



THE HEATHERS SERVICE USER GUIDE 2026



Our Statement of Purpose

- To assess client prior to admission, in relation to needs.
- To encourage independence, tailored to client's needs.
- To encourage and promote client self-respect, confidence and at all times, maintain high level of hygiene and to provide a safe and secured environment.
- To maintain well-being of client and promote freedom of choice.
- To provide all dietary needs for the client, offering choice of meals, ensuring diet is nutritional, and accommodate as much as possible, times to suit client.
- To maintain ongoing assessment programme to monitor client's well-being. To refer and seek advice as and when necessary, from qualified professionals in their particular speciality e.g. G.P, Physiotherapist, District Nurse, Dentist, Optician, Dietician etc.
- To provide 24-hour supervision/care by qualified staff.
- To have good communications channels with client to enhance stability and security and comfort.
- To ensure all medication is prescribed correctly by trained staff member. Individuals wishing to maintain independence by self-administering medication will be allowed to do so, but at the same time, on-going assessment to be made to maintain level of safety, well-being of client.

At The Heathers, we ensure:

- All members of staff employed will treat every client with respect, privacy and dignity at all times.
- For religious and cultural beliefs/preferences, we will accommodate/make arrangements with any religious organisations as may be requested.

- All rooms are equipped with adequate furniture, bedding, curtains and floor coverings, and equipment suitable to the needs of each client.
- All clients will have the right to access their health records.
- All clients will have ready access to use of telephone. Privacy can be arranged upon request.
- The home is clean, cleaned by a Domestic Assistant and high level of hygiene is maintained at all times to ensure that the home is left free from offensive odours.
- All clinical and domestic waste to be removed from the home.
- All personal details of our client are confidential and not discussed with anyone not connected with their direct care.

Number and size of rooms

There is a total of 29 beds in the home – 15 single occupancy rooms and 7 companion room (14 beds). All accommodation complies with the requirements of the National Minimum Standards that came into force on 1st April, 2002 and the Health and Social Care Act 2008.

Facilities

The home is based on two floors. Upstairs we have a large shower room (wet room) with toilet and a separate bathroom with toilet.

Downstairs we have a shower room with toilet and a separate toilet for residents and visitors.

The home also boasts:

- a large light main lounge/communal area.
- a dining room/communal area which can entertain visitors in privacy.
- an outside patio with garden area.

All meals are made fresh on site using local produce by our cooks. There is a variety of choices, and all needs are catered for. All laundry is undertaken daily by our laundry staff. We also are pleased to have our own minibus for trips out into the community.

Qualifications of Care Manager

The Care Manager, Aneesh Nath is a Registered Nurse. He has been managing our care home since 2021 and also has a Level 5 Diploma in Leadership and Management in Adult Social Care.

Qualifications of Staff

In addition to the registered Care Manager the home employs an experienced clinical lead, Justin Mathew. They are complimented by a number of registered general nurses as well as senior care assistants, care assistants, activity coordinators, cooks, kitchen assistants, domestic staff, laundry person and a maintenance operative.

Chiropody, manicuring and hairdressing services are provided to all residents at an extra cost.

