

NORTH BAY HOUSE

SERVICE USER GUIDE

Directors:

Dr. J. W. Hellendoorn

Mrs H. J. Hellendoorn

Mrs R.E. Thompson

Mr J.L. Hellendoorn

NORTH BAY HOUSE
IS A REGISTERED
CARE HOME FOR ELDERLY AND DEMENTIA
RESIDENTS.

WE ARE A MEMBER OF THE NATIONAL
CARE ASSOCIATION.

CONTENTS

DESCRIPTION	PAGE
Back Ground	3
Aims and Objectives	4
Philosophy of Care	5
Organisational	6
Home Owner/Manager	7
Staff Training	8
Accommodation Admission	9
Financial Arrangements and Fees Fee - what is included Fee – what is not included	10
Privacy and Dignity Fire Safety Religion (Worship/Attendance at Religious Services)	11
Contact with Family and Friends Care Plan Review Complaints Bereavements	12
Therapeutic Activities Leaving or Temporarily Vacating Pets	13
Medication Telephone Meals	14
Smoking and Alcohol Garden and Grounds Car Parking	15
Monitoring and Quality APPENDIX A-Contract of Residents APPENDIX B – Complaints APPENDIX C – Information	16

NORTH BAY HOUSE

SERVICE USERS GUIDE TO RESIDENTIAL CARE

BACKGROUND TO NORTH BAY

North Bay House is situated on the edge of Oulton Broad with terraced landscaped gardens leading down to its own water front.

The house was built in 1891 to a high specification with a spacious raised terrace running the full length of the house providing a panoramic view of the broad its activities and wild life.

The house was at one time the home of Sir John Field Beal Chairman of Cunard Shipping. A special feature of the interior is the entrance reception hall which is clad from floor to ceiling with fine teak panelling from the cruise liner the Empress of Canada, there are other architectural features that have been preserved.

The house was commandeered during the Second World War years by the Ministry of Defence.

After the war it reverted back to its owners and was divided into a number of private apartments. Later it became a religious commune from whom the previous owners Mr and Mrs B A Prime purchased the property.

Over a period of almost two years they completely restored the building and converted it to its present day use as a quality homely residential care home.

The conversion was completed with preservation of the buildings features and environment.

North Bay House is registered with the Care Quality Commission for a maximum of 28 residents with comfortable rooms on four floors.

The registration has changed under the new ownership of Dr and Mrs J.W.Hellendoorn. The new ownership commenced in April 2007.

AIMS AND OBJECTIVES

The management and staff of North Bay House aim to provide an environment in which a person will feel comfortable, clean and secure in which they can have confidence, within a homely atmosphere, we endeavour to provide at all times the environment that gives residents fulfilment and quality of life through observing and maintaining their privacy, dignity, independence, choice and individual rights whilst ensuring their disabilities provide least possible inconvenience and embarrassment to themselves and others.

North Bay House is a home in which a person can enjoy companionship, care and attention and the first class service that has been established in a homely atmosphere, providing freedom of choice and a quality of life one should expect and deserve. Residents are actively encouraged to pursue their past activities, associations, interests and hobbies, with the opportunity to take part and share in others.

PRIVACY	To maintain the privacy of their own accommodation and all Things personal, within North Bay's environment. To have and Expect confidentiality when circumstances necessitate the need to confide with management.
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DIGNITY	The understanding of a residents needs and treating them with respect.
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INDEPENDENCE	Allowing resident to take calculated risks, to make their own decisions and think and act for themselves.
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CHOICE	Giving a resident the opportunity to select for themselves from a range of alternative options.
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RIGHTS	Keeping all basic human rights available to the resident.
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FULFILMENT	Enabling the resident to realise their own aims and helping them to achieve these goals in all aspects of daily living
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In short our AIMS and OBJECTIVES are to provide a home in which a resident comes to continue life, maintaining their independence and dignity, to maintain old interests and hobbies with an opportunity to engage in new ones, together with their fellow residents and enjoy a quality of life that they may otherwise not have had.

