



## *Sheet 4.* *Services*



### *Life at Westthorpe Hall*

#### *Food*

We believe in providing good food and plenty of choice, with fresh country fare being our stock in trade.

We use nearby Rolles of Walsham for much of our produce and we pride ourselves on the quality of the cooking we serve from our modern kitchen.

We are also proud to have been granted the highest food hygiene rating (5-star) from the Food Standards Agency.

From our recently modernised kitchen we provide a wide range of choices at mealtimes to ensure a healthy, balanced diet. Any specialist dietary requests will be met, including any cultural or religious requirements.

Snacks are available on request between meal times and hot and cold drinks available 24-hours a day.

If residents wish they can have meals either in the dining room or in their own room.

#### *Leisure and activities*

We will strive to allow residents to maintain their social, cultural and recreational needs. Some of our residents want privacy and independence while others may prefer a more

active lifestyle. We will help them to achieve their choices as best we can.

An excellent programme of activities for individuals or groups within Westthorpe Hall has been devised. This includes sing-a-longs and quizzes, acts by local entertainers and visits by members of the local community.

We actively listen and encourage residents to participate in individual or group activities should they so wish. Hobbies and personal interests are also encouraged and facilitated by the staff where appropriate. There are opportunities for arts and crafts activities. Then, for the more agile and sporting, there's the option of gentle exercise activities too.

Aside from nature rambles for those who can manage them, for all there is also the fascinating chance to see the farm's birds (Barn Owls, Blue Tits, Kestrels and Robins) on their nests during the breeding season, courtesy of our live video camera.

We have regular excursions to local places of interest. For this we will use wheelchair accessible vehicles to enable all of our residents to take part, irrespective of their physical abilities. Currently the Manager is also helping to develop our programme for residents to access the natural world around Westthorpe Hall.

## *Medical & Health Services*

Every resident will have access to all NHS services. They can either retain their own GP, if this is agreeable, or register with our local GP who visits on a weekly basis.

Full medical services are available whenever required – we work with multi-agency teams to ensure our residents' wellbeing, such as district nurse, physiotherapist, occupational therapist, and continence advisor etc. We also have regular visiting services such as chiropodist, optician and dentist.

We will set up, and staff will attend any external medical or health appointment with a resident that is within a reasonable distance of the Hall.

Private therapeutic techniques such as aromatherapy, reflexology etc. can also be arranged. Each therapist will take a thorough medical history from each resident and consult with the Manager prior to giving any treatment.

## *Medication*

Residents are entitled to be responsible for their own medication if they so wish, but there are strict rules that apply to medication and we will undertake an assessment at the time of admission to see how well residents are able to manage theirs. If preferred the care team can take care of the medication. All staff are trained to apply appropriate medication and we operate the Boots' Monitored Dosage System (MDS).

A request for a formal review of medication will be asked of the home's GP at least once a year.

We maintain a list of 'homely' remedies that can be used in agreement with our GP.

## *Respite care*

Along with our residential care we are happy to consider respite care as well. When there is room we can consider short-term, time-limited respite breaks that can be so valuable to caregivers. If you would like to discuss respite care please call us on 01449 781691.

## *Personal allowances*

If you wish, we are happy to hold small quantities of money on behalf of our residents to cover the purchase of those little items that make a big difference, whenever they need them.



## *Newspapers and magazines*

We have an arrangement with our local newsagent who delivers papers daily, or as and when needed. Any magazine and national, regional or local paper can be ordered and charged for accordingly.

## *Laundry*

A full laundry service is provided within the home at no additional charge. Dry cleaning can also be arranged and is charged at cost.

## *Hairdressing*

There is a weekly salon.

## *Religion and cultural observances*

We will take all reasonable steps to ensure that residents' wishes are known and understood in relation to their religious and cultural practices. We will also make every effort to ensure that they are able to attend religious services within the local community.

All forms of religious belief are honoured and ministers representing a chosen religion can be met at any time in a private room.

There are regular Anglican Communion Services in the home for those who wish to attend.

## *Alcohol and smoking*

Alcohol can be consumed in the communal areas or, if preferred, in bedrooms.

Although it is illegal to smoke within the building, we do have a designated exterior area that smokers can use.

## *Pets*

We are happy to consider accommodating small, well-behaved pets subject to the number of pets already being accommodated. Residents will remain responsible for food and vet bills etc. Relatives and friends may also bring pets when visiting, provided that they are well behaved.