



**Nightingale**  
Care Home



# Nightingale Care Home

— Luxury Residential Care Home for the Elderly —



# Welcome

to Nightingale

Thank you for your enquiry regarding Nightingale Care Home. Our goal is to provide each of our residents with the very best facilities and care in beautiful and comfortable surroundings. We aim to promote individuality and independence, and encourage our residents to exercise choice in all aspects of their care.

We hope you find this brochure useful, whilst you make this important decision for yourself or your relative.

We invite you to visit Nightingale to meet our dedicated and highly trained staff, view our facilities and feel the warm and caring atmosphere. You may visit at any time, but if you call beforehand, we can arrange an appointment with either myself or another senior member of the care team.

If you have any queries, or would like any further information, please do not hesitate to contact me.

Thank you for your interest and I look forward to meeting you,

Yours Sincerely,

**Julie Wright**

Manager





# Your Home

Nightingale is a luxury, modern and tastefully decorated, purpose built care and dementia home registered to provide long and short term accommodation and care for up to 40 residents. We aim to provide first rate facilities and care in beautiful and comfortable surroundings.



## Bedrooms

All of our bedrooms are single occupancy and most boast the following features:

- Ensuite with toilet and hand basin
- Bright, spacious & attractively furnished
- Cleaned daily
- Outside views
- Digital television point
- Telephone point
- Fitted lock
- High- tech nurse call system

You are welcome to choose your bedroom from those available and you are invited to add your own personal effects including pictures and furniture, to make the room feel familiar and reassuring. Arrangements can be made to accommodate couples wishing to share a room.



## Lounges

You can relax in our plush, restful and stylishly arranged sitting room. The display of lovely pictures, ornaments and flower arrangements add to the inviting and homely feel. The large windows and doors offer you a magnificent, panoramic view of the charming landscaped garden. A large flat screen television and library of books provide recreation and entertainment.



## Dining Areas

Our well-appointed dining areas are spacious and smartly arranged in restaurant style, so you can choose to dine with family or friends, or alone if you prefer. The dining room has recently been refurbished to a high standard and has large windows which allow you to delight in the picturesque outdoors in all seasons.

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I was nervous of putting my mother in a care home but I now know I made the right decision based on the care and compassion of the management and staff at Nightingale. My mother has settled well and is happy there, where she is well looked after and given some stimulation with activities and trips outside the home. Dementia is such a difficult illness and they deal with it fantastically well in difficult circumstances.

Daughter of Resident | October 2023





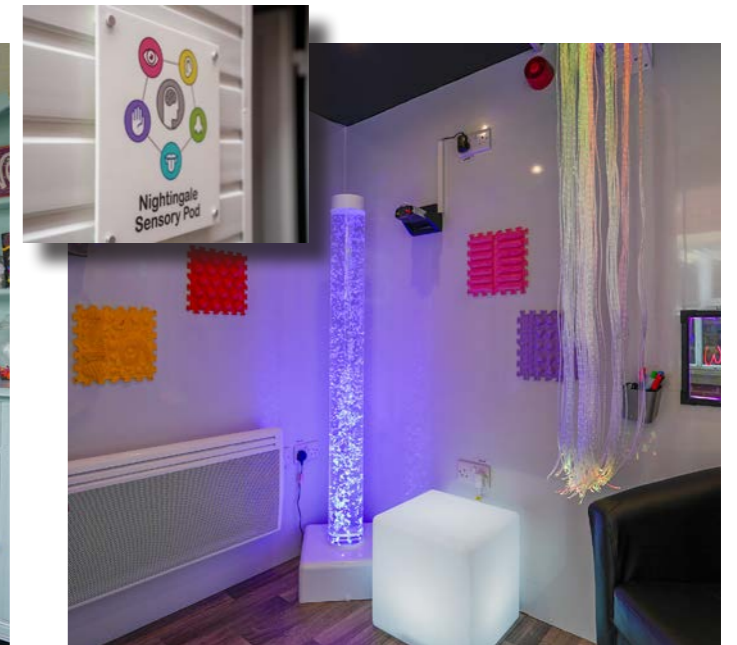
## Landscaped Garden

At the rear of the home is a beautiful quarter acre landscaped garden. A vast lawn, numerous trees, shrubs, and gorgeous flowers are regularly tended by our skilled gardener. In all seasons, the grounds are kept neat and pretty and provide scenic and peaceful surroundings. A large Patio area with generous seating and shade, Sweet Shop, Pub, Cafe and Amusement Arcade can all be accessed from here.



