



Polebrook Nursing Home is a spacious purpose built home providing nursing and residential care for the elderly.

It is situated in the picturesque village of Polebrook, some 3 miles from the historic market town of Oundle and set in 2 acres of landscaped gardens.

The building is designed to provide a comfortable, secure, and accommodating living environment which, combined with our highest care standards, promotes privacy, independence, and dignity.

The home is dual registered and can accommodate up to 52 residents on ground floor level. All rooms are spacious and bright; most rooms offer en suite facilities and access to the peaceful gardens. The lounges have comfortable furniture where residents may enjoy social gatherings, reading or watching television. The sizeable dining room is furnished with solid family tables and chairs ensuring safety and comfort at mealtimes.

Due to the highest standards of management, staffing, accommodation, equipment, and facilities we can offer a comprehensive range of care. This ensures that all residents, no matter their degree of disability, are catered for. Residents are encouraged to make Polebrook Nursing Home *their home* for the duration of their stay. This may be facilitated by residents bringing in personal belongings or small items of furniture. We implement an activities programme which provides an environment that is both socially and functionally stimulating. This also improves quality of life.

Our individual caring standards, based on the assessment of the residents' needs, are fully discussed among care staff and with relatives. We provide continual evaluation of those needs and desires which enables us to adjust care plans accordingly. Consequently, our staff are thoroughly screened, and fully trained ensuring care is delivered to the highest standard.

VISITORS

There is an Open Policy Visiting Procedure within the Home. Families, friends can visit their loved ones when they will wish. If there will be any concerns regarding Covid, the Home will inform the families of any changes regarding visiting though emails or phone call. We encourage your visitors to regard the home as *your* home.

SIGNING IN

Please ring the doorbell at the main entrance and wait for assistance to make them aware you have arrived. You will then head round to our testing room where you will sign in and test if not already tested at home. (As per government guidelines).

Please complete our signing in book in which we kindly request that you complete your name, time of your arrival and the time of your departure. We are required to undertake this practice by law as part of universal fire service guidance so that we could inform the emergency services of number of people within the building should the need arise.



TELEVISION

All rooms have a television point, and you are welcome to bring your own television for use in your room. You will be required to hold a licence, but we can assist in these arrangements.

FURNITURE

Bedroom furniture consists of a wardrobe, chest of drawers, bedside cabinet, and armchair. You are most welcome to bring in small pieces of furniture that you may be attached to, and we will endeavour to accommodate these as best we can. If there is any item of value, then the home should be informed. Any electrical items brought into the home must be portable appliance tested and again we can arrange this.





HAIRDRESSING



Hairdressing is available in our salon, and this will be charged as an “extra”. Although we retain the services of a hairdresser who visits the home up to Twice a week you are welcome to make your own arrangements should you have a usual hairdresser who would be willing to attend the home.

CHIROPODY / PODIATRIST



We have a qualified chiropodist who visits the home on a regular basis. This is an extra charge. You are, however, welcome to take your relative to an NHS chiropodist should you not wish to be charged.

HOSPITAL APPOINTMENTS

Should a resident have a hospital appointment in the first instance we will usually ask a member of their family or friend to escort them. If this is not possible then we will send an escort but there is a charge as some appointments are protracted and require a member of our staff and sometimes our driver to be away from the home for some time. These charges will be made at the hourly rate of pay for the staff member who escorts the Service User.

MEALS

All meals are prepared daily by our catering staff using fresh wholesome food. Menus are monitored and special dietary requirements are catered for. There is always a choice of menu and tea, coffee and biscuits are served during morning and afternoon. In the evening there is a choice of malt drink if required.

CALL BELL

We provide a nurse-call system in all bedrooms, bathrooms, and communal areas.

NEWSPAPER & MAGAZINES

Newspapers can be arranged by family or friends to be delivered to the home at their own cost.

LAUNDRY, TOWELS & TOILETRIES

All laundering is done on the premises unless requested otherwise and is included in the weekly fee. It is very important that ALL clothing is clearly labelled. The home does offer a laundry button service at an extra cost. We will then ensure all clothing is labelled. Basic toiletries such as soap, shampoo, bubble bath and talcum powder are supplied by the home. Again, these are included in the weekly fee. If specific toiletries or brands are required, then you may supply your own. Towels and flannels are supplied by the home.

INSURANCE

The Home is insured at the rate considered reasonable by the proprietors for valuable effects left in the service user's room, but insurance cover does not extend to their cash securities and money. Insuring items of value is the responsibility of the service user. Any items of value the service user should arrange their own insurance.

DOCTORS

Residents are encouraged to remain with their own doctor, providing the doctor is willing to visit Polebrook Nursing Home. Those from outside the area will be given the choice to register with our resident doctor at the Oundle Practice, as a doctor from there visits the home regularly and by appointment. You may find other doctors are not able to respond as quickly.



OPTICIAN & DENTIST

We can contact local Opticians and Dentist to visit the home by appointment; however this will be through private fees. Through NHS services we can discuss with our local Surgery to complete a referral.

SOCIAL EVENTS – ACTIVITIES

We have a day room for social and leisure activities in which entertainment is provided on a regular basis from our activity team and outside entertainers.

Oundle School interact with the residents on a weekly basis visiting the home when they can under covid guidance. When not able to visit the pupils will send the resident's mail.

The activity team will take walks around our Polebrook Garden and to the local Polebrook Church, post box with residents who wish too.



SPIRITUAL NEEDS

We welcome and encourage visits to the home by any representatives of religious persuasions and denominations. Holy Communion is held every two weeks respecting government guidance, and all residents are welcome to attend.

GARDEN

Our garden area is a peaceful environment, and we attempt to produce as much colour and growth as possible throughout the seasons. We ensure service users to keep potted plants in the garden space adjacent to their rooms.

FEE GUIDE

All fees are based on care need assessment.

Peoples care needs vary considerably and weekly fees are therefore based upon our assessment of an individual's care needs and the accommodation they will occupy.

Authority funding will vary depending on their care needs and if they will be considered Residential Care, Residential Dementia Care, Nursing Care, Nursing Dementia Care.

Initially the local authority will undertake an assessment to determine the care package. Considered is your income, pensions, annuities and all state benefits. All authority funding is subject to a lifestyle choice contribution to be agreed. The above fees do not include the FNC contribution.

In some circumstances, the Birchester Group will contract with local authorities via Birchester Medical Services Ltd, a Birchester Group company. In these circumstances, VAT is chargeable to the local authorities. Please note that this does not affect the net cost or funding available for any of our residents.

All care activities provided to our residents continue to be undertaken by Birchester Care Ltd, which is registered with the Care Quality Commission (CQC)
For any queries about invoicing or costs or for further information please contact Head Office.

RESPIRE CARE

If the home has spare beds, we are happy to take respite care at a minimum of two weeks stay, Charges to be discussed on assessment.

ADDITIONAL SERVICES

Chiropody
Podiatrist
Hairdressing

Transport & Escort Taxis

These items are invoiced separately on a 4weekly basis.