

SAINTBRIDGE HOUSE

NURSING & RESIDENTIAL HOME

Information Pack

Inspected and rated

Outstanding ★



**A CQC rated 'Outstanding' Nursing Home
in the heart of Gloucester**

Saintbridge House, 189 Painswick Rd, Gloucester GL4 4QQ

Email: saintbridgemanager@3abcare.co.uk

Call: 01452 300307

Part of the 3abcare family



**Exceptional
Excellence**



the **gold standards**
framework

Our Philosophy of Care

We believe that every resident deserves care that is exceptional in every way. Our team is dedicated to creating a supportive, respectful and personalised environment where residents feel valued, empowered, and truly at home.



About our Home

With tailored care plans designed around individual needs, our focus on high-quality service, meaningful engagement, and personal attention ensures that each resident enjoys a fulfilling daily life. From comfortable facilities to compassionate care, Saintbridge House embodies excellence in all aspects of residential living.

We offer:

Short term & Flexible Stays
24/7 Personalised Nursing & Dementia Care
Meaningful Activities & Vibrant Social Life
36 Bright, En-Suite Rooms & Peaceful Garden Setting



In line with our Equality and Diversity Policy we do not discriminate against ethnicity, sexuality or disability, age or gender. All assessments are undertaken using the same criteria, with no pre-judgments being made

Our Team



Hitesh Patel
(Managing
Director)



Dave Harley
(Home
Manager)



Cristina Parry
(Clinical Lead)



Tracey
(Wellbeing &
Activities Lead)



Prasanth
Ramarrishnan
(Registered Nurse)



Xoliswa
Mvula
(Registered Nurse)

Over **663 years** of
combined
experience in care.



Onsite Healthcare & Wellbeing Services

At Saintbridge House, we provide comprehensive access to a wide range of medical and wellbeing professionals to ensure our residents receive the highest standard of care.

- **General Practitioners (GPs):** Upon admission, all residents are promptly registered with our dedicated local medical practice to ensure seamless continuity of care.
- **Physiotherapy:** We are pleased to provide onsite physiotherapy services to support mobility, rehabilitation, and physical well-being. Additional specialist consultations can also be arranged as needed.
- **Foot Health & Chiropody:** A certified local Foot Health Practitioner visits the home on a regular basis. We also have direct access to a registered Chiropist for specialized treatments.
- **Dental Care:** Community dental professionals are available to visit residents and can be called upon whenever required.
- **Optical Services:** A qualified optician visits the home annually for routine eye examinations, and can also be called out on request for urgent assessments.
- **Hairdressing:** Our beautiful, dedicated onsite unisex salon is open every Tuesday. Our visiting stylist is happy to provide cuts, perms, styling, and more to keep our residents looking and feeling their best.

Laundry

At Saintbridge House, we take care of all our residents' laundry:

- **Full Service Included:** Our dedicated Laundry Assistant is onsite to handle the washing, drying, and ironing of all personal clothing to the highest standard.
- **Clothing Labels:** To ensure all personal items are safely returned to their rightful owners, we kindly request that all clothing be clearly labelled with the resident's name prior to or upon admission.

Visiting Policy

We consider Saintbridge House to be our residents' true home, which is why we maintain a welcoming and open visiting policy.

- **Open Visiting Hours:** Family and friends are welcome at any time; there are no restrictive visiting hours.
- **Flexible Spaces:** You are entirely free to choose where you spend time together. Enjoy the privacy of your loved one's room, or relax in the comfort of our communal lounges.
- **Outings & Trips:** You are always welcome to take residents out for day trips, walks, or family events – there are no restrictions on spending time outside the home.
- **Health & Safety:** For fire safety and security regulations, we kindly ask that all guests sign in and out using our Visitor's Book located at the main entrance upon arrival and departure.

Smoking Policy

- **Smoke-Free Environment:** For the health, safety, and comfort of everyone at Saintbridge House, we operate a strict No Smoking policy throughout the entirety of the indoor premises.
- **Designated Outdoor Area:** We respect our residents' personal choices, and those who wish to smoke are welcome to do so in our designated outdoor courtyard.