## Communal Areas

All the communal areas of Nightingale are bright and spacious, spotlessly clean and attractively decorated. A maintenance person is employed to keep the home in perfect order. The home is suitably designed for easy wheelchair use. All doors are extra wide, a lift provides access to the bedrooms on the first floor and our off-street parking and garden have level-access to the home. The assisted bathroom, two shower rooms, all the en-suite bathrooms and all of the corridors are fitted with handrails.



We had to move my mother-in-law to Nightingales when the home she had been in said they could no longer meet her needs (she was having frequent falls). From the second I set foot in the communal area, I knew that Nightingales was the right place for her. There is always a lovely atmosphere and you are welcomed whenever you visit (I inadvertently arrived at dinner time one day which I thought would be a problem but I was welcomed as normal). There are frequent activities both on-site and off. My mother-in-law received more stimulation in her first week at Nightingales than she had in the months she had been in the other. The biggest asset of the home though is the staff. The manager and deputy manager lead by example and the interactions and conversations between the staff and residents are heart warming. You can tell they all know each resident really well and that they genuinely care. There is always laughter. Nothing is a problem or a hassle. I cannot recommend it highly enough.

Daughter-in-law of Resident | March 2023



# Your Care



Nightingale is owned by Carewise Homes Group. Nightingale is run by our super-efficient, wonderfully compassionate Home Manager, Julie Wright, who effectively leads Nightingale in its quest for excellence in all areas Julie is highly respected by her staff, residents, families and visiting professionals.



## Meet the Team

Our outstanding care team are also dedicated and highly qualified; most have completed NVQ levels 2 or 3. We insist on a high standard of care, so our employees are carefully selected for their qualities of reliability, integrity, skill, friendliness and professionalism. Full induction training is provided and continuing professional development is undertaken by each member of staff. Attentive and compassionate carers are available twenty four hours a day. The high staff resident ratio enables us to provide companionship and stimulation, as well as tending to your physical needs.

In addition to the Care staff, Nightingale also employs an administrator, expert cook, activity co-ordinator, domestic staff, catering and laundry assistants and a maintenance person for regular upkeep.



## Health

The prime objective of our home is to promote and foster health and wellbeing. Upon your admission, an assessment of need will be performed by a senior member of the care team, from which a Care Plan will be created. You, your relatives and doctors are offered and encouraged to participate in the drafting of your Care Plan. A review will be conducted monthly, unless changes in your condition necessitate more frequent reviews. When you join the home, we recommend that you join our GP, who makes a weekly visit to Nightingale and whose regular surgery is located across the road. You can be seen at the GP Practice or at the Home. The District Nurse Team work alongside the GP and can be called on when necessary.

In case of illness, relatives will be informed immediately and updated regularly on your recovery. If family members wish to be present whilst you are ill, we will accommodate them.

In addition, you are invited to benefit from:

- Music Therapy and Chairrobics
- Manicures and Hairdressing
- Occupational Therapy
- Optician
- Chiropodist
- Physiotherapy
- Sensory Room
- Dentist



## Philosophy of Care

At Nightingale, we aim to provide an exceptionally high level of care and to ensure that you are treated with utmost respect, your privacy protected and your dignity preserved. Our goal is to support individuality and independence and to encourage you to exercise choice in all aspects of your care.



Nightingale is a really nice, friendly place, all the staff are kind helpful and thoughtful, you can see they really enjoy the job they do. My mum came here to be back home with family and the change in her is unbelievable. She's happy, confident and well looked-after and that's down to the amazing care and support she receives from all staff at Nightingale. Can't thank them enough.