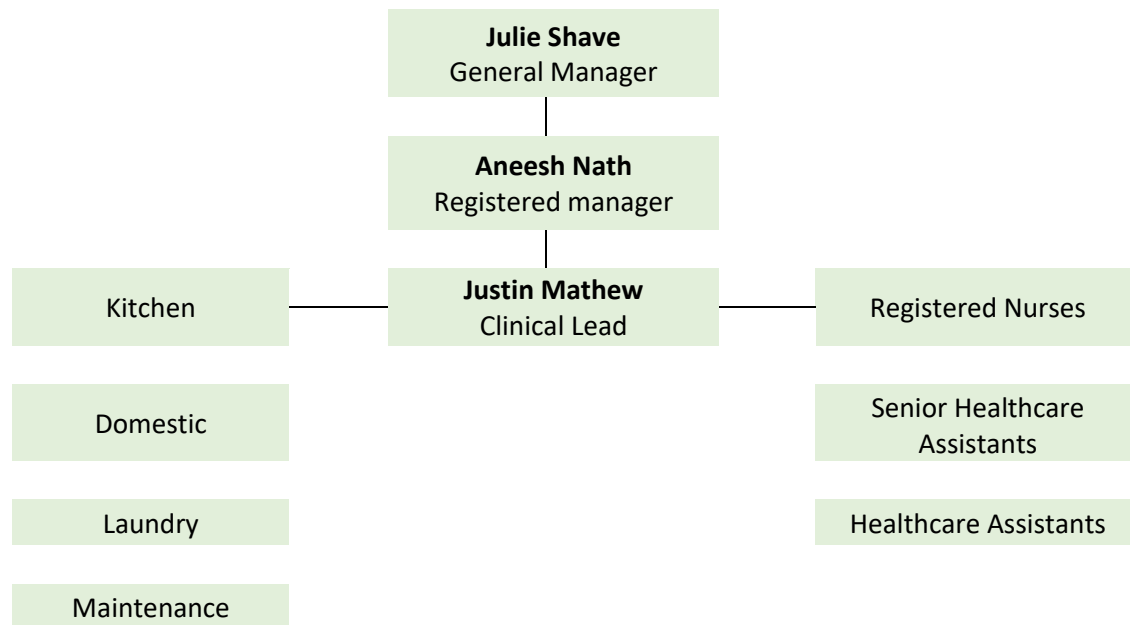
All staff are trained in their respective duties and provide services according to the homes philosophy and values. We are accredited with the national Gold Standards Framework (GSF) Quality Hallmark Award in recognition of the excellent end of life care we provide. This is a celebration of the UK's exceptional health and social care providers for care in the final year of life.

The home also liaises with a local Occupational Therapist on a consultancy basis to meet all individuals' mobility needs.

The individuals are supported by our experienced staff team that are committed to on-going training to enhance and improve our high-quality level of care. The Manager ensures that the home is adequately staffed, at all times.

The company invests heavily in training all staff and making sure all training is up to date.

Organisational Structure



Age, sex and needs of Service Users

The Heathers is a mixed sex home and has facilities to look after anyone over the age of 65 years, including married couples or partners, who because of their physical needs, require help with daily living.

We cater for individuals who have nursing needs and nursing needs with a dementia diagnosis. We also support individuals with residential needs who pay privately.

The Heathers is registered to provide care to long and short stay elderly people aged 65 years and over. We enable older people to continue living as independently as possible by providing care and support consistent with their needs.

The home firmly believes that it should only accept a new service user if a needs assessment shows that the home can adequately meet those needs.

Provision of nursing care

The Heathers is a registered nursing care home providing care, 24 hours a day. This is carried out by highly trained nurses who are fully committed to their own learning and development needs. They are supported by both senior care assistants and care assistants who are trained to a high level and have or are working towards their QCF (NVQ)'s with the aim of having at least 90% of our care staff with this qualification.

Review of care plans

The Manager, clinical lead and RGNs, after consultation with the residents and their relatives, prepare a written electronic care plan as to how to best support the individual and to meet their needs. The plan is available to the residents to see if he/she wishes to do so. His/her plan is kept under on-going review and any changes made according to changing needs.

Service user property

All personal possessions of clients will be treated with respect. The residents can bring any personal furnishings/furniture into the room they are to occupy, as long as they comply with fire regulations. The residents clothing will be washed and ironed on premises.

Availability of social and leisure activities

Our aim is to provide a safe, manageable and comfortable environment which provides stimulation, offering a choice and encouragement to residents pursue their lives to their maximum, physical, emotional and social capacity. We provide access to a wide range of social activities.

Our activity co-ordinator considers the needs and wishes of each service user.

Hobbies and interests are actively encouraged and personally supervised by staff who understand their importance to residents. We have a minibus which we use for weekly trips out to local places such as garden centres.

We hold Bingo, games, singing etc. sessions and enjoy a wide range of external entertainment such as singers, guitarist, animals, church service, exercise therapist and many more.

Consulting service users about the operation of the care home

The home operates with a person-centred ethos and involvement and consent of the individuals we support is paramount to ensuring quality care.

We hold regular residents and relative meetings, and the home also has an effective quality assurance system with the aim of seeking the views of residents and families. Through this system, the home is able to measure its success in meeting the aims, objectives and statement of purpose. Feedback and thought are actively sought from service users through daily individual discussions as well as through satisfaction questionnaires.

Religious needs

There is a regular visiting priest/chaplain and visits can be arranged at the request of the residents. Individuals are encouraged to attend any religious ceremony of their choice or a local church service.

