

Glenkindie Lodge

residential care home





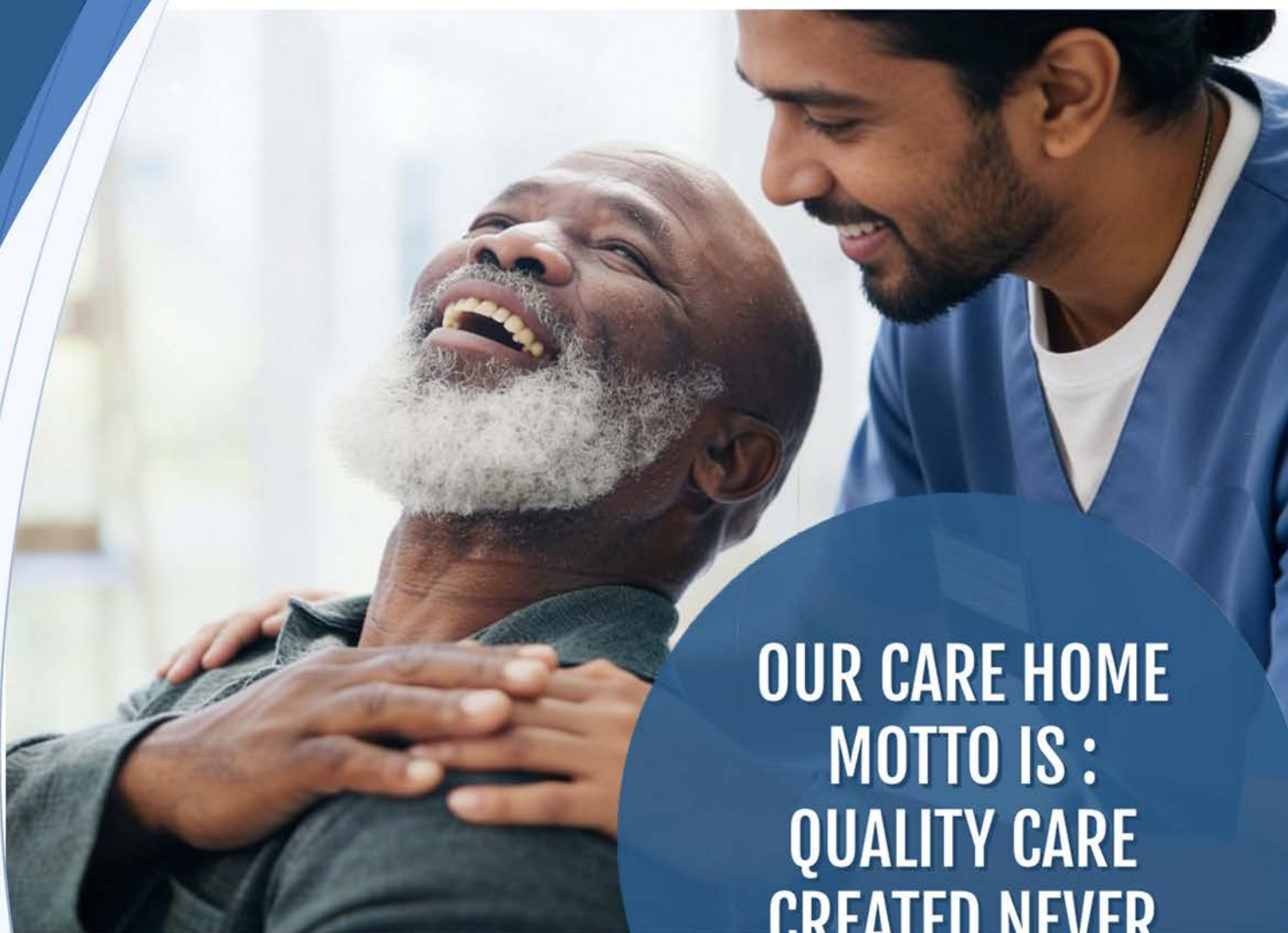
A RESIDENT'S GUIDE

RESIDENT'S GUIDE

This guide has been created to introduce Glenkindie Lodge Residential Care Home and to outline the range of services and support we provide.

