



Ashcroft Hollow Nursing Home Resident's Information Guide



Making our home, your home



POLICY STATEMENT

Welcome to Ashcroft Hollow

We are a family-run business that prides itself on a philosophy of care and quality. At Ashcroft Hollow, residents are treated with the utmost care, respect and dignity. All staff are highly trained to deal with all elements of old age and dementia. You will see that the staff treat the residents with love and affection.

The care home is managed by Paula Hales, with Caitlin as our home Administrator.

Ashcroft Hollow Nursing Home operates as a dual registered Care and Nursing Home. Nurses are dressed in navy blue tunics. Senior care staff are dressed in royal blue tunics. Care staff are dressed sky blue tunics. We have an onsite domestic team led by our Head Housekeeper. All domestic staff wear purple tunics.

Our promise to you

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





VALUES, AIMS AND OBJECTIVES

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Ashcroft Hollow Nursing Home is an attractive modern nursing home located in Huntington, Cannock. It is a well-established nursing home that can accommodate up to 45 clients with varying nursing and residential needs. Our services are sensitive to racial, cultural and religious needs, and care is delivered with respect and understanding.

Values

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
rights
independence
fulfilment
choice
dignity

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 the 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.



FACILITIES



Northgate Healthcare purchased Ashcroft Hollow in October 2024. We are now working hard to restore its reputation as the leading nursing home in the area.

We take pride in the quality, cleanliness and comfort of our accommodation. All our residents' rooms are en suite, and there are three comfortable lounges.

Residents enjoy individual care, supported by a personal care plan designed to meet their personal needs and interests. Respect for the individual is central to our approach.

We also have a full-time activities co-ordinator who organises events and activities for residents to enjoy, stimulating interest and physical wellbeing.

The care manager will be happy to give more information about Ashcroft Hollow, so you know what the home has to offer.

Bedrooms

All bedrooms at Ashcroft Hollow have en suite facilities. We have either specialised beds to assist with the residents' needs or divan style beds if a specialised bed is not needed.

All rooms are going to be refurbished if not done so already. Furniture can be brought in by residents from their previous home to personalise their room.

Dining room

Our residents enjoy all their meals in the dining room, unless our residents choose to eat in their own rooms. Choice is the essence of our ethos here at Ashcroft Hollow.

The dining room is next door to the kitchen and is a well-proportioned room. The room is light and bright, with specialist supportive seating for those who need it. 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.

In the summer months, lunch and evening tea can be taken in the main garden. Again, this is down to the choice of the individual.



Meal times

We have a lovely menu choice of fresh homemade traditional meals.

We operate a summer and winter menu to give our residents a wide variety of foods. The menu is changed daily and is displayed on the blackboard in the dining room on the back wall.

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

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.

Meals are served in the dining room as follows:

Breakfast	Between 8.00am and 10.00am
Morning Coffee/Tea and Biscuits	10.30am approximately
Lunch	12.30pm
Afternoon Tea/Coffee and Biscuits/Cake	14.30pm
High Tea	16.00pm
Supper	As and when requested
Evening Drinks - Coffee/Tea/Horlicks etc. Biscuits/Cake	20.00pm approximately





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Lounges

Ashcroft Hollow has three lounges and a dedicated activities room.

All three of the lounges are on the ground floor.

One is situated when you first enter the home.

In this room we have comfortable settees and chairs, and side tables are dotted round for your convenience. Activities regularly take place in this lounge - again the choice is yours whether you like to actively take part or watch what is going on.

We have two lounges and the dedicated activity room on the first floor.

Again, there is plenty of comfortable seating to allow residents the company of friends and families. Our ethos is choice. You, your family members and friends can choose to take part in activities taking place in your home.

Shower rooms / Bathrooms

Facilities at Ashcroft Hollow are the first areas we are focusing on the refurbishment project. Ashcroft now has two Baths, one either floor which was a feature missing previously. The care staff have access to 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.

Garden & Patio area

Ashcroft Hollow features a spacious, secure garden for residents to enjoy in pleasant weather, whether they wish to feed the birds, relax under the canopy, or soak up the sunshine. The garden is well-equipped with comfortable seating, allowing residents, family, and friends to sit outside together if they wish.

Laundry room

Our laundry has been refurbished and fitted with modern equipment. It is used to clean and launder all our residents' clothes, as well as other items such as bedding.



Entry and Exit

For your security, the home is fitted with key-coded door locks on the entrance doors and some internal doors around the home.

We request the cooperation of all visitors, in keeping residents safe, by being vigilant and ensuring that they do not let anyone in or out of the building without assistance from a member of staff.

Hairdresser

A friendly and dependable hairdresser visits the home each week. This is a paid-for service. Prices are available on requests.