Dining & Nutrition

At Saintbridge House, we believe that mealtimes should be a highlight of the day. Our kitchen is led by skilled cooks with decades of experience in the catering industry, dedicated to preparing fresh, wholesome, and nutritious homemade meals.

Tailored Menus & Choice

- **Variety & Selection:** We offer a varied daily menu with multiple options, ensuring our residents always have a choice.

- **Specialist Diets:** We gladly cater to all dietary and medical requirements, including diabetic, low-fat, vegetarian, and texture-modified meals.
- **A Relaxed Experience:** We pride ourselves on creating a calm, unhurried, and social atmosphere in our dining rooms, allowing residents to truly enjoy their food and company.

Daily Meal & Refreshment Schedule

- 8:00 am – 9:00 am | **Breakfast:** A warm and hearty start to the day.
- 11:00 am | **Morning Coffee & Tea:** A mid-morning refreshment break.
- 12:30 pm | **Lunch (Dinner):** A substantial, freshly prepared main meal served in our dining rooms.
- 3:00 pm | **Afternoon Tea:** A selection of hot drinks accompanied by delicious, homemade cakes and biscuits.
- 5:00 pm | **Supper:** A lighter, comforting meal served in the dining room to wind down the afternoon.

Hydration Throughout the Day: Fresh water, soft drinks, and light refreshments are readily available to all residents at any time, day or night.

Activities & Wellbeing

At Saintbridge House, we are dedicated to supporting our residents in living active, fulfilling lives. We firmly believe that an engaging, varied lifestyle is essential for maintaining both physical vitality and mental wellbeing.

To bring this to life, we employ two dedicated Activities Co-ordinators who are incredibly popular with our residents. Together, they design a diverse and ever-evolving program of both in-house events and exciting external excursions throughout the year.

Our Weekly & Seasonal Activities

We offer a rich variety of hobbies and entertainment tailored to different interests, including:

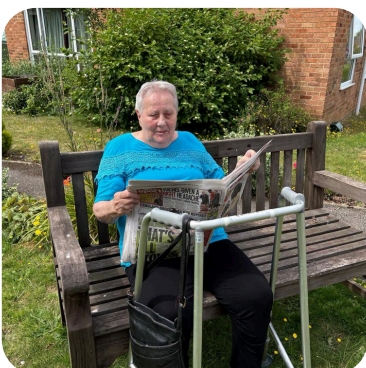
- Live Music & Entertainment
- Creative & Cognitive Hobbies
- Pampering & Wellbeing
- Social Games
- Memory & Reflection
- Mobile Library

We love a celebration! We go above and beyond to make seasonal milestones like Christmas, Easter, and individual Birthdays truly memorable. We also host community events, including summer BBQs and themed fetes.

Our excursions are incredibly diverse and shaped by what our residents love most. For example: canal boat cruises, heritage railway journeys, classic trips to the seaside, scenic drives through the beautiful local countryside, peaceful picnics, and afternoon visits to local garden centers for tea and cake.

We love seeing families share these experiences together. Relatives are always heartily encouraged to join their loved ones on any of our scheduled trips and outings.

Follow our Facebook Page to see more!



Questions for you to consider

We realise what a difficult and hard decision it is to have to find a home for your family member.

Listed below are questions/observations to be made before making this very difficult choice as to where your relative's new home will be. We hope they will assist you.

- Is there a waiting list?
- How much will it cost – what does this cover?
- Is there a contract?
- Does the home accept residents funded by the local authority?
- Is there a trial period for new residents?
- How much choice does a resident have?
- Are residents allowed to bring in personal possessions?
- Do residents have to share a room?
- Do rooms have their own toilet facilities?
- Where are the toilets situated in relation to resident's room?
- Are there adequate stair lifts/fire escapes?
- Is medication supervised?
- What happens if a resident has to go into hospital?
- What happens when a resident dies – funerals etc?
- Will the resident's religious needs be catered for?
- What are the homes staffing levels?
- Look at residents – do they look happy?

