

THE GLEN NURSING HOME

NURSING • RESIDENTIAL • DEMENTIA CARE

SERVICE USER GUIDE



WELCOME TO THE GLEN NURSING HOME

The Glen Nursing Home provides person focused nursing care services that maintain the independence and individual needs of all our residents. We provide the support you need while retaining the privacy and dignity of your own space. The Glen encourages choice, fulfillment, and freedom of movement, continued relationships with family and friends and an active interest in the home and local community.

Set in 2 acres of beautiful grounds, The Glen Nursing Home is a modern, purpose built, state of the art nursing home with 56 single en-suite bedrooms. It is located within half a mile of Shipley Glen and Baildon Village.

The Glen offers individually tailored care services including personal care, nursing care and specialist dementia care. All residents benefit from friendly, qualified and dedicated staff providing 24 hours a day support.

" Should you choose to make The Glen your home, on either a permanent or temporary basis, we know that you will enjoy your time with us "



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OUR VALUES

The most important value we consider at The Glen is recognising that all our residents are individuals and need to be treated as such. For all new residents we create personalised care plans that takes into account your specific needs, history, preferences and beliefs. We avoid an institutional approach and involve residents in making choices as much as possible about every aspect of their care and life at The Glen.

We are committed to ensuring that irrespective of age, mental/physical ability, gender, sexuality, race or creed all our residents maintain their rights, dignity, privacy and individuality, while receiving quality care.

Admission to The Glen should not mean losing contact with those closest to you nor should it mean giving up lifelong hobbies, pursuits and interests. We want The Glen to feel like a home and we strive to give our residents all the freedoms to do what they would do at home.

We are constantly working to improve our services by offering extra training to staff and researching the latest innovations. We listen to the comments of residents and adapt our approach to better suit their needs.

PHILOSOPHY OF CARE

- Ensure quality and thoughtful care as our priority in all our actions.
- Provide a safe, supportive environment where residents have the opportunity to enhance their quality of life.
- Maintain dignity and individuality in a comfortable and homely environment.
- Stimulate and maintain physical and mental activity as well as social well-being.
- Respect all cultural, religious, social, emotional, intellectual and ethnic needs.
- Enable residents to make informed choices about their future health and social care with personalised plans. This includes choosing their own general practitioner, whenever possible, with whom they can consult at their request
- Ensure that residents have access to a relative, friend or advisor, who can act as an advocate if need be.
- Ensure residents are free from all forms of abuse (See our Safeguarding Policy).
- We strive to be honest, transparent, fair and ethical in everything we do.

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CHARTER OF RIGHTS

Residents of The Glen have the same rights and freedom to choose, as any other citizen. Residents of The Glen are encouraged to enjoy as much independence as possible and have the following rights.

To be treated as an individual.

To personal independence, choice and responsibility for actions.

To Privacy and space.

To have cultural, religious, social, emotional, intellectual and ethical requirements accepted and respected.

To have the same access to services in the community as any other citizen.

To maintain and develop social contacts and interests.

To have access to an advocate who can act on their behalf to pursue matters in an independent manner.

To have, and participate in, regular reviews of your individual circumstances and have your advocate present.

To receive care planned by a qualified nurse and/or an experienced carer in collaboration with yourself.

To be involved in decisions about your care/treatment

To have access to your personal care records

To have access to a formal complaints procedure.

To be informed about the services within the home, to be consulted about routines within the home and any proposed changes.

The only restrictions will be the legal and regulatory requirements necessary to protect the health and safety of residents, relatives, visitors and staff and to ensure that the proper level of care is provided.



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FACILITIES

Built in 2014, The Glen Nursing Home is a modern, purpose built and state of the art nursing home and includes specialist adaptations to meet the growing needs of people with dementia.

Some of the facilities The Glen offers includes reminiscence pods, an old fashioned sweet shop, sensory room, tea room, pub style bar, cinema room, hairdressing salon, intergrated music system throughout the home, dementia garden and large patio area.