PHILOSOPHY OF CARE

North Bay House aim to provide its residents with a secure relaxed and homely environment in which their care well-being and comfort are of prime importance. Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents ever- changing needs. Such needs may be medical, therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social. Residents are to participate in the development of their individualised care plans in which the involvement of family and friends may be appropriate and valued. Management and staff aim to achieve the fulfilment of our philosophy of care through stimulation and maintaining a resident's mental alertness, self esteem, and social interaction with other residents and with recognition of the following core values of care which are fundamental to the philosophy of North Bay House.

CORE VALUES OF CARE

PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

All care staff within the home will endeavour to deliver the highest standards of care, a continuous staff programme is implemented to ensure that these high standards are maintained in line with the latest developments in care practices in compliance with the new legislation in co-operation with CQC

NORTH BAY ORGANISATIONAL STRUCTURE

NOMINATED INDIVIDUAL

REGISTERED MANAGER

DEPUTY

SENIOR CARERS

CARERS

COOKS

ANCILLARY STAFF

QUALIFICATIONS OF DIRECTORS AND STAFF

DR.J.W.Hellendoorn 28 years experience as a qualified doctor.

Mrs H.J.Hellendoorn	25 years experience working as a qualified nurse.
Mrs. R. Thompson	Has worked in care for 19 years. Psychology degree Qualified to NVQ 4 level

Care Staff	29
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. Experience varies throughout the team

- NVQ /QCF LEVEL 2 = 1
- NVQ /QCF LEVEL 3 = 11
- NVQ /QCF LEVEL 4 = 2
- QCF LEVEL 5 =1
- INDUCTION (care certificate) = 8
- COMPLETING QCFS - 6
- **MANDATORY COURSES.**
- FIRE.
- MANUAL HANDLING.
- FOOD HYGIENE.
- HEALTH AND SAFETY.
- INFECTION CONTROL
- FIRST AID.
- MENTAL CAPACITY ACT
- DEPRIVATIONS OF LIBERTY SAFEGUARDS
SOVA AND PERSON CENTRED DEMENTIA
CARE

STAFF TRAINING

North Bay employs 35 staff plus owners. The staffs are selected for their qualities of dedication, reliability, integrity, skill, commitment, friendliness and professionalism. They all have enhanced DBS checks and new staff will be checked against the DBS barred list.

There is an inhouse induction which covers:-

- Care code of conduct
- Core values of care
- Fire
- Confidentiality
- Health and safety
- Personal care tasks food hygiene and safety
- The rights of residents
- Care assistants responsibilities

SKILLS FOR CARE CARE CRETIFICATE is undertaken by the manager, deputy, head cook and head of care.

Hopefully this will lead to QCF level 2 when staff member is ready.

All staff have inhouse fire training and annual updates by professionals.

Food hygiene and regular up dates.

Health and safety.

Staffs who are first aiders have regular updates.

Other courses as required.

ACCOMMODATION

The residents will find on the:-

Ground floor	Rooms	14 – 18
		1 double
		4 single
First floor	Rooms	1 - 12
		1 double
		10 single
Top Floor	Rooms	19 – 22
		4 single
Winston Lodge	Rooms	31 – 35
		1 double
		4 single

Communal Rooms

There are two lounges; one reception hall and a separate dining room, all centrally heated however, residents who choose to remain in their rooms may do so.

The T V Lounge/ Activities room is open for use at all times, the majority choice of programme prevails should a resident prefer an alternative programme they must retire to their private accommodation to view.

The living room is situated the main area of the reception hall. There is a large selection of house books.

Residents are able to relax in the main reception hall, to read or listen to music of their choice.

The dining room has been recently decorated with new prints and mirrors to enhance the ambience.

In the summer residents like to sit outside on the balcony or walk through the secure grounds which overlook the broads.

Communal toilets are situated at the back of the main hallway.

The midway exit from main hall leads to the kitchens and pantry, also the inhouse laundry.

A passenger lift is provided for residents, there is also a wide easy going staircase from the main hall.

ADMISSION

Residents interested in coming to North Bay House are encouraged to visit the home and sample the atmosphere and level of service. Day care can be arranged on a regular weekly basis while waiting for a vacancy, this gives the person time to know the staff and adjust to new people and surroundings. A month's trial period (social services usually review after six weeks) for both parties is always given before taking permanent residency.

