



# SAINTBRIDGE HOUSE INFORMATION PACK 2023



## Our Philosophy of Care

At Saintbridge House Nursing & Residential Home we aim to provide each service user with a comfortable and homely environment in which security, independence and dignity is maintained.

## About our Home

Saintbridge House offers single en-suite bedroom accommodation for up to 36 residents. The property has 2 levels, all offering comfortable, homely rooms. All rooms are tastefully decorated to enhance the cosy atmosphere of the home. We have a lovely Patio and landscaped lawn area, where residents can sit in the garden under the parasols (weather permitting).

The trained staff and care assistants are dedicated, caring, and hardworking, all with the same goal; ensuring the residents receive the care and attention they require, and to ease any anxieties they have, so they are happy and relaxed, and enjoy their time with us.

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.

Mr. David Harley is the Manager of the home. If you need to contact David, please do not hesitate to call him on 01452 300307, or alternatively by e-mail: [info@saintbridge-house.co.uk](mailto:info@saintbridge-house.co.uk)

David is closely supported by Jane Drake (Deputy Manager)

Hitesh Patel is the Managing Director of Saintbridge House. If you have any questions you would like to ask please do not hesitate to call him on 01452 300307, or alternatively by email: [hitesh.patel@3abcare.co.uk](mailto:hitesh.patel@3abcare.co.uk)

## **Fees**

Details for the fees can be obtained from David, Jane or Hitesh.

## **Local Services**

### **Doctors**

All our residents are registered with the local doctors for the area, which is organised at time of admission.

### **Foot health/Chiropodist, dentist, and physiotherapist**

We have a local Foot health Practitioner who regularly visits the home. We also have access to a Chiropodist if required, A dentist and physiotherapist can also be called upon if and when required.

### **Optician**

An optician will visit annually or on request.

### **Hairdresser**

We have a unisex hairdresser visiting Saintbridge House every Tuesday, who will happily do cuts, perms etc. in our very own hairdressers Salon.

## **Social activities and seasonal special events**

At Saintbridge House, we strive to keep our residents as active as possible, and do our utmost to keep an ongoing programme of events as variable as possible. This helps to keep the residents amused/occupied and helps maintain both physical and mental wellbeing. We employ two Activities Co-ordinators who are very popular with our residents. They organise a large variety of external trips and several events within the home throughout the year.

Some of the activities include:

- Dominoes/Jigsaw Puzzles
- Bingo (weekly)
- Accordionist – playing old time favourites (weekly)
- Craft making (weekly)
- Nail painting/Manicures (weekly)
- Reminiscence (periodically)
- Karaoke (periodically)
- Library books – monthly exchange

We strive to make seasonal events such as Christmas, Easter, Birthdays etc. memorable events for our residents. We organise fetes, B.B.Q's etc. at these

important times of the year. All monies raised at these events go into a residents fund to give them extra little treats, such as visits on the canal, railway/seaside trips.

We are open to suggestions from residents, staff, and relatives to make these trips as successful and enjoyable as possible.

Trips can be anything from visiting a garden centre for an afternoon cup of tea, a drive through the countryside, visits to the beach, picnics etc. We also encourage Relatives of residents to also join their loved ones on these Trips.

## Visiting

Saintbridge House, has an open visiting policy, we welcome visitors at all times. The relatives are free to choose as to where they want to visit, either their rooms for privacy or lounges for more comfort if they so wish. You can also take the residents out if you wish to do so. There are no restrictions. We do, however, ask you sign in/out of our visitor's book to conform to fire regulations.

## Smoking

We operate a strict "No Smoking Policy" for the home; however, we do allow residents who do smoke to be able to do so in the courtyard.

## Laundry

We have a Laundry assistant at Saintbridge House, who is responsible for the washing and ironing of all residents clothing. We do request that all items of clothing be clearly labelled.

## Catering

At Saintbridge House, we have experienced cooks with many years' experience of the catering industry. They provide homemade, wholesome, and nutritious meals. The menu is varied and caters for specialised diets such as diabetic, low fat or vegetarian meals. We believe in giving our residents a choice of menu, and we like to make meal times relaxed, enabling the residents to enjoy their meal.

- Breakfast is served between 8.00am and 9.00am
- Tea and Coffee will be served at 11.00am
- Dinner is served in the dining rooms at 12.30pm
- Afternoon Tea is served at 3.00pm (tea/coffee, homemade cakes/biscuits)
- Supper is served at 5.00pm in the dining room

(Soft drinks and water are available all day)

## 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.

## 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.



## Get In Touch

If you would like to speak to our teams or send us an enquiry simply contact us using the details below or visit the website [www.3abcare.co.uk](http://www.3abcare.co.uk)

### Contacts:

Hitesh Patel – Managing Director  
David Harley – Home Manager

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NURSING HOME & RESIDENTIAL CARE

