

Longcroft Residential Home

Residential homes for older people



Longcroft

Longcroft is a residential home for older people aged from 65 years onward. There are 31 permanent residential places and three 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 surrounded by attractive gardens, which are well stocked with an array of shrubs, trees and flowerbeds.

It is very close to Langley's local shopping precinct and overlooks the village park.

There is a large paved patio area with raised gardens, which is ideal for barbecues or just sitting out in the summer.

Longcroft provides a single room with a fitted vanity unit and wash hand basin for every resident.

The majority of the bedrooms are on the first floor, the first floor can be accessed by three stairways or the passenger lift.

There are grab rails throughout the building to aid mobility.

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

The safety of residents is uppermost at all times. The staff wear pagers to respond to calls for assistance promptly.

There are four lounges and residents decide where they prefer to spend time.

There is an information file about the home and staff in every bedroom.

One lounge is a designated smoking area for residents and visitors.

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

There is one large attractive dining room.

In addition there are two kitchenettes for residents to make snacks and drinks as they prefer.

There is a hairdressing salon for residents.

There is a phone 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

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
- the 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 35 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 Longcroft?

Longcroft is situated in Langley Village, just off the Langley Road.

The train station is about half a mile away. Local buses run regularly to Slough and surrounding areas.

To arrange an appointment or to find out directions to Longcroft, please phone the manager or any of the duty officers on 01753 476670.

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.

There are organised social evenings with professional entertainers.

Residents and their relatives and friends also have special social events which are organised by Longcroft.

Residents can attend a wide range of outings, performances and shopping trips.

Once a month there is an interdenominational church service and the local parish priest calls weekly to offer communion.

There is a library at Longcroft, which has a variety of books many in large print. In addition to this the mobile library visits the home.

There is also a recently opened a shop at Longcroft, selling items that the residents have asked us to sell.

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 individual's 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 Longcroft.

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 individuals' wishes.

A community dentist visits when required and a chiropodist visits monthly.

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 arrangement to live at Longcroft

Contact social services at 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 Longcroft a place when they want one.

If the prospective resident is offered a place at Longcroft, 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 Longcroft?

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 Longcroft 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

We work 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 Longcroft 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 the complaints manager communitycare@slough.gov.uk

To make a formal complaint contact the complaints officer at the Town Hall on 01753 875770.

Complaints and concerns can be taken to:

The Inspector

CSCI

South East Regional Contact Team

The Oast

Hermitage Court

Hermitage Lane

Maidstone

ME16 9NT

Tel: 01622 724950

Fax: 01622 724980

Email: enquiries.southeast@csci.gsi.gov.uk

Other helpful organisations

- Age Concern Information and advice service and Age Concern advocacy service
Te: 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

Longcroft Residential Home

305 Langley Road, Langley, Slough SL3 8DA

Tel: 01753 476670

Fax: 01753 476603

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.

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