

New Admissions Procedure

Pre-Covid-19 VS The 'New Normal'

Find us

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Visit us

Families could arrange to visit the home to see if it is suitable for their loved ones. Visits were welcomed at any time and any day of the week. Families and their loved ones could come and soak in the atmosphere of the home as well as enjoy the opportunity to meet the care team and other residents in the home.

We encouraged 'taster sessions' for potential residents and family members to come and spend the day and get a feel for how it would feel to live in the home.

Due to Covid-19 we can now only offer 'Virtual Visits' for relatives wanting to have a look around the home. For families keen to visit we arrange a video call with one of our dedicated members of the team and you will be given a personal tour of the home and gardens. Whilst we appreciate that a virtual visit does not come close to a visit made in person, we do hope that this video experience can provide a good idea as to the setting and layout of the home and no doubt you will still get to meet some of our lovely residents on route!

We endeavour to be able to provide families at some point soon, when it is safe, with a *real* home visit in person, a lovely cup of tea and a delicious slice of cake!

The Details

When you've decided to place your loved one with us, the home manager will call you to discuss the finer assessment, admission, and contractual details as well as agreeing an admission date once everything is in place.

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If an individual is currently in hospital, we cannot visit hospitals to complete assessments, therefore the hospital completes this and sends to us via secure email. We then have a clinical team meeting to decide if we can meet that individual's needs based on the hospital assessment and information from the family.

If a person is coming from home, we can visit to assess, but we will be wearing PPE and will need access to hand washing facility upon arrival and leaving.

Moving In

We understand that placing a relative in a care home can be stressful and that families may feel anxious or uneasy about leaving their loved ones. We are here to help in whatever way we can, and we actively encourage families to bring along personal furniture items and home comforts when their family member joins us. We also encouraged families to help unpack and settle new residents in, visiting as often as possible during the first few weeks as we found this really helped with the transition to a new home.

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To help keep everyone safe, new residents must isolate for 14 days. Staff will wear full PPE to ensure safety and will provide new residents with everything they need including daily update phone calls to family. After 14 days new residents are encouraged to socialise within the home and regular visits from one family member in the garden (following the current guidelines) can commence. We would encourage families to bring in belongings and home comforts prior to admission.

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