bring their own furniture is the size of their room and safety regulations. Beacon House actively encourages Residents to bring their own furniture and belongings as it helps them to settle in. We will be happy to discuss with you the feasibility of bringing your own special items into the room you have chosen.

## GAMES

An assortment of board and card games is available for your use.

## GARDEN

Entertain your visitors, enjoy a cup of tea or just lap up the sunshine in our garden. Occasionally, Residents have “green fingers” and enjoy getting involved in looking after the many flowerbeds. We have garden parties when the weather is pleasant.

## G.P.

If you come to us from outside your own G.P.’s area, we will advise you of the choice you will have of a G.P. from a local practice. If you need to consult your doctor we will make an appointment, either for you to visit the surgery, or alternatively, the doctor will visit you in the privacy of your own room.

## HAIRDRESSER

If you have a hairdresser who will visit you at Beacon House, you may make your own arrangements. Alternatively we have a hairdresser who visits us on a regular basis.

## HOBBIES

We do always want to encourage you to continue with your hobbies or explore new ones. Please tell us about your interests. Over the years we have had pleasure in learning about helping wherever possible to attain individual pursuits. Perhaps we can suggest something that would interest and stimulate you. The choice is virtually unlimited and whatever your circumstances there will be many interesting and relaxing ways to spend your leisure time.

## HOME

We want you to think of Beacon House as your home. Tell us if there is anything that you need and we will do our best to provide.

## HOSPITAL

We will help you make arrangements if you need to make a trip to the hospital.

## HOSPITALITY

Whenever you have visitors, please extend our hospitality to them. We would be delighted to serve tea and coffee to you and your guests, either in your room, or in the lounge or in the garden in summer.

If you have a visitor who has travelled a long distance, and you would like them to join you for lunch or supper, we would be pleased to arrange this. Please give us advance notice so that we can instruct the catering staff to be prepared for your visitors/s.

## ILLNESS

We are a residential home and cannot offer full nursing care. However if any of our residents become ill they can be cared for at Beacon house provided we can meet your needs and the Resident, family and medical personnel agree.

## INSPECTION REPORTS

A copy of the Home's Inspection report produced by the regulatory authorities is available in our Statement of Purpose, if you would like to read it, please ask.

## **INSURANCE**

Our master insurance policy at Beacon House includes cover for our Residents' personal effects.

We urge you not to bring in items of great value, but if you do so, it would be advisable to take out your own insurance cover for your special items.

## **JARGON**

If you do not understand any term used by a member of staff, please ask them to give you a clearer explanation.

## **KEEP FIT**

We hold regular general exercise movement sessions. Nothing too serious or strenuous – but guaranteed to make you feel better!

## **KINDNESS**

At Beacon House you will never be treated with anything but kindness and respect.

## **LAUNDRY**

We will wash and iron all your clothing in our own laundry. We do request that your clothing is marked with names labels. You will appreciate that we do a considerable amount of daily washing and cannot take responsibility for items that are not clearly labelled and may therefore go astray. Any items for dry-cleaning, major repairs or alterations are the responsibility of the Resident/next of kin.

## **LIBRARY**

We have a supply of books with some in large print. We will always help you get to the library or visit the library on your behalf. If you have any favourite authors please let us know and we will try to obtain a selection for you. A mobile library visits monthly.

## **MEALS**

All our meals are home-cooked and offer a well balanced and nutritious diet. We use fresh produce whenever possible. We also cater for special diets i.e. diabetic, vegetarian. If you have a favourite dish, please ask the Cook to prepare it.

## **MOBILE PHONES**

You may use your own mobile phone during your stay with us.

## **MUSIC**

We have a variety of music tapes that you can borrow or listen to in the lounge.

## **NEWSPAPERS**

We can order the newspaper or magazine of your choice and it will be delivered to your own room. You will be invoiced accordingly.

## **OPTICIAN**

If you do not have your own, we have an optician who will visit you by arrangement.

## **OUTINGS**

Beacon House is set in a beautiful area and there are easy level walks. We arrange taxis most weeks to take people into town to do any shopping, browse or have tea. Staff accompany if necessary.

We arrange trips from May to September to an assortment of places of interest including: The Seaside, National Trust Properties, Garden Centres, and Small Animal farms etc.

During the colder months we visit: Theatres, Historic Houses, etc.

We always get ideas from our residents and incorporate them into our activity plan.

## **PETS**

Pets are allowed in the Home after prior consultation with the Manager, and with the agreement of all residents.

## **PHOTOGRAPHS**

On admittance we will take your photograph to put on file. Residents enjoy browsing through our albums and reminiscing over past events.

## **PRIVACY AND DIGNITY**

Your privacy and dignity are always respected by at Beacon House.

If you wish to have a lock and key to your own room for your personal use please ask any member of staff who will transmit your request to the Manager.

## **QUALITY ASSURANCE**

We invite Residents and visitors alike to complete and return our Quality Assurance Questionnaires.

This will help us to monitor and ensure that beacon House is providing the very best quality of care to our residents.

## **QUESTIONS**

Staff will always take the time to answer your queries so please do not hesitate to speak to any member of staff regarding any questions you might have.

## **QUIET**

There will always be a quiet corner to be found at Beacon House.

## **RELIGION**

We will arrange for a representative of any denomination to visit the Home. For those who wish to attend a religious service outside the home, assistance will be given if required.

## **SAFE**

Our aim is to provide you with a safe and secure environment.

## **SHOPPING**

We will help to arrange a shopping trip if you so wish. Alternatively we will buy any goods on your behalf.

## **SOCIAL ACTIVITIES**

A programme of activities has been arranged for your enjoyment. It is your choice to participate or not. Watch out for notices of forthcoming events. If you have any suggestions as to where you would like to go or something you would like to see or do in the Home, just speak to any member of staff.

## **SUGGESTIONS**

All suggestions and recommendations from our residents, their advocates or families regarding the operational aspects of running the Home, social activities or religious preferences are always encouraged.

The Management is committed to addressing these as part of the overall philosophy of quality assurance for as Beacon House is their home.

## TELEPHONE

Residents can choose to have their own telephone installed or make use of the Home's wander telephone in the privacy of their own room. Local calls are free of charge to our Residents, but we reserve the right to charge for heavy usage of national and international calls.

## TRANSPORT

We will arrange transport for you anytime – be it for a social occasion or a hospital appointment.

## UNDERSTANDING

The staff at Beacon House are here to listen, understand and talk about any anxieties, problems or worries that you may encounter.

## VALUABLES

We do have a safe where smaller items can be kept. We will give you a receipt for every item deposited.

## VOTING

Should you wish to use your right to vote in local or national elections, we will assist you in being registered on the electoral role and that appropriate arrangements are made for you to exercise your right.

## WHEELCHAIRS

We can lend you a wheelchair if you so wish or you may bring your own.

## X-RAY

We do not have X-ray vision. If you have an X-ray appointment we will get you there!

## YES

Yes is the word we like to say, where possible, to your requests.

## ZEST

We hope that beacon House will give all our residents keen enjoyment and interest during their stay with us.