Residents are assessed by the manager to ensure that their needs can be met. We integrate non- dementia and dementia service users. We do not have a separate unit.

FINANCIAL ARRANGEMENTS AND FEES

We are committed to providing value for money within our comprehensive and caring service

The current fees charged are as follows:

From £1000 p/w - £1400

Fees are reviewed and implemented annually in April

Depending on the personal financial situation, a resident can either pay the fees privately or receive benefits arranged by social services or a mixture of both.

The current rules can be complicated and specific advice is available from the manager or deputy.

FEES—WHAT IS INCLUDED

- ❖ 24 hour care attendance by trained staff.
- ❖ Good home cooking for all meals of the day.
- ❖ Provision for special diets.
- ❖ Laundry service.
- ❖ G P visits.
- ❖ Call system.
- ❖ Full central heating.
- ❖ In house entertainment and regular trips out.
- ❖ T V in rooms and lounge.
- ❖ Tea/coffee, soft drinks and light snacks on a 24 hour basis.
- ❖ Fresh fruit available daily.

FEES – WHAT IS NOT INCLUDED

- ❖ Personal toiletries.
- ❖ Dry cleaning.
- ❖ Weekly visits from the hairdresser to the home.
- ❖ Visits for a private chiropodist /aroma therapist to the home.

- ❖ Personal newspapers and magazines.
- ❖ Accompanied visits to the Hospital / dentist / Weddings etc
- ❖ Personal confectionary and alcoholic drink.

PRIVACY AND DIGNITY

Staff are trained to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents ever changing needs.

FIRE SAFETY

NORTH BAY HOUSE HAS EXTENSIVE FIRE PREVENTION SYSTEMS

The home is fitted with modern fire detection and alarm system, all fire escapes and escape routes are clearly signed and have emergency lightening throughout. All fire systems are maintained by professional specialists each quarter for the systems and half yearly for the equipment. The home has a sprinkler system in place.

The ground floor has five escape doors.
The first floor has three fire escape routes.

Staff are instructed during induction training with regard to fire prevention, our fire policy, which includes the use of the homes fire appliances, evacuation, muster points and raising the alarm etc., all staff receive annual updates from qualified professionals.

All fire systems and alarms are tested weekly by staff of the home and recorded as required, furniture, fixtures and fittings meet regulatory requirements of fire resistance and fire retardant fabrics and materials

Regulatory requirements allow a measure of flexibility for residents furnishings that they may wish to bring into their personal accommodation within North Bay House. Resident's attention is drawn to the need that any electrical appliance brought into North Bay for their personal use has to be checked by an electrician and marked with dates of inspection. Thereafter they would be checked at regular intervals with all other electrical equipment.

The passenger lift is isolated from power in a fire alarm emergency.

RELIGION (WORSHIP) ATTENDANCE AT RELIGIOUS SERVICES

All religions are respected and welcome to the home.

Residents may attend religious services either within or outside the home as they so desire. If services are outside the home, the resident should if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany resident on specific occasions if arranged in advance with the management.

Residents have the right to meet clergy of their chosen denomination at any time. If required a private room will be made available for such meetings.

CONTACT WITH FRIENDS AND FAMILY

Resident's families, relatives and friends are encouraged to visit at any time and to maintain contact by letter, telephone or e-mail, when visiting is not possible. In these cases staff will offer to assist the resident to respond where help may be needed, whilst observing confidentiality. Visitors on arrival and departure must check in/out via the ipad system on each occasion for security and fire safety reasons.

The resident has the right to refuse to see any visitor, and this right will be respected and upheld by the person in charge who will if necessary inform the visitor of the Resident's wishes.

CARE PLANS

Care plans are individual and involve the attention and input of all involved with the welfare of the resident e.g social worker, doctor, relatives, appropriate person, friends, in house senior care staff and care management

Once developed the care plan will be reviewed monthly to ensure residents needs are met in a satisfactory manner, this is also updated as and when required, all ongoing changes are recorded in the care plan in full.