If you would like further information or assistance, our friendly team is always happy to help. You are warmly invited to visit Glenkindie Lodge at any time for an informal chat or to take a look around our home. For more detailed discussions about individual care needs, the Registered Manager would be pleased to speak with you.

Appointments are not essential; however, arranging a visit in advance may be helpful to ensure the Registered Manager is available to meet with you.



**OUR CARE HOME
MOTTO IS :
QUALITY CARE
CREATED NEVER
ASSUMED**

ABOUT US



Glenkindie Lodge Residential Care Home offers a warm and welcoming place to live, where residents are supported to feel comfortable, respected, and at ease in their surroundings. Located on Harborough Road in Desborough, the home provides a settled residential environment within an established and familiar community.

Our Motto: "QUALITY CARE CREATED, NEVER ASSUMED"

This principle guides everything we do at Glenkindie Lodge. It reflects our commitment to thoughtful, person-centred care, where every detail matters and each resident is valued as an individual.

The home provides 33 single bedrooms, each with its own en-suite toilet facilities, offering privacy, dignity, and independence. Bedrooms can be personalised with familiar belongings, helping residents feel secure and truly at home.

Arranged over three floors, Glenkindie offers several comfortable lounges and sitting areas, giving residents a choice of spaces to relax, socialise, or enjoy quieter moments. A dedicated dining area provides a welcoming setting where residents can enjoy meals as part of daily life in the home.

Surrounding the home are well-maintained gardens with level lawns and seating areas, offering accessible outdoor space to enjoy fresh air and time outside in a safe and pleasant setting.

Glenkindie Lodge Residential Care Home provides high-quality residential care for individuals over the age of 65 who require personal care and support. All of our bedrooms are single occupancy with en-suite facilities, ensuring privacy, comfort and dignity for every resident.

At Glenkindie Lodge, we strive to provide the highest standards of individualised care within a friendly, safe, secure and homely environment. Our ethos is built around respect, privacy, dignity, autonomy, values, beliefs and choice. We are committed to ensuring that every resident feels valued, listened to and supported.

Our dedicated and professionally trained staff have the appropriate knowledge, skills and qualifications to meet residents' individual needs. We assess, understand and sensitively respond to each person's care requirements, delivering compassionate, person-centred care that is always in the resident's best interests.



PHILOSOPHY OF CARE



At Glenkindie Lodge, care is planned around the whole person, recognising individual needs, preferences, and life experiences. By taking a person-centred approach, we are able to provide tailored support that reflects what matters most to each resident.

Our team works with residents and, where appropriate, their families to promote respect, choice, and independence, while valuing each person's uniqueness. Care plans are reviewed regularly to ensure support remains appropriate and continues to meet personal goals and expectations.

As a resident at Glenkindie Lodge, you can expect to be supported in a way that upholds:

- Privacy
- Dignity
- Independence
- Choice
- Individual rights
- Personal fulfilment

PRIVACY AND CONFIDENTIALITY:

Glenkindie is committed to ensuring that every resident's privacy is protected and respected at all times.

This is achieved by:

Handling personal information carefully and securely, in line with data protection legislation and best-practice guidance.

Ensuring that any discussion relating to a resident's personal circumstances, health, or care needs is limited strictly to what is necessary and takes place discreetly.

Providing access to quiet, private spaces for confidential conversations with staff, visitors, or professionals.

Respecting residents' wishes for privacy, including their choice to spend time alone or not be interrupted.

RESPECT AND DIGNITY:

At Glenkindie, respect is shown through our actions, attitudes, and the way we listen to one another. We recognise that every resident has a unique life story, personal identity and individual needs.

Staff take time to get to know each resident as a person, not just their care needs, and use this understanding to provide thoughtful and compassionate support.

Residents are always included in conversations about their care and are never spoken about as if they are not present.

Personal boundaries are recognised and upheld, with staff seeking permission before providing assistance or entering private spaces.

Care is delivered in a way that promotes confidence and self-worth, allowing residents to retain control and choice wherever possible.

Residents are supported in a manner that reflects their values, background, and preferences, ensuring they feel recognised, respected, and safe.

INDEPENDENCE, CHOICE & FULFILMENT

At Glenkindie Lodge, we recognise that moving into a care home does not mean giving up independence. We are committed to supporting each resident to live as independently as possible, in a way that feels comfortable and appropriate to them.