Appointments

Whilst staying at The Heathers there may be times where residents are required to attend appointments this could be for X – Rays, dentists or hospitals etc. Where prior notice is given for the appointment, we expect resident's relatives or friends to accompany them. This is because we must maintain our ratio of staff to residents in the case where no one is able to accompany the resident a charge will be incurred for the cost of an extra carer coming in to support the residents. In emergencies we do not expect you to come in and support the resident at short notice but would be grateful of any support provided.

Visiting

We have a policy on maintaining close contact at the home. We believe having regular contact with the family, friends and the wider community outside the home is a crucial part of living a fulfilled and healthy life. We provide ample opportunity for our residents to develop and maintain such outside contacts if desired. We operate a very liberal visiting policy in the home and relations and friends are actively encouraged to visit the service user and contribute to their care e.g. taking them out for trips if needs allow.

Privacy and dignity

The homes philosophy of care, is based on the ones which ensure that all service users are treated with respect, and that their dignity is preserved at all times. Their right to privacy is always observed. To retain their privacy, we provide help in intimate situations as directly as possible. They are also helped to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining. There is a range of locations around the home for service users to be alone as opening and reading post. The manager ensures all confidential information the home holds about service users is maintained.

To retain service user's dignity, we treat each of them as a special and valued individual. The choice of clothing as well as their personal appearance is considered. We also have in place a variety of activities, which enable each service user to express himself or herself as a unique individual.

Fees

Our fees depend on the care required on an individual basis and can be discussed with the Care Manager or General Manager.

Complaints

During your stay at The Heathers, we hope that you and your family and friends will find that they will be satisfied with the standards of care you receive. The home is constantly securing ways to improve the quality of services that we provide.

We have a complaints policy in place which is readily available to the service user or their relations/friends who may not be satisfied about the care provided.

In the first instance, you should contact the Manager, Aneesh Nath or alternatively the General Manager, Julie Shave. Complaints will normally be resolved at this stage. Details of a complaint will be recorded and investigated, in order to respond and this will be done within 28 days.

Our outstanding reputation has been built from ensuring that all individual's needs both health wise and socially is met. Our goal is to continue to build on this reputation and to continuously strive to reach the highest standard of care.

Expect nothing less, you or your relative deserves the best!

Fire and emergency procedures

- Become aware of the Fire Panel near the front door.
- Know where the zones are located.
- If smoke or fire is noted, break nearest Fire Alarm.
- If there is a fire and you need to investigate, please use the technique shown in training (using the back of your hand and by opening any doors slowly).
- Never use the Lift once the Fire Alarm has sounded.

Evacuation Procedure

On hearing the Fire Alarm the Nurse in charge will ring the fire brigade (Tel: 999) and give full name and address of establishment, and where the fire is situated:

The Heathers Nursing Home
Quarry Road
Bowling Hill
Chipping Sodbury
Bristol
BS37 6AX
Tel: 01454 312726

1. All Staff to report to Fire detection panel situated near front door, day or night.
2. Fire Detection panel shows in which zone the fire will be located.
3. Go to zone (if safe to do so) close immediate fire doors.
4. Without endangering any member of staff, commence mobile evacuation first to near safe zone, usually behind the next fire doors, not a bedroom.
5. If evacuation is necessary, the residents will be evacuated into the rear car park.
6. It is the responsibility of the senior in charge to account for residents, staff and visitors.
7. Contact Manager/Clinical Lead/General Manager at any time.

In the event of a false alarm

If fire is activated by e.g. resident's cigarette smoke, burnt toast etc. follow Fire Procedure – in the event of a fire to stage 4.

On ensuring that it is a genuine false alarm, Senior in charge is responsible for re-setting Fire Detection Panel.

Re-setting of fire detection panel

- Turn key switch to ARM CONTROL.
- Press the SILENCE ALARM SOUNDERS button.
- The lights will go steady and the FAULT SOUNDER will sound.
- Once cause of alarm is identified, press the RESET/RESOUND TEST ZONE LAMPS button to re-activate system.
- Turn key to NORMAL position

Member of staff to re-assure residents that this has been a false alarm.

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

Contacts:

Julie Shave – General Manager

Aneesh Nath – Registered Manager

Justin Mathew – Clinical Lead

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