

Wexham House Residential Home

Residential homes for older people



Wexham House

Wexham House is a residential home for older people aged from 65 years onward. There are 29 permanent residential places and two respite care places.

The home belongs to Slough Borough Council Social Services Department.

What is the home like?

It is a two-storey building set back from the main road and is situated in a residential area close to local shops and other amenities. It is surrounded by a large enclosed garden and all bedrooms have a view of the garden.

Access to bedrooms on the first floor is via a four people passenger lift and two stairways. There are grab rails throughout the building to aid mobility.

The home is split into four separate units with own dining area and lounge and kitchenette. There are 31 single rooms and one double room. Each bedroom is fitted with a vanity unit and wash hand basin.

Facilities are designed for people with walking aids or wheelchairs. There are specially adapted baths and toilets.

There is one activity lounge on the ground floor to accommodate all residents for social functions and entertainment.

Home cooked food is provided from a well stocked kitchen and residents have a choice to participate in menu planning. There is a hairdressing salon.

There is a phone on each floor for residents to receive and make calls. Residents can have their own private phone in their bedroom if they wish.

Residents' laundry is done on site within the fully fitted facilities.

Our aims

- To provide a home that is safe, secure and homely
- To provide residential care for older people who are from the many different ethnic, religious and cultural background of the Slough communities
- To enable residents to maintain their independence and right to autonomy
- To provide opportunities for socialisation and mental stimulation through a range of activities

Slough social services values

That each person regardless of level of independence or disability is a unique individual and a valued member of society with a right to:

- respect and a positive image

- access to the experience and opportunities that other citizens value and seek
- make choices about their lifestyle
- support they need in order to be included in and participate in the community

About the staff team

The home manager is supported in the management of the home with a team of 30 staff members who work in various supporting capacities.

The staff team receives training and regular supervision to enable them to keep up to date with the skills they need to provide care in a sensitive manner.

How to get to Wexham House

The home is situated on the main road of Knolton Way in Wexham.

The bus stop is opposite the home and the bus route is directly to Slough bus station and railway station.

To arrange an appointment or to find out directions to Wexham House, phone the manager or any other duty officer on 01753 524321.

How do residents spend their time?

There are a variety of daily activities such as music and movement, board games, reminiscence sessions, sing along sessions and bingo.

A social club is open three times a week and offers opportunity for social interaction and beverages are available.

Residents can attend a wide range of outings, performances and shopping trips. Entertainment is brought to the home on a regular basis.

The local parish priest calls in and offers communion.

The mobile library visits the home and distributes books as requested by residents.

Can residents make themselves at home?

Residents can bring in some personal items such as an easy chair and personal possessions as long as space and safety are considered. Residents have a choice to redecorate their bedrooms if they wish. They are offered a key to their bedroom. There is a lockable bedside cabinet.

Residents have a choice on what time they get up or go to bed. Staff respect the individuals' rights of choice, privacy and dignity at all times.

Visitors

Relatives and friends are welcome to visit during social hours. Visitors are asked to sign in and out as part of our security and health and safety arrangements.

Meals

Residents are encouraged to make snacks and drinks. They are also offered a choice of drinks throughout the day.

Residents are offered a choice of menu on a daily basis. The home is able to cater for special dietary requirements.

Health care

Residents usually remain with their own GPs as long as it is within the visiting radius. If it is outside the visiting radius, then residents must register with a GP who is able to do a home visit at Wexham House.

If a resident's health undergoes a major change and requires constant medical attention, we would consult with the resident's health and care professionals to make a decision. Every effort will be made to fit in with the individual's wishes.

The optician and the chiropodist carry out regular visits to the home. Residents can retain and visit their own dentist.

Medication

If residents are able to administer their own prescribed medication, this is encouraged. The duty officer will normally assist with administration of medication.

How residents' finance is managed

Relatives or next kin would be expected to assist the residents with their finances. The home can only hold very small amount of cash for pocket money expenditures.

How to make arrangements to start living at Wexham House

Contact social services Slough Town Hall on 01753 690400.

A social worker will assess the needs of the prospective resident for a care home. Advice will be provided accordingly.

It may not be possible to offer everyone who prefers to live at Wexham House a place when they want one.

If the prospective resident is offered a place at Wexham House, they will be invited to come and visit or stay overnight to see if it is a suitable place or not.