We take time to understand each person's background, preferences, routines and goals. Daily life is shaped around the individual — whether that relates to personal routines, meal choices, hobbies or how they wish to spend their time.

Residents are supported to make their own decisions wherever possible. We encourage involvement in everyday choices, from selecting activities to deciding how they would like their care delivered.

RIGHTS:

We uphold the rights of every resident, including dignity, privacy, equality, safety and confidentiality. Consent is always sought, and care is delivered in a respectful and person-centred way.

Residents are encouraged to express their views and participate in decisions about their care and the running of the home. We welcome feedback from both residents and families and see this as an important part of maintaining high standards.

MEANINGFUL LIVING:

Wellbeing is about more than meeting care needs. We aim to provide opportunities for residents to continue enjoying interests that are important to them and, where possible, to explore new ones.

Our team plans a programme of activities designed to promote engagement, social interaction and enjoyment. This includes group activities as well as one-to-one time for those who prefer quieter or more personalised experiences.

Where appropriate, we also support residents to remain connected with their local community, faith groups, family traditions and personal interests.

DAILY LIFE & SOCIAL CONTACT



Moving into residential care is a significant life change and can feel overwhelming for both individuals and their families. At Glenkindie Lodge, we focus on creating a supportive and welcoming environment where residents feel comfortable, secure, and at home from the moment they arrive.

Glenkindie Lodge is a residential care home providing accommodation and support for up to 33 residents. Each bedroom has been designed to offer a warm, homely atmosphere and is regarded as the resident's own personal space. Residents are encouraged to bring personal belongings and furnishings to help make their room feel familiar and individual. All rooms are equipped with a 24-hour emergency call system for peace of mind.

A dedicated housekeeping team is in place to ensure bedrooms are cleaned daily, maintaining a comfortable and well-presented living environment

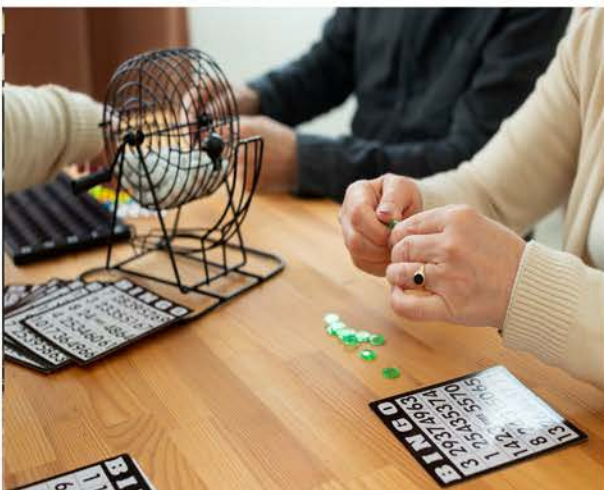
ACTIVITIES

At Glenkindie Lodge, residents benefit from a varied and engaging activity programme coordinated by our dedicated Activities Co-ordinator. The programme is designed to promote independence, social interaction, and enjoyment, while supporting individual interests and abilities.

Residents are encouraged to continue hobbies they already enjoy, as well as take part in new experiences both within the home and out in the local community.

Our range of regular activities includes:

- ▶ Creative activities such as arts and crafts
- ▶ Group games and themed quizzes
- ▶ Music and movement sessions
- ▶ Gentle chair-based exercise
- ▶ iPad and digital engagement sessions
- ▶ Social afternoons within the home
- ▶ Accompanied visits to local shops and community outings
- ▶ Religious services





FOOD & NUTRITION

Mealtimes at Glenkindie Lodge are an important part of daily life. We aim to provide enjoyable, well-balanced meals that residents can look forward to each day.

Our menus are designed to meet individual dietary needs and preferences. Where required, personalised meal plans are developed with input from residents, families and healthcare professionals, including dietitians.

We work in partnership with Apetito, a leading provider of meals within the health and social care sector. This enables us to offer nutritious, carefully prepared meals that meet recognised standards for quality and consistency.

Residents are offered choice at each mealtime, and we accommodate cultural, religious and medical dietary requirements wherever needed.

Refreshments are available throughout the day, including fruit, biscuits and cakes served with tea and coffee.



