



## **Service Users Guide – Wray Park and Woodside View**

Nicola Coomb and the staff of Wray Park Care Home and Woodside View Nursing Home would like to extend to our service users a warm welcome. We will endeavour to make your stay with us comfortable and provide you with the highest standard of care and services. We would like to draw your attention to the following information, which has been compiled to help you prepare your stay with us and to familiarise you to the day to day life at both our Homes.

### **On arrival**

On arrival the Registered Nurse and or Care Supervisor or your key worker will meet you. They will show you around the home, they will introduce you to members of staff and other service users.

A member of staff will help you arrange your room and your belongings, as well as demonstrating the 'nurse call bell' system. If required an inventory of your belongings will be taken. A relative or friend can assist, should you so wish. Both you and your family/representatives will be offered refreshments and you will be given time to adjust to your new surroundings.

Our chef will visit you (depending on the time of day you arrive) and discuss with you your dietary needs (if any), along with your likes and dislikes. Breakfast order will also be taken. Breakfast may be taken in your room or in the dining room depending on your needs and preference.

### **Fees**

Our fees include room charges, room service, all meals, 24 hour personal care, and laundry.

Incidental expenses such as newspapers, hairdressing, chiropody, light aromatherapy massage and other services, as well as visitor's meals are extras and are charged separately.

### **What to bring**

Most of what you require will be provided such as clean towels and bed linen etc. However you should bring the following:

Personal clothing – (Marked with your name).

Personal toiletries.

Shaving equipment- (if required).

Reading and writing materials.

If you wish you can bring with you (by arrangement) selected items of your own furniture. These items must comply with the Statutory Fire Regulations and the homes décor.

We do not encourage you to bring with you large amounts of money or any items of great value. We cannot be held responsible for their safekeeping.

It can be arranged for you to leave a small amount of money with the Manager in order to pay for your immediate needs.

### **Your room**

Your room will contain a single bed (linen, pillows, duvets etc are provided), bedside locker, wardrobe, chest of drawers, bedside lamp, armchair, TV aerial socket, and 'call bell' system. It is possible to have a private phone in your room by arrangement with BT at your expense.

### **Medications**

Any medications (prescription and homely remedies) that you have been taking should be brought with you and declared to the person in charge (usually a care supervisor). They should be advised of any allergies or reactions you have experienced. It is important that your G.P. provides a letter to the home regarding your medical history.

### **Visiting**

At our Homes, we encourage you to keep up with your own interests and hobbies. We actively encourage visits by family, friends and representatives; you may entertain them in your own room if you wish to do so. An 'open door' policy exists, whereby family and friends etc may visit at any reasonable time.

Visitors are free to join you for tea or coffee during the day, and also to join you for meals (prior noticed greatly appreciated).

### **Activities and Interests**

Hairdressing (weekly) and podiatry (six weekly) etc can be arranged. We have visiting Dentists and Opticians that do check ups every six months to one year.

Both Homes have a comprehensive weekly activities programme and social calendar. Weekly events include various games, reminiscence workshops, occupational therapy (e.g. art classes) and light aromatherapy massage. Regular events such as family BBQ's are planned as well as outings to local theatres and points of interest. Please see the resident's notice board for up coming events. Occasions such as birthdays are celebrated (if you wish to celebrate) with a cake and birthday tea, family and friends are encouraged and welcome to join you. Wray Park has a large lounge, dinging room and 'Georgian room'. Our 'Georgian room' may be used for private dining, or parties for you and your guests. Woodside View has a lovely Dining room that can be used for private occasions

### **Other Facilities**

Taxis, private ambulance or the homes own transport can be arranged for external outings, shopping or hospital visits etc.

The staff will arrange for any outgoing mail to be posted and incoming mail will be delivered to you. Newspapers and journals are delivered daily; your order should be placed with the supervisors.

### **Religious activities**

Religious needs of all denominations are respected. Clergymen from different religions attend the home regularly to provide comfort and

religious sermons to our service users. Meeting of the church choir takes place monthly. We encourage our service users to attend religious activities and Church as and when required.

### **Catering and meals**

Meals are freshly cooked (using mainly fresh produce) to offer a varied and homely cuisine. Special dietary needs can be met.

### **Meal times – meals can be served any time outside normal hours**

Breakfast: 8:00am to 9:30am

Lunch: 12pm to 1:00pm

Dinner: 5:00pm to 6:00pm

### **Laundry**

There is a personal inhouse laundry service available at no extra cost (please ensure all items are clearly marked). Bed linen and towels are changed weekly or as and when required. Items can be dry-cleaned at your expense.

### **Fire safety**

Both Homes are fitted with the most up to date fire alarm system with detectors. The alarm system is tested weekly; on sounding the alarm the fire doors will automatically close giving over half hour protection to occupants. Please read carefully the 'Procedure in the event of Fire' notice displayed in your room. If the fire alarm sounds continuously at any time **wait** for instructions from members of staff. The Fire Brigade normally attend the scene within a few minutes. Evacuation would normally be coordinated by the fire officer in charge. If it is advisable to evacuate before arrival of the fire brigade the person in charge will oversee the evacuation until the arrival of the fire officer.