The social services social worker takes the responsibility of explaining about the cost of care and payment.

What happens if a resident wishes to leave after they have moved in to Wexham House?

An appointed social worker from Slough social services would talk to the resident to help them decide on alternative accommodation.

Respite care

Respite care is for people who wish to stay at Wexham House for short periods of time to give themselves or family carers a break.

People who have been discharged from hospital or who are finding it difficult to manage at home may prefer to spend time in a supported environment to get back on their feet. The stay is normally between one to four weeks.

Quality of care

The home works to the standards laid down by the National Care Standards Commission (Care Standards Act 2000).

We are inspected twice a year by inspectors from the National Care Standards Commission, the reports are public documents.

Copies of reports can be obtained from the home.

Staff at Wexham House are recruited under the equal opportunities guidelines and are offered training in care.

All staff members working here have a police check and this is repeated every three years.

Confidentiality

All personal information on people receiving a service by social services is recorded and kept confidential. You have a right to request to see your record.

Staff will only share your personal information with your consent. Some information is shared with those who need to know in order to provide the service required.

Comments, suggestions and complaints

If a resident is unhappy with the service or needs to know more about the reasons for the way we work, the resident is encouraged to discuss this in the residents meetings. The resident can also discuss matters that are causing them concern with either their key worker or the manager.

Alternatively they can contact the group manager on 01753 690470 or email customer care@slough.gov.uk

To make a formal complaint contact the Complaints Officer at the Town Hall on 01753 875770.

Complaints and concerns can also be taken to:

Commission for Social Care Inspection
The Oast, Hermitage Court, Hermitage Lane
Maidstone ME16 9NT

Email: enquiries.southeast@csci.gov.uk

Other helpful organisations

- Age Concern Information and advice Service and Age Concern Advocacy Service Tel: 01753 822890
- Alzheimer Disease Society Tel: 01753 647286
- Carers National (Slough and District) for advice on carers Tel: 01753 647286
- Slough Asian Carers Group Tel:01753 690400

How to contact us

Wexham House Residential Home

132 Knolton Way, Wexham, Slough, Berks SL2 5SQ

Tel: 01753 524321

Fax: 01753 531306

Email: customercare@slough.gov.uk

Translation

If you would like a copy of this document translated please ask an English speaking person to request this by calling 01753 690759. Alternatively please call Slough Translation and Interpreting Service on 01753 701157.

यदि आप इस दस्तावेज़ को अनुवाद से ज़रूरत से कहने चाहते हैं तो कृपया इंग्लिश बोलने वाले किसी व्यक्ति को कहें कि वह 01753 690759 पर टेलीफोन करके अनुरोध करें। या 01753 701157 पर सलाह दिये गए अनुवादक सेवाओं का इस्तेमाल करें।

Aby otrzymać kopię tego dokumentu przetłumaczoną na język polski należy poprosić osobę mówiącą po angielsku o zadzwonienie z takim żądaniem pod numer 01753 690759. Można również skontaktować się z serwisem tłumaczy 'Translation and Interpreting' w Slough, telefon 01753 701157

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਤਰਜਮੇ ਦੀ ਗਾਰੰਟੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਕਹੋ ਕਿ ਉਹ 01753 690759 'ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਬੇਨਤੀ ਕਰੇ। ਜਾਂ 01753 / 011157 'ਤੇ ਸਲਾਹ ਦਰਾਸ਼ਨ ਲੈਣ ਅਤੇ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਸੇਵਾਵਾਂ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ।

Haddii aad doonaysid kooibi dokumentigan ah oo turjuman fadlan weydiiso qof Ingiriisiga ku hadla si aad u codsadiid adigoo soo wacaya 01753 690759. Haddii kalese fadlan kasoo wac Slough Translation and Interpreting Service 01753 701157

اگر آپ کو اس کا ترجمہ (اگر ضرورت ہو) کی ضرورت ہو تو اس کا ترجمہ کرنے والے کسی شخص سے کہیں کہ وہ 01753 690759 پر فون کر کے طلب کرے۔ یا 01753 701157 پر سلاہ
ترجمہ کرنے والے کسی شخص سے کہیں کہ وہ 01753 690759 پر فون کر کے طلب کرے۔

This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in larger print.

Slough Borough Council builds services that challenge and overcome all forms of discrimination, are responsive to all our communities needs and celebrate diversity.