Whilst you are viewing the home, please feel free to stop and talk to any of the staff and ask any questions you feel fit. We believe it is important for you to know first-hand the standard of care that we provide at the home.

Our staff will provide you with the most reliable information in making your decision to choose Saintbridge House for your relative.

Fees, Funding & Transparency

Choosing the right care home is a significant decision, and we believe in being completely transparent about our financial structure.

Our standard fees start from £1750.00 per week.

This fee reflects the premium quality of accommodation, the high ratio of dedicated staff, and the exceptional level of 24-hour personalised care provided at Saintbridge House.

To ensure that we can safely and comfortably meet every individual's unique health and lifestyle requirements, a definitive fee is finalized following a comprehensive, complimentary pre-admission care assessment.

Third Party Top-Up

What is a 'top-up' fee?

A 'top-up' fee is a payment made to Saintbridge House on behalf of the Resident. Where the council are contributing to the cost of your relatives residential care, they will only pay the amount that they would normally pay for someone with your relatives assessed eligible needs. You can choose a more expensive care home for your relative if a friend, family member or charity pays the difference. This is called a 'top-up' fee and is payable directly to the home.

The level of payment made as a 'top-up' fee towards the overall charge may increase (generally reviewed annually) when the rate charged by the Care Home is reviewed. Therefore, anyone considering becoming responsible for the 'top-up' fee should consider this commitment very carefully.

Why can't the resident pay the 'top-up' fee?

The guidance in the Care Act 2014 states that residents cannot pay the 'top-up' fee. However there are certain exceptions to the rule – see below.

When can the resident pay the 'top-up' fee?

- Where you are subject to a 12 week property disregard, you are allowed to pay the 'top-up' fee during this period.
- Where you have a deferred payment agreement in place with the local authority.
- Where this is the case, the terms of the agreement should reflect this arrangement. Local Authorities retain discretion over whether or not to agree to a 'top-up' fee. This is something you would need to request when applying for a deferred payment.
- Where you are receiving accommodation provided under Section 117 for mental health aftercare, you can fund a 'top-up' fee

What is our responsibility in this arrangement?

We need to be sure the third party is able to pay the contributions for as long as may be required. However, we have no powers to ask anyone about their finances apart from the prospective resident. We therefore ask the person who is paying the 'top-up' fee to read this information carefully and they will be required to sign a contract as a record that they have understood the liability that they will be taking on. Saintbridge House reserves the right to recover from the third party any outstanding contributions that become due.

Reviewing the 'top-up' fee

The amount paid by the third party will be reviewed regularly, usually annually, however would only be increased if there was a significant change in your relatives care needs. However, the fee could change more often than annually if the resident's circumstances change and affect the level of need.

What happens if the third party stops paying the 'top-up' fee?

If the third party top up fee does not get paid and the Home is not prepared to re-negotiate the price then you may need to move your relative to a less expensive room in the same home or to an alternative home and Saintbridge House reserves the right to serve 4 weeks notice to your relative to find alternative accommodation.

Next Steps

If you have any questions or would like to discuss how we can support your loved one, please reach out to our dedicated team. You can contact us directly using the details below or submit an enquiry via our website.

- Address: Saintbridge House, 189 Painswick Road, Gloucester, Gloucestershire, GL4 4QQ
- Telephone: 01452 300307
- Email: saintbridgemanager@3abcare.co.uk
- Website: www.3abcare.co.uk

Part of the 3abcare family



**Exceptional
Excellence**

Operating for over 30 years, 3ab Care is a family-owned provider delivering high-quality residential, nursing, respite, and dementia care across the Midlands and South West England.

Built on a foundation of compassion, professionalism, and exceptional excellence, the group prioritises person-centered care and family peace of mind.

Demonstrating their commitment to premium standards, 50% of their homes have achieved the highest possible independent recognition with "Outstanding" ratings from the Care Quality Commission (CQC).