ROOMS

Our rooms are warm, comfy and spacious and all have en-suit facilities. They are fully equipped with quality bedroom furniture including a lockable cabinet for any valuables. Digital aerial access points which support free view TV's are available in each of the rooms. Call bell assistance is available by every bed and control points for the integrated music system.

We want our residents to feel at home and encourage them to bring little touches to personalise their room such as decorations, pictures, furniture and appliances like CD players etc. Our maintenance team will be happy to hang pictures.

LOUNGE AREAS

The lounges are located on each floor and over look the gardens of The Glen.

These have been designed with a comfortable, traditional and relaxing feel in mind and feature some of our facilities in The Glen so residents can access easily. Traditional fire surrounds with digital fire places create a feel of warmth as well as large televisions allow residents to relax and watch their favorite programmes.

Residents can spend time in the lounges with family and friends and interact with each other through our daily activities. The Tea Room and Pub Style Bar are just off the lounge areas for easy access for every resident.

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DINING AREAS

Dining areas are directly accessed from each lounge and provide residents with a homely and friendly environment to enjoy meals together with appropriate furniture to suit all residents needs.

Kitchen style facilities allow residents to support and assist staff at meals which many residents find therapeutic in maintaining their independence, whilst the 1950's reminiscence kitchen pods also allow residents the opportunity to reminisce on their past family meal times.

Drink stations are located in each dining area providing fresh juices and tea & coffee on request.

MEALS

The Glen benefits from an onsite kitchen so all meals are prepared fresh:guaranteeing they're hot, delivered on time and delicious. Our kitchen never closes so we can cater for residents that may need to eat outside of normal dining room hours or even if your're just hungry for a snack.

Our seasonal menu has been devised by experts to ensure variety, nutritional balance, quality and plenty of flavour. We can cater to all dietary requirements (e.g. allergies, vegetarianism, kosher, etc.)

Breakfast is served from 8am onwards. Lunch is served at 12:30. The evening meal is served at 4.30pm. Supper is served around 8.15pm. Tea, coffee's and snacks are served mid morning and mid afternoon, on a daily basis.



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ACTIVITIES

It's really important to us that we give our residents opportunities for entertainment and fun activities. In addition to the normal everyday options like TV, card games and board games we organise special events. We regularly invite local entertainers and volunteers to visit.

Unlike other care homes we don't like to impose a structure on our resident's time. Instead we encourage you to develop your own activities and provide us with ideas for what you really want to do.

We also want our residents to carry on with lifelong interests and encourage them to keep up any hobbies they may have. If you have a hobby you wish to continue at The Glen then we will try and accommodate this as much as possible.

ACCESSIBILITY

The Glen is easily accessible via the local bus network, with a bus stop over the road on West Lane. If travelling by car, we are not far from Baildon, Shipley, Saltaire and of course Bradford.

The local shops and Post Office are only a short distance away in Baildon Village as is the famous Roberts Park in Saltaire. Residents can make full use of local facilities but we do ask that staff are informed if you are leaving the building.

OTHER FACILITIES

Cinema Room

Tea Room

Hairdressers

Dementia Garden with Raised Flower bed and Green House

Relaxation Room

Residents Bar

Memory Pods

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STAFF

The Glen offers individually tailored care services including personal and nursing care split over two floors catering specifically for people with dementia and mental health care needs.

We have a complement of registered nurses and care staff and we ensure nurses are available over a 24 hour period to manage any medical issues which may arise. This means guaranteed 24 hour nursing care is available to all our residents.

All our staff are qualified or working towards an NVQ in Health and Social Care as well as being dementia trained. All staff are trained in a vast area of care subjects including safeguarding, infection control, moving & Handling, Fire Safety etc. We support all our staff in gaining and updating qualifications and experience to keep improving the services we can offer to our residents.

HEALTH CARE

Where possible you will continue to receive treatment from your own General Practitioners. However, if you have moved from outside the area, it may be necessary to change. Visits from your doctor will be arranged as required or at your request. Other professionals you receive treatment from such as district nurses, physiotherapists, dentists etc should be unaffected by your move. The Glen's Private Chiropodist visits regularly and residents are seen on a six weekly basis, there is a small charge for this. We are perfectly happy for you to make your own arrangements but please inform staff.