Care Plans

All of our residents have a personalised care plan for the staff to follow to help new residents feel at home as soon as possible. We personalise these plans as much as we can. To do so, we respectfully ask the resident, relatives and friends about the resident's life, and record this information in a personal file. We also record likes and dislikes, so care can be tailored accordingly.

Forms and disclaimers that need to be completed are included in the welcome pack. It would be helpful if these forms can be completed and returned as soon as possible. If a relative or resident has questions regarding this paperwork please let us know. We would be pleased to answer them.

The care plans are reviewed every month. If a relative would like to attend these review meetings, they can speak to the care manager who will arrange this to happen.

Hospital Appointments

Our administrator manages all hospital appointments the home is notified about. These are entered into a diary and the letter is filed in the office.

Once an appointment is received, relatives will be informed either via a phone call or the text messaging service.

We will ask if you can accompany your relative to their appointment. If not, we will arrange a staff escort to go with them. This service is charged at £13 per hour so that the staff member can stay with them for the entire time needed.

An invoice will be sent to you for any hospital visits with guidance on how to make a payment. If you are unsure at any time about hospital visits, please do not hesitate to contact us.



GP Information

If your relative's GP is located out of the borough, we will have to transfer your relative to a local surgery. Information to allow us to do this will be gathered by a qualified member of staff at the moment when your relative's needs, as a new resident, are assessed.

Accidents or Injury

The home will provide a staff escort in the event of any emergency admission to hospital. We will also contact the designated family member and inform them of the admission or injury. This may be late in the evening or during the night.

If you do not wish to be contacted during night-time hours, please inform the care manager who will enter this into your relative's file.

Chiropodist

The NHS chiropodist and a private chiropodist both visit the home. If your relative receives pension credits please inform the care manager, so we can register them with the NHS service.

Personal Allowance

All of our residents can have personal funds in the home. These are used to pay for items and services such as toiletries, hair appointments, newspapers and trips out organised by our activities coordinator.

Residents can also contribute £2 per week to the activities fund. This pays for professional entertainers to come into the home each week.

To deposit money into your relative's personal fund please see the care manager.

Laundry Services

We operate a laundry service within the home. All items needing to be cleaned are put into our infection control bins located in the bathrooms around the home. They are laundered and returned to the resident's rooms each day.

If residents wish to use the laundry service, all items of clothing need to be labelled with their names to ensure they do not get misplaced.

If residents want to have their own laundry basket in their room they can. The care manager needs to be informed to ensure the basket is regularly emptied.



Visiting Times

There are no set visiting times at the home. Families are welcome to visit their loved ones at any time.

We do have busy periods at the home, these are around meal times. Meal times are between 12 noon and 2pm and 4.30pm and 6.00pm. Staff may be busy between these times as they help residents in and out of the dining room.

When visiting relatives, we ask that you use the sign in using the visitors book located in the entrance.

Activities

We never underestimate what residents want to achieve. We must all be able to make our own decisions about what we want to do and can do.

Our two full-time activities coordinators arrange an extensive weekly programme including knitting, model making, bingo, arts and crafts, skittles, memory games, reminiscing games, reading, and flower arranging with fresh flowers donated by local supermarkets.

Singers and other performers visit regularly. They are paid for by the home's fundraising, local businesses and contributions from residents and families.

We like to have trips out to the pub or the garden centre for coffee, days out at the seaside and canal trips amongst others. Smaller trips are paid for by fundraising. Residents are asked to contribute to larger trips. Letters are sent to families or friends beforehand.

We welcome support from families and friends on these trips. Please speak to our activities team or care manager. Visit our Facebook page for activities past and present.





Facebook

We have several ways that we like to communicate with residents' families and friends.

We have a Facebook page. You can find us under <https://www.facebook.com/AshcroftHollow>. Please feel free to send us a friend request.

You will find announcements of all activities, meetings and events that are taking place at the home on the page and photos of those who have consented to taking part. You will find a consent form in this pack. Please complete and return to us as soon as possible.







Resident Meetings

We like to keep all of our relatives informed of what is happening in the home and receive your feedback and suggestions. We do this by holding regular residents' meetings. We will post notices around the home informing you of the next meeting, and we will also post this on Facebook.

Residents' Post

When you visit your relative please pop in and check the office for any new post to make sure it does not get overlooked. Again, if you have any problems please do not hesitate to speak to the care manager, Paula.

Complaints Procedure

The care manager operates an open-door policy at Ashcroft Hollow. If you or your family have any issues, complaints or concerns - either formal or informal - then please do not hesitate to come and speak to us.

You do not need an appointment. Our door is always open.

We hope that your relative will enjoy their stay here at Ashcroft Hollow and will quickly see it as their home. We look forward to seeing you and your relative soon.



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Ashcroft Hollow Nursing Home is part of Leacroft Lodge Ltd, who is owed by the Northgate Healthcare group.

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