We like to document your life history and your end of life wishes in our care plans.

We also undertake psychological assessments. Every six months we will ask you or your next of kin to review your care with us. We will document your wishes. IT IS YOUR CARE PLAN.

Family and friends are encouraged to participate in the residents daily routine as far as is practicable. Residents and their relatives are always welcome to chat with a member of the senior staff or care management if they have any concerns.

COMPLAINTS

If as a resident, relative or visitor you feel there is cause for complaint you should first discuss the matter with person in charge at that time. If the matter is in your opinion is a serious one or if you remain dissatisfied, register your complaint in the complaints register which is available from the person in charge, a full investigation will be made by management into the complaint and you will be advised of the results as soon as possible. If after this investigation you're still not satisfied we do have an official complaints procedure which you will find at the end of this guide also in the residents contract.

Details of the registration authority are displayed within the entrance area of the home. Both residents and relatives have the opportunity to meet inspection officers in private during an inspection visit. The CQC do invite relatives and residents to meet privately as part of a formality within the inspection process.

BEREAVEMENT

In the event of bereavement the family can expect every possible support and consolation from management and staff.

Where as funeral arrangements are usually made by the next of kin, the home management can be relied upon to assist and explain what is required .Where there is no next of kin the management and staff will attend to the necessary arrangements on behalf of the local government authorities and comply with their requirements.

THERAPEUTIC ACTIVITIES

The home policy on ‘‘therapeutic activities’’ takes into account the residents interests, skills, experiences, personalities and medical condition. The home offers a wide range of activities designed to encourage the resident to keep mobile and most importantly an interest in life.

Staff encourage and in certain circumstances help residents to pursue their hobbies.

We have two activities co-ordinators who work alternate weekends. We have an art club once a month and a physiotherapist visit once a month. The monthly activities list is generated with both residents and activities team.

Residents can play the following games:-

Cards

Scrabble or other board games.

Bingo.

Ball games hands or feet.

Activities with staff:-

Chatting to individual residents.

Going for walks (weather permitting).

Reading letters, magazines, newspapers.

Helping to choose books.

Music and sing a songs.

Maintain life long hobbies crossword puzzles jig saw puzzles etc.

Gardening

Outings

All outings are geared to resident’s needs and capabilities and due to this a limited number of residents that can go on any one outing at a time.

LEAVING OR TEMPORARILY VACATING

If a person wishes to be discharged from the home 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4 week trial period. If a resident temporarily moves out of the home (e g to receive hospital treatment) the bed is retained for a period of 8 weeks. In the case of a

local authority funded resident this retention period would be reviewed by the home manager and social services.

PETS

The management of North Bay House will give consideration to resident's requests for their pets but will at all times be mindful of the wishes and safety of other residents, all costs incurred by the animal will be the responsibility of the resident including veterinary bills.

MEDICATION

If a resident wishes to be self medicating a risk assessment would have to be undertaken

If suitable they would need to sign a consent form taking responsibility for self medication. Other wise, all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the doctor. Any resident may request to see the doctor in private if so wish.

MEAL TIMES

- a) Early morning tea will be served in the residents private room
- b) Breakfast of the residents choice served in the residents private room or dining room 7.00 onwards.
- c) Morning coffee and biscuits will be served approx 10.30 am in the lounge library or any preferred area the resident wishes.
- d) Lunch will be served in the dining room at approx 12.00 pm any resident who prefers to have their lunch in their room or other preferred area may do so.
- e) Afternoon tea and biscuits are served at approx 2.30 pm in the main lounge, library and at suitable times of the year on the terrace, in the garden or by the waterside.
- f) Supper is served in the dining room at approx 4.30 pm any resident who prefers to have supper in their room or other preferred area may do so.
- g) Supper drinks of residents choice are served in the main lounge, library private room or any other preferred area at approx 8pm.

Menus will be varied and favourite dishes and special diets catered for,

residents are encouraged to eat in the dining room but may eat in their rooms or preferred area of their choice. Tea, coffee and soft drinks are served and available 24 hours a day, visitors are welcome to partake in morning coffee and afternoon tea freely. Meals can be arranged for visitors and any payments made will be put into residents and relatives fund for activities.

