

# Newbeech House

Residential homes for older people

## **Newbeech House**

Newbeech House is a local authority home and resource centre for older people aged 65 years and above. However the intermediate care unit based within the home can take service users from the age of 18 years. (See separate leaflet for information on this unit)

Newbeech House offers the following services:

- A residential home for 14 older people of the age 65 years above.
- Two specialist units for 14 older people plus one respite care bed for older people with dementia and/or mental health.
- A 6 bedded intermediate care unit for adults, generally in transition from hospital to home.
- An enhanced care unit for 8 older people who need care over and above residential care but are not yet nursing care.

We also have a day centre that provides 20 places for older people with mental health and/or dementia.

## **What is the home like?**

It is a two-storey building set back from the main road. The home is set in large grounds and is close to the local school. There is an attractive courtyard garden to be enjoyed by residents.

It is very close to the local shopping parade and overlooks school playing fields.

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

The bedrooms are on the ground and 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 five group living units, where residents usually spend their time.

One small lounge is a designated smoking area for residents only.

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

Each group living unit has a well equipped kitchen where residents and relatives can make drinks and snacks. Each unit also has its own sitting and dining areas.

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 backgrounds 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 their 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 large staff team 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 Newbeech House**

The home is situated on the main road of Longreadings Lane on the Britwell Estate.

The bus stop is very close to 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 Newbeech House, phone the manager or any other duty officer on 01753 691212.

## **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.

We employ an activities organiser twice a week and offer social evenings on a regular basis.

Residents can attend a range of outings, pub lunches and shopping trips.

The local parish vicar calls in to see residents, other church visitors call in frequently. If any resident needs assistance to go to church or another place of worship, staff will assist.

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 Newbeech 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. A community dentist visits occasionally.

## **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 Newbeech House**

Contact social services at Slough Town Hall - Slough Borough Council - Tel: 01753 690400 or email [communitycare@slough.gov.uk](mailto:communitycare@slough.gov.uk).

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 Newbeech House a place when they want one.

If the prospective resident is offered a place at Newbeech 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 Newbeech 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 Newbeech House for short periods of time to give themselves or family carers a break.

## **Intermediate care**

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 and six weeks.

An assessment and treatment plan will be put together with the client and intermediate care team member.

## **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 Newbeech 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](mailto: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

The Inspector  
The National Care Standards Commission  
The Oast  
Hermitage Court  
Hermitage Lane  
Maidstone  
Kent  
ME16 9NT

Tel: 0118 9033230  
Fax: 0118 9033276

## 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

You can contact the home manager on 01753 691212.

You can contact the Community Care Services Department for advice and support, we are here to answer your calls from 9.00am to 5.00pm - Monday to Friday.

**Please phone us on 01753 690400**

You can email us at [communitycare@slough.gov.uk](mailto:communitycare@slough.gov.uk) or visit our website [www.slough.gov.uk](http://www.slough.gov.uk).

**Emergency calls received on the above number outside normal hours will be passed to our special emergency social care service.**

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.

ਯਦੀ ਆਪ ਡਕ ਟਰਾਂਸਲੇਸ਼ਨ ਕੇ ਕੋਪੀ ਚਾਹੀਦੀ ਆਈ ਆਹੀ ਚਾਹਨੇ ਹੈ ਤਾਂ ਕੂਲਯਾ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਨੇ ਵਾਲੇ ਫਿਰੋਂ ਵਾਕਿਨ ਫ਼ੀ ਫ਼ੀ ਚਾਹ 01753 690759 ਯਾ ਟੈਲੀਫੋਨ ਫ਼ੀ ਨੰਬਰਨ ਫ਼ੀ ਯਾ 01753 701157 ਯਾ ਸਲੋਠ ਟਰਾਂਸਲੇਸ਼ਨ ਐਂਡ ਇੰਟਰਪ੍ਰੀਟਿੰਗ ਸੇਵਿਸ ਫ਼ੀ ਟੈਲੀਫੋਨ ਕਰੋ।

Alby 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 ਕਾਪੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਕਹੋ ਕਿ ਉਹ 01753 690759 'ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਬੋਲਣੀ ਕਰੇ। ਜਾਂ 01753 701157 'ਤੇ ਸਲੋਠ ਟਰਾਂਸਲੇਸ਼ਨ ਐਂਡ ਇੰਟਰਪ੍ਰੀਟਿੰਗ ਸੇਵਿਸ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ।

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

اگر آپ کو اس ڈاکیومنٹ (دستاویز) کی ترجمہ شدہ کاپی درکار ہو تو براہ کرم انگریزی بولنے والے کسی شخص سے کہیں کہ وہ 01753 690759 پر فون کر کے طلب کرے۔ یا 01753 701157 پر سلاؤ  
ترجمہ ایجنسی اینڈ انٹراپرائز سروس کونٹون کریں۔

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.