VISITOR POLICY

YOUR VISITORS

- Visitors are always welcome at Glenkindie Lodge with flexible visiting hours available seven days a week to suit your schedule. We warmly encourage relatives, friends, and loved ones to spend meaningful time with our Residents.
- Your principal carers or friends may also telephone us any time, day or night to enquire about your wellbeing.
- Visitors are kindly asked to sign in and out using our digital sign-in system on arrival and departure. This supports our health and safety procedures and helps us maintain an accurate record of everyone in the building at any time.
- We request that all visitors comply with health and safety notices.

VISITOR MEALS

For many of us, mealtimes are an important part of our daily routine. They're social occasions or quality time. Therefore at Glenkindie Lodge, close relatives and friends are encouraged to dine with the Resident when visiting. We request that you call in up to 24 hrs before your visit to pre-book your meal. We kindly ask for a voluntary contribution of £1.00.

MOVING & HANDLING

Our staff are trained to ensure that Residents are moved in such a manner as to minimise the risk of injury to both the Resident and members of staff involved. We therefore ask that the relatives and visitors do not attempt to lift or mobilise Residents who are unable to do so for themselves, but they should request assistance from a member of staff.

FINANCES

FEES

A Resident Agreement is provided prior to admission, outlining the terms and conditions of residency.

Fees are based on an individual's level of care and support needs. These will always be discussed clearly and transparently before admission so families understand what is included.

Fees are reviewed annually, and residents or their representatives are given written notice in advance of any changes.

PERSONAL FUNDS

We can support residents with small amounts of personal spending money for items such as hairdressing, newspapers or toiletries.

All monies held on behalf of residents are recorded carefully and managed in a way that respects privacy, dignity and independence. Clear records are maintained and are available for review.

TV LICENSING

Residents wishing to have a television in their room will need to ensure an appropriate TV licence is in place.

MEDICATION

All prescribed medication is ordered, stored and administered by trained staff in line with safe procedures.

For safety reasons, families and visitors are asked not to bring in additional medication or leave medicines in residents' rooms without prior discussion with the management team.

CLOTHING & LAUNDRY SERVICES

Glenkindie Lodge has an on-site laundry facility. Washing, drying and ironing of personal clothing is included within our service.

To help prevent items from being misplaced, we kindly ask that all clothing is clearly labelled before arrival at the home.

ADDITIONAL SERVICES

Glenkindie Lodge offers a range of optional extras that can be arranged according to individual preference. These services are not included within the standard weekly fee and can be accessed as required.

Optional services and items may include:

- ▶ Hairdressing services
- ▶ Private chiropody appointments
- ▶ Daily or regular newspapers
- ▶ Private therapies
- ▶ Clothing and personal items
- ▶ Confectionery and treats
- ▶ Dry cleaning services
- ▶ Televisions and TV licences
- ▶ Toiletries and personal care products



PERSONAL CARE

At Glenkindie Lodge, personal care is delivered with respect, sensitivity and attention to individual comfort.

We understand that accepting support with personal care is a significant step. Our team approach this area of care with discretion, kindness and professionalism, ensuring residents feel at ease and treated with dignity at all times.

Support is provided in a way that reflects each person's preferences and usual routines. This may include assistance with:

- Washing, bathing and personal hygiene
- Dressing and grooming
- Mobility and safe movement around the home
- Maintaining appearance and personal comfort

Residents are encouraged to remain as independent as possible, with assistance provided only where needed. We take time to support individuals at their own pace and in a manner that feels natural and respectful.

Our aim is to ensure that residents feel comfortable, well-presented and confident each day, while maintaining privacy and choice in all aspects of their personal care.

ADMISSION



At Glenkindie Lodge Residential Care Home, we understand that choosing a care home is an important decision. Our admission process is designed to be supportive, informative and centred around the individual.

CARE PLAN

Prior to admission, we carry out a comprehensive assessment to ensure we can meet each person's needs while respecting their preferences and personal choices. We encourage prospective residents and their families to visit the home, spend time with us and experience the warm, welcoming atmosphere before making a decision.

A personalised Care Plan is developed in partnership with the resident and, where appropriate, their family. This helps us understand what matters most -from healthcare needs and daily routines to dietary preferences, hobbies and lifestyle choices. Our goal from the very beginning is to ensure each resident feels comfortable, confident and fully involved in decisions about their care.

