



**The Firs Residential Care Home**  
Resident's Information Guide

*Making our home, your home*



The Firs Care Home is located in the historical area of Sedgley, between Dudley and Wolverhampton. We take great pride in providing professional and friendly personal care.

## Values, aims and objectives

We want our residents, their loved ones, and our staff to be confident in the care we deliver, so we have six Core Values of Care.

These are:

- ▶ **Privacy**
- ▶ **Dignity**
- ▶ **Rights**
- ▶ **Independence**
- ▶ **Choice**
- ▶ **Fulfilment**

These values underpin our clear aims and objectives that, together, set the standards we strive to achieve in providing our residents with a comfortable, safe and fulfilling place to live.

### **Aims**

Our aim is to ensure you, the resident, spend your mature years in a happy, healthy and safe family environment.

### **Objectives**

The objectives of the home are to provide you, the resident, with the facilities and services you want to maintain your independence for as long as possible, whilst ensuring your privacy and dignity at all times.



# Resident's Charter

## Residents should:

- Be encouraged and assisted to maintain a high quality of life.
- Have their privacy respected.
- Be treated with dignity and respect.
- Be encouraged to maintain their own independence.
- Have their human, emotional and social needs respected.
- Be encouraged to follow the religion of their choice.
- Be addressed as they wish.
- Be cared for in a manner similar to that which would be given by a caring relative in their own home.
- Not be discriminated against on the grounds of race, religion, sex, colour or disability.
- Have a choice of handling their own money or nominating an advocate.
- Be allowed to handle their own medications when competent to do so.
- Be able to retain the doctor of their choice.
- Receive medical and nursing care in private.
- Have access to their own medical records.
- Be entitled to all the common facilities available to other people living elsewhere in the locality.
- Be encouraged to discuss their care and needs with their own Keyworker and / or Manager / owner of the home.
- Be allowed to choose and wear their own clothing.
- Be cared for by adequate and appropriately trained staff.
- Feel at "home"
- Be able to receive visitors at any reasonable time.
- Have a right to choose their own solicitor.
- Be encouraged to bring personal belongings into the home.
- Be provided with adequate accommodation.
- Have access to a telephone.
- Be able to complain about the quality of care received in the home.
- Be provided with adequate appetising and nourishing food.
- Have a contract of residence.
- Be encouraged to participate in recreational facilities.
- Be given value for money.

# Policy Statement

## Our Promise To You

Our aim is to promote and maintain the well-being of each resident in the home with a caring attitude, whilst maintaining their privacy and encouraging their independence.



# Making our home, your home

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## Meal Times

Meals are served in the dining room as follows:

### Breakfast

Between 8.00am and 10.00am

### Morning Coffee/Tea and biscuits

11am approximately

### Lunch

12.30pm

### Afternoon Tea/Coffee and biscuits/Cake

3.00pm

### High Tea

5.00pm

### Supper

As and when requested

### Evening Drinks

Coffee/Tea/Horlicks etc. biscuits/cake – 8.00pm approximately

Meals can be taken in your room, especially in the unfortunate event that you are taken ill. However, to ensure correct digestion, it is preferred that you take your meals in the dining room.

The menu is changed daily, and is displayed on the blackboard in the dining room on the back wall. If you need one of our alternative meals, please let the cook or a senior care assistant know before 10.30am. If you need a special diet, for example vegetarian, diabetic or gluten-free food, that will be catered for.





## Facilities

The Firs Care Home is an attractive modern care home located in a leafy area of Gospel End, Sedgley between the town of Dudley and City of Wolverhampton. Communal areas, bathrooms/shower rooms and quiet areas are located on both floors.

The original house has been extended with two new purpose built wings, one wing has a 16 bedroom extension, the other 10 bedrooms. Both wings are over two floors.

The home has special areas set aside for visiting family and friends, where they can help themselves to hot or cold drinks while visiting loved ones.

The Care Manager will be happy to give more information about The Firs, so you know what the home has to offer.

### Lounges

The Firs has four lounges, the main one being located close to the reception area. The rooms are light and airy. There is plenty of comfortable seating to allow residents to enjoy the company of friends. Many of our regular activities take place in the main lounge. It also provides easy access to our enclosed patio seating area.

### Dining room

Our residents enjoy all their meals here, unless our residents choose to eat in their own rooms. Choice is the essence of our ethos here at The Firs. The dining room is light and bright, with specialist supportive seating for those who need it. There is access to the outdoor seating area from this room, during warmer weather the patio doors remain open so residents can use this secure space.

Table places are allocated, but you can sit somewhere else in the dining room if you want. Just ask a member of staff on duty on the day, and they will arrange it for you.

### Bedrooms

All bedrooms at The Firs are modern, comfortable and well-appointed. All have ensuite toilets and showers, and are furnished to a high standard. Beds are designed specifically for older people with mobility problems.

There is also plenty of wardrobe and cupboard space for personal belongings. Each room has a chair, a bedside table, and a chest of drawers, with space to display personal items, pictures and ornaments. Each bedroom also has a television. Refurbished rooms have superior lighting including spotlights and table lamps as well as emergency lighting.



## Shower rooms / bathrooms

Facilities at The Firs are very impressive. Baths and showers are very modern, and care staff have access the latest disability and lifting aids, so residents can enjoy bathing in safety and comfort.

Our staff are trained to give personal care respectfully and safely. Our bath and shower rooms are located throughout the home, so they can be quickly accessed by all our residents with ease, whatever their circumstances.

## Courtyard

The Firs has a patio seating area within a secluded courtyard for residents. Secure, and designed with our residents' needs in mind, it is always well-maintained, and has enough comfortable seats for residents, family and friends to sit outside together if they wish.

## Hairdressing salon

A friendly and dependable hairdresser visits us twice a week. Our hair salon has just been refurbished. Its modern design and equipment means a trip to The Firs hairdresser is a relaxed and enjoyable one.

## Laundry room

Completely refurbished with modern equipment, our dedicated laundry room can clean and launder all our residents' clothes as well as other items such as bedding.

## Activity co-ordinators

The Firs employs a full-time activity co-ordinator. Their job is to organise events and activities that our residents really enjoy.

All our residents have different capabilities and needs. We never underestimate what residents want to do or achieve. We must all be able to make our own decisions about what we want to do, and can do.

Choice, respect and dignity is at the heart of what The Firs strives to achieve and provide for residents every day. Our activity co-ordinators play a central role in arranging activities, events and trips that reflect this ethos.





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