



Swan Care Home

Peaks Lane, New Waltham, Grimsby, DN36 4QL

01472 8685920

Info@swan carehome.co.uk





Hello and welcome.

From the team at Swan Care, we would like to extend a warm welcome to you.

This information pack contains some useful information to help answer any questions you may have, but if at any time you have any queries please do not hesitate to speak to one of the Seniors, Carers, or management team.

Once again, welcome! And we hope you enjoy your stay with us.

Kyle Tear, Home Manager



Taking care of your loved ones is what we do best.

We approach the delivery of care on what we call “The Care Partnership” basis. Simply, this means that you and your family retain full control of how your care should be delivered. We will deliver that care following a detailed assessment and will do so on your behalf and with your permission.

We will treat you with respect, we will maintain your dignity, and we will always try to comply with your individual wishes and preferences.



How we can help your loved ones...

Personal Care

Personal Care, or Residential Care as it is often known as, is care provided by trained carers rather than nurses. People who require personal care may need assistance with washing, dressing, eating, and mobilising. They may need input from District Nurses and the Home would involve other professional services, as necessary.

Dementia Care

The term 'dementia' describes a set of symptoms that include loss of memory, mood changes, and problems with communication and reasoning. There are many types of dementia. The most common are Alzheimer's disease and vascular dementia. Our staff receive specific training to be able to help and stimulate residents with dementia.

End of Life Care

As we approach the end of our life, we may need extra, person-centred support and care. This can be to ensure that we receive the care we need, keep us pain free and offer us the support we need.

Respite Care

Respite care is short term care that allows a carer to have a break, whilst ensuring that their loved one receives the care that they need. Respite care can be planned which allows a carer to schedule breaks, or it could be to help with an emergency.

Day Care

Day care is care in the day that allows a carer to continue to work, attend appointments and to have a break, whilst ensuring that their loved one receives the care that they need. Day care can be planned which allows a carer to schedule appointments, or it could be to help with an emergency.



Our staff

Key staff members:

Home Manager: Kyle Tear

Home Manager and Administrators

Should you have any queries that cannot be answered by the Care team, Kyle is available in the office from Monday to Friday.

Seniors and Care team

We have a dedicated team who are here to support you 24 hours a day, 7 days a week and ensure all aspects of your needs are met. From washing and dressing to assisting with your meals and medications.

Maintenance

Maintenance staff are here to support the daily running of the Home and ensure that everything is working as it should. Please ask us if you would like any pictures or photos on the wall and we will also need to take a quick visual check of any electrical items you bring into the Home.

Catering

The Head Cook will pay you a visit to discuss your likes and dislikes.

You will be able to recognise our staff with the uniform they wear:



Senior Care Assistants



Carer Assistant



Housekeeping



Catering Staff

Our accommodation and facilities

We have 18 bedrooms which are set across 2 floors, all of which are residential care. 24/7 care is provided by our dedicated care team who are trained to support your individual needs.

Your room

As moving into a care home can be a difficult time, whether temporarily or permanently, we encourage you to bring personal items such as photographs and ornaments to help you feel at home.

For your peace of mind, your room is fitted with a call bell which enables you to summon help from our staff at any time – day or night. You will be shown how to use the call bell upon your arrival.



The Diner

The Diner offers a selection of tea, coffee, milkshake, juice and snacks at all hours. You can ask the staff or help yourself throughout the day and during mealtimes.



Quiet Lounge

Is a relaxing area to the Rear of the building where residents, families and professionals like to hold meetings and to relax, located near the Rear of the building makes it ideal for drinks and snacks whilst relaxing with the doors to the small Patio area open.



The Courtyard

The Courtyard is an area within the main building that is easily supervised by staff. This is an ideal area to relax with family members and visitors with a drink. The area has Potting beds for residents and visitors to plant flowers/plants. As this is located within the main building it is a safe and secure area for residents and families to enjoy.

Everyday life at Swan Care Home

General Practitioner visits

Greenland's Surgery is based locally and has a good relationship with Swan Care. You don't have to worry about booking an appointment as the Senior Carer will organise this for you (if for any reason you feel unwell, tell one of the team and they will do everything they can to help you feel better)

Medication

All your medication will be prescribed by a GP and administered by a Senior Carer if required. The care team will keep a close eye on your day-to-day health and act accordingly. If you wish to administer your own medicine, an assessment will be undertaken first by a Senior Carer.

Hospital visits

If you have a routine hospital appointment, one of your family or friends will be required to accompany you. If this isn't feasible, a charge of £30.00 will be made to cover the cost of your staff escort.

Dentist and optician

We have an external dentist and optician that visit throughout the year. You don't have to worry about booking an appointment, the office staff organise this.

Chiropody

We arrange for a chiropodist to visit every five to six weeks – this service is Chargeable, You may also arrange for your own private chiropodist to visit the home if you would prefer.

Laundry

We provide an inhouse laundry service (at no additional cost). Please ensure that your clothing is labelled with your name and/or room number so your clothing can be identified by the laundry staff.

Activities

At Swan Care Home we have a dedicated team for activities, and will pay you a visit to discuss what your interests are and what activities you may be interested partaking in.

Our regular activities include:

- Knitting
- Dominos and board games
- Armchair exercises
- Bingo
- Singalong
- Outings
- Arts and crafts

We offer a range of activities which cater for all abilities, and we regularly book entertainers to visit the home who provide music and singalong.

An up-to-date events list can be found on the notice boards and if you would like a list for your room please ask.

Catering

The catering team provide a variety of meals and desserts that cater for all likes, dislikes, and dietary requirements. We serve drinks and snacks throughout the day, and mid-afternoon we provide a delicious afternoon tea option.

We encourage you to eat in the dining room, but you are more than welcome to eat in your room if you prefer.



There are no set visiting times, but we do ask that you're mindful of mealtimes. To help you keep in regular contact with your friends and family, you are welcome to have a telephone/internet installed in your room. However, you and your family will have to organise and pay for this service at your own discretion.

Money and valuables

There may be occasions where you need personal spending money, but we advise that you only keep a small amount of cash in your bedroom, and we can hold additional funds in our onsite safe.

If you choose to deposit money, you will be given a receipt for your records, and you can request a statement at any time which will show any deposits or withdrawals to and from your account. You will be required to open a personal allowance account if you wish to take up any of the services we provide (i.e., hairdressing and chiropody).

Post

Any mail that is delivered to the home and personally addressed to you will be delivered to your room.

Smoking

If you wish to smoke, we kindly request that you do this outside the home due to health and safety – one of our care team will assist you with this if required.

Relative/resident meetings

Meetings are held on alternate months – the date of these can be found in our reception area. The meetings offer you the chance to express any thoughts you have about the Home.



Additional information

Home address: Swan Care Home
Peaks Lane
New Waltham
Dn36 4QL
Telephone: 01472 868590

Email: Info@swancarehome.co.uk

Suggestions/Complaints

We strive to ensure that our standards of care and service meet your expectation. If, however you have reasons for complaint, we will try to resolve this promptly.

In the first instance please raise your concerns to the Home Manager and if a satisfactory conclusion is not reached you can contact the Company Directors – Details will be provided on request.


SWAN CARE HOME
Residential Care
GIVE YOUR LOVED ONES QUALITY CARE YOU CAN TRUST
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