Daughter of Resident | September 2023



# Your Activities

At Nightingale, we offer you a varied and stimulating programme of entertaining activities. Our activities coordinator produces a programme that includes going out, weekly entertainers, animals visits, liaising with local schools, reminiscence, arts and crafts, bingo, relaxation, ball games, dominoes, card games and chairbics. You will be encouraged to broach new ideas at our residents meetings and your own interests and hobbies will be promoted, with staff delighted to assist you whenever necessary. A sensory room, two large flat screen televisions, daily newspapers and our small library of books will provide you with stimulation and diversion. Family members and the community are always welcome to volunteer with activities and events.



## Events and Trips

Special events at Nightingale are special indeed when celebrated together. Birthdays, Christmas, Easter, Halloween and Bonfire night are all marked with joyful festivities, whilst garden parties, barbeques and theme days are planned regularly to enhance the cheerful atmosphere. Religious services are held at Nightingale and you can be taken to other religious services if you wish. Trips are organised outside the home to the cinema or theatre and tourist spots, such as the seaside or countryside with arranged transport and if you are able to use it, public transport is easily accessible. We use a reliable and friendly taxi service if you prefer to travel that way.



The management at Nightingale takes great pride in the way they look after the residents. The staff have a very difficult job looking after people with dementia. They work in a way that always treats people with dignity. The staff try very hard to entertain the residents as far as dementia will allow. The manager does an excellent job of making sure residents come first in any decision-making. All in all, they are doing a very good job with my mother-in-law, whose dementia is slowly getting worse.

Son-in-law of Resident | October 2023



# Your Service



## Dining and Cuisine

Nightingale is well known for its superb restaurant reputation. Our cook's marvellous culinary skills translate into delectable gourmet meals every day of the week. We offer an extensive, nutritious menu providing variety and choices, according to your preferences.

Meals are served in our elegant restaurant style dining room and are always appetising and well presented. You may dine in your own room if you wish and can expect your meal to be hot, tasty and beautifully served. Assistance is always on hand at mealtimes for those who require it. Visitors who pre-book are welcome to join us for meals and we are happy to incorporate new suggestions into our menu. Snacks and hot or cold drinks are available throughout the day. Alcohol is served with the evening meal



The staff are absolutely amazing, very caring and extremely helpful. There is always someone on hand when needed and there is always a helping hand available, not only for residents but always there for the family also. Management are fantastic and keep you well-informed of any changes etc. I can honestly say I would not want my grandmother anywhere else. Thank you.

Granddaughter of Resident | September 2023



Unfortunately, due to ill health, I am unable to care for my husband at home. However, I have peace of mind knowing he is well cared for while he is at Nightingale. I have seen how the staff treat my husband and others with kindness and respect. I frequently visit Nightingale and there is always a warm welcome. The staff are so friendly. I enjoy the outside area, it is wonderful to sit out with my husband. He, however, enjoys the pub!

Wife of Resident | October 2023





## Our Promise

Nightingale is not just a home, but a family too. Everyone is made to feel welcome and cared for, and we value each resident's individuality. There are few rules and timetables because we want our residents to feel like loved ones. Your privacy and confidentiality are ensured. Visitors are welcome at all times and we relish your furry friends too!



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I just want to say a big thank you to all the team for looking after my mum (who is a resident) so well. In a way, they also look after my dad who visits my mum daily. They make a painful experience of seeing my mum (or in my dad's case, his wife), slightly less painful because of the love that exudes from every staff member. My mum was in another care home where staff sat looking at their phones and did the very basics. Well not at Nightingales, it is a superb example of putting the time and resources where it matters. It's a horrible horrible heartbreaking feeling when placing your loved ones into care but the love and care shown by everyone really helps to reassure you. When I visit, I see a lot of what is happening as the team goes about their work and I feel humbled by the care, love and no little humour that is given to everyone. Thank you very much.

Son of Resident | April 2023



## Statement of Purpose

Nightingale produces a Statement of Purpose, which is regularly reviewed and can be read by anyone who's interested. The Care Quality Commission inspects the home regularly to ensure it complies with Care Standards. Please feel free to speak to the manager at any time. To view our CQC Report, visit <https://www.cqc.org.uk/location/1-124958747>.

Residents' and relatives' reviews can be found on:  
<https://www.carehome.co.uk/carehome.cfm/searchazref/10004005NIGA>.







# Looking forward to meeting you

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