PERSONAL BELONGINGS AND ROOM FURNISHINGS

Residents are welcome to bring personal belongings to make their room feel familiar and comfortable. If you are considering bringing in larger pieces of furniture, please speak with the Home Manager beforehand so we can ensure they are suitable for the room and meet safety requirements.

GIFTS AND GRATUITIES

To protect residents and staff and to maintain clear professional boundaries, staff members are unable to accept personal gifts, hospitality, or money from residents or their relatives. However, shared gestures of thanks for the staff team as a whole, such as a box of chocolates or similar items, are always appreciated.



SAFEGUARDING & SAFETY

At Glenkindie Lodge, safety and wellbeing are part of everyday life in the home. We aim to provide a secure, supportive environment where residents feel comfortable and families feel reassured.

We take safeguarding seriously. All staff receive regular training so they understand how to recognise and respond to any concerns about a resident's wellbeing.

If a concern is raised, it is acted on promptly and in line with local safeguarding procedures. We encourage residents and families to speak to us if they have any worries — even small concerns are important.

A SAFE ENVIRONMENT

The building and grounds are regularly checked and maintained to ensure they remain safe and suitable for residents.

This includes:

- Secure access to the home
- Routine health and safety checks
- Regular servicing of equipment
- Safe and accessible communal areas

MEDICATION SAFETY

Medicines are stored, administered and recorded using clear systems. Staff are trained and competent in medication management, and we work with GPs and other healthcare professionals to review medication when needed.



MEDICAL SERVICES

Residents are welcome to remain with their current GP, provided they are within the local area. However, we would recommend registering with Rothwell and Desborough Medical Centre, the practice closely linked with Glenkindie Residential Care Home.

The practice works closely with the home and provides dedicated appointment slots for our residents, helping to ensure timely access to medical support when needed. The GP team also visits the home daily, and residents can be added to the visiting list should they require a review or assessment. This close partnership allows us to raise concerns promptly and supports regular monitoring of residents' health and wellbeing.

We also work closely with the local District Nursing Team, who provide additional clinical support within the home, including wound care, monitoring of long-term health conditions, and ongoing nursing input where required.

SAFETY

SAFETY & WELLBEING AT GLENKINDIE LODGE

When considering a new home, feeling safe and reassured is essential. At Glenkindie Lodge, we provide a secure and carefully managed environment where residents can live comfortably and families can feel confident in the care provided.

FIRE SAFETY

The home is fully equipped with appropriate fire safety systems, which are regularly tested and maintained. Our team receives ongoing training so they are prepared to respond quickly and calmly should an emergency ever arise.

Residents are supported to understand evacuation procedures in a way that is appropriate to their needs, and visitors are guided on safety arrangements when they arrive.

INFECTION CONTROL

We follow clear infection prevention practices to help protect everyone living and visiting the home. Hand sanitiser is available throughout the building, and we encourage good hygiene as part of everyday life here.

If there are periods of increased illness in the community, we may introduce additional precautions to keep residents safe, and families will always be informed.

SMOKING

For those who choose to smoke, a designated outdoor garden area is available. Smoking is not permitted inside the building in line with current legislation.

COMPLAINTS PROCEDURE

RAISING AN ISSUE, MAKING A COMPLAINT & GIVING COMPLIMENTS

We believe that complaints and compliments are important in showing the quality of our service and provide us with the opportunity to improve the service we provide.

We aim to deal with complaints quickly and effectively. The procedure is as follows:

- 1 A complaint should be raised initially with the person in charge. It will be recorded, in writing, on a complaints form. If the complaint cannot be resolved at the time, then the complaint will be passed onto the Home Manager.
- 2 If the Home Manager is not able to come to a satisfactory resolution, the complaint will be referred to the Company Director for immediate attention.
- 3 The complaint should be addressed within 3 working days and a final reply within 28 days.



Where your complaint has failed to result in an outcome you are entirely happy with, your complaint can be forwarded onto either:

NORTH NORTHAMPTONSHIRE
COUNCIL



0300 126 3000



asccomplaints@northnorthants.gov.uk

CARE QUALITY COMMISSION



0300 616161



enquiries@cqc.org.uk



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