Menus for the week are set out, residents not wishing to partake in any days set menu may order alternative dishes the day before, this provides a choice to suit personal tastes.

SMOKING

North Bay House maintains a non smoking policy.

The policy is in the interests and safety of all the residents, and visitors,

WHICH MUST BE RESPECTED BY ALL

ALCOHOL

A choice of wine and sherry is served each lunchtime. Should residents wish to have their own alcohol in the privacy of their rooms we would just request that on alcohol entering the building, management is apprised.

GARDEN AND GROUNDS

Residents are able to enjoy all areas of the gardens and grounds easy flowing pathways assist with the changes in garden levels.

Garden seats are placed at suitable intervals to enable residents to view the area from different perspectives.

Residents cannot walk down to the water. The gardens are secured with gates but if you would like to go please ask a member of staff. Seating is sited to provide a resting place, you may be taken down by wheelchair to the area from which they can enjoy the broads' views with all its activities and wildlife.

This will be of particular interest for those that are interested in birds, 96 species have been recorded at North Bay in the grounds and on the broad over the years.

On a number of summer weekends, bank holidays the waterfront provides the opportunity for residents and family if they wish to watch the yacht racing on North Bay waters

The formal raised terrace that runs the full length of North Bay House front elevation or on the sheltered small patio area (accessed through the main hall) gives a variety of seating.

CAR PARKING

Normally North Bay car park is adequate to accommodate staff and visitors parking requirements, on the odd occasions when this is not so visitors can park on borrow road.

MONITORING AND QUALITY

Within the home there are various systems which ensure that close monitoring is maintained on all the home services and procedures. Attention to detail is pivotal to everything that we do.

An important part of our programme is to involve the residents and their relatives. We ask for comments on the home, the staff and the services we provide.

The results of our survey 2026

‘Mum has been at North Bay for three years now and has always been well looked after and cared for. The staff are communicative, caring and understanding to mum and to our family whenever we visit.’

‘My mother in law moved to North Bay in April 2025 the place she had worked for a number of years before retiring from there, she soon settled into her new home due to the welcome she received from all the staff and management, we cannot fault the care and attention she receives, nothing is too much trouble and we are welcome every time we visit.’

Each resident will be issued with a copy; a copy will also be available from the office at all times.

This document will be reviewed annually unless circumstances dictate it should be reviewed earlier.

This document updated by Mrs. R.E. Thompson May 2026

INFORMATION

Address of CQC National Customer Service Centre:

CQC National Customer Service Centre

Citygate
Gallowgate
Newcastle upon Tyne
NE14PA

Telephone Number: 03000616161
Fax:03000616171

Suffolk County Council

4 Canning Road
Riverside
Lowestoft
NR33 0EQ

Telephone (Customer first) : 0808 800 4005
Finance Assessment Team : 01502 674525

The Obudsman Services

3300 Daresbury Park
Darebury
Warrington
WA4 4HS

Tel: 03304401614
Fax: 03000616171

Great Yarmouth and Waveney CCG (Clinical Commissioning Group)

1 Common Lane North
Beccles
NR34 9BN

Tel: 01502 719500

Registration of Birth, Deaths and Marriages

2 Canning Road
Lowestoft
NR33 0EQ

[Tel:034656072070](tel:034656072070)

Open 9-4pm Mon-Fri exc the last Thursday of each month closes at 11am

Alzheimers Society North Suffolk Local Service Office
School Road,

Oulton Broad
NR33 9NB
Tel: 01502 514712

Waveney Advocacy Network
42 Alexandra Road
Lowestoft
Suffolk
NR32 1PJ

Tel: 01502 561200
Fax: 01502 561200

BACT (Community Transport)

01986 896896

Sound East (Talking newspapers)

01502 514242

East Suffolk Association for the Blind
Mallard House,
The Old Station,
Little Bearings,
Woodbridge,
IP13 6LT

Tel: 01473 611011

Suffolk Hearing Advisory Services
2 Wharfdale Road
Ipswich
Suffolk
IP1 4JP

Tel: 01473 285060