We do provide an escort service for outpatients and hospital appointment but this is a chargeable service. We will inform you of any forthcoming appointments as soon as possible so that you can make arrangements for a family member or friend to accompany you. If you are unable to arrange this, we can arrange for a member of staff to accompany you.

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ADMISSION

Prior to admission, each new resident is encouraged to spend the day at the home to satisfy themselves that the ambience is to their liking. Our Home Manager would also like to discuss the personal preferences of each prospective resident and whatever care or other needs they may have. This is essential to confirm that we are able to provide the correct environment for each individual.

CARE PLANNING: We prepare a personal care plan for each resident, which is regularly reviewed to ensure all their needs are met. Residents, and where appropriate, their families are involved in the decisions regarding their care

FINANCIAL ARRANGEMENTS & INSURANCE

The fees are dependent upon the individual's requirements and needs. These will be discussed and agreed prior to admission as will arrangements for paying fees. You may be entitled to assistance with the care home fees from Social Services and the NHS or a combination of these.

Whilst our best efforts will be employed to maintain high standards, residents own clothing and personal possessions are not insured by us and insurance is the personal responsibility of each resident.

ACCESS TO RECORDS

Individual records of care are kept for all residents at The Glen and these are completed in collaboration with the resident and/or relatives. These are used as the basis of sharing information at the shift handovers to ensure the continuing needs of the resident are addressed according to the plan of care. These records are confidential and there is a documented policy regarding who has access to them. Arrangements can be made for a resident to see their records on request.



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COMMENTS, COMPLIMENTS & COMPLAINTS

However, like many of the best businesses, The Glen has a complaints procedure, so that in the unlikely event you feel that the service we offer does not meet your expectations, you are aware of the action to take to rectify the situation. If you need help to do this you may like to choose a friend or relative to be your representative.

Senior Member of Staff:

If possible please approach the senior member of staff on duty with your complaint/ grievance and this will be dealt with as soon as possible.

Nursing Manager:

The nursing manager will be informed of any complaints/grievances and given the statement you or your family have made. Should a satisfactory resolution still be outstanding then he will investigate the situation fully and attempt to resolve the matter to your satisfaction.

The Proprietor:

If you remain unsatisfied by the situation, an appointment will be made with the proprietor to discuss your complaint/ grievance further and hopefully resolve the matter. We will respond to all complaints within 28 days. Should you remain unsatisfied or feel this procedure is inappropriate for your complaint/ grievance, then please contact:

The Commissioning Team Bradford Council

Bradford Social Services

Bradford

Tel: 01274 434500

E-mail: Commissioninginbox@bradford.gov.uk

We will retain all complaints for a periodic review.

A Satisfaction Survey Touch Screen is available at the entrance of The Glen for completion by residents or family members. We actively seek recommendations and opinions through our auditing procedures and these are reviewed at staff and residents meetings.

VISITING THE GLEN

Feel free to pop in to the Glen any time you like. We don't keep any kind of fixed visiting hours and no appointment is necessary.

If you wish to speak to management we are available Monday to Friday and if you need to talk to the management on the weekends, just ask a nurse to make contact.

For an appointment to view or for any other information please contact:

The Glen Nursing Home
West Lane
Baildon
BD17 5DX

Tel:01274 586419
theglennursinghome@gmail.com

OUR CQC REPORT

The Glen is a 'Care Home providing Nursing Care' and is registered by the Care Quality Commission. We are inspected by them at various times and you will be given the opportunity to speak to the inspectors during the visits.

Our Main Inspector is; Mrs Paula McCloy
Care Quality Commission,
City Gate,
Gallowgate,
Newcastle upon Tyne
NE1 4PA
Tel; 03000616172

Inspected and rated by



A copy of our latest inspection report is available on request or alternatively from the care quality commission. The link can also be found on our website.

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