

# Bridge House Residential Home

## Information Guide



**A purpose-built residential care home providing  
'home from home' living**

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## Philosophy of Care

The philosophy of Bridge House is to encourage each resident to preserve their individuality. All staff are committed to meeting the residents' individual physical, social, emotional, intellectual and spiritual needs so that each person retains their independence and dignity in a warm, homely, caring and Christian environment.

We hope that the residents will be able to channel their energies into pleasant and rewarding activities and enjoy living in a 'home from home' environment. Bridge House plays an important part in the community of Frampton Cotterell and has strong links with local churches and village organizations.

Through a carefully devised person-centred care plan each resident will be encouraged to maintain, and where possible, develop a meaningful quality of life. Great emphasis is placed on the mental and physical stimulation of the residents as well as providing for their physical health needs.

Our core values are:

Privacy   Dignity   Rights   Independence   Choice   Fulfilment   Security   Respect  
Equality   Diversity

All staff are appropriately trained to deliver the highest standards of care and a continuous staff training programme is implemented to ensure that these high standards are constantly maintained.

## The Home Environment

Bridge House opened in May 1991 and is a purpose-built residential care home for the elderly. It was designed and built by the Parnell family in a Cotswold style and stands in 1½ acres of ground beside the River Frome. The garden and greenhouse provide a haven for the keen gardener and, together with the raised terraced area and walled garden, are a source of pleasure for all the residents.



The Home has its own railway station, turntable, bridge & tunnel, serving a 7¼ inch gauge model steam railway. Bridge House Light Railway is run by Dave Parnell and a group of enthusiasts who maintain and develop the railway and regularly work on it on Wednesday and Sunday mornings.

On Bank Holiday weekends (weather permitting) we have a 'steam up' and the families and friends of the residents and the local community are invited to join us.

The Home is situated at the end of a cul-de-sac in the semi-rural village of Frampton Cotterell. Residents are able to take quiet walks in the vicinity of the home and just outside the home's entrance there is a footbridge which overlooks the River Frome.



Bridge House has 16 centrally heated single rooms and is registered to provide accommodation for older people from 65 years of age with physical health care needs and may be living with mild to moderate mental health care needs.

There are two rooms on the ground floor and fourteen on the first floor which are accessed by a lift with fully automatic doors. All rooms have vanity units, TV sockets and emergency call systems. Each room is wired to accept a personal telephone as per resident wishes; please speak with the Registered Manager.

All rooms are fully furnished however residents are encouraged to bring in some personal possessions, for example: small items of furniture, pictures, ornaments, plants etc. to personalize the room.



There is a lounge on the ground floor which has a TV and DVD player for all to use. There is a piano for everyone to enjoy. The conservatory provides a light and airy seating space where residents can sit quietly and read or talk. The spacious dining room is situated next to the lounge and opposite the kitchen.

## Vision and values

### ***'meeting residents' identified needs is our first priority'***

- To provide residents with an excellent standard of care and support
- To create a warm and homely environment
- To encourage and assist individuals to achieve and maintain full physical and social potential within personal capabilities
- To respect privacy and dignity at all times

## Organisational Structure

Bridge House is owned by Cheryl Lawrence and the daily running of the home is administered by Cheryl and Rachel Parnell, joint Registered Managers.

They are ably supported by Angela Gregory, Deputy Manager and the staff team who are selected for their integrity, friendliness and reliability and will be on hand to assist in every way possible.

Care and ancillary staff wear an informal 'uniform' of black or navy trousers with a plain T shirt. They can be identified by their name badge.

The Housekeepers, with consent, will clean the residents' bedroom and the home daily.

The cooks prepare a wide range of home cooked food from fresh ingredients. There is a varied and interesting menu and residents can choose their menu on a daily basis. Special dietary requirements can be catered for. Residents are encouraged to eat in the dining room but can choose to take meals in their room if desired. Residents can help themselves to cold drinks in the lounge throughout the day and only need to ask if they need anything outside of meal times; there is always a member of staff willing to help.

The care staff team work a variety of shifts and cover twenty-four hours a day. There is a 'nurse call' system should a resident require any assistance during the day or night.

Visitors are welcome throughout the day, but we ask you to avoid mealtimes where possible. Refreshments are always available and meals may be provided with prior arrangement.

### **Professional Services**

Residents are encouraged to register with the local medical centre (Frome Valley), and a GP visits the home weekly. Home visits can be requested at other times by residents and also a district nurse may visit by arrangement.

A visiting hairdresser, chiropodist and optician regularly attend Bridge House and these charges will be met by the resident.

We encourage family members to take residents to personal appointments outside the home eg dental, optical and hospital, but if this is not possible we can arrange transport and an escort (as required) at an additional cost.

### **Leisure Activities**

We arrange entertainers to come to the home to provide entertainment and also for special celebrations ie birthdays, Christmas, Easter, summer fete. Residents are encouraged to join in as much or as little as they wish. Family and friends are welcome to visit whenever it is convenient to them.

A variety of interests can be pursued such as cards, dominoes, board games, keep fit and flower arranging. Choirs and performers are invited into Bridge House in consultation with the residents.

Art and Craft, with a qualified therapist, takes place on a weekly basis during 'term time' for those who wish to participate.



We can arrange for the newsagent to deliver newspapers and magazines.

Transport is provided to local clubs and outings are arranged to places of interest, concerts, theatres and shows but these costs are met by the resident.

## **Trial Period**

The first four to six weeks of residency shall be regarded as a trial period for the benefit of both the resident and the home. A care review will be carried out at the end of the trial period and a decision is made to determine whether or not the placement is suitable.

## **Fees**

Methods of payment:

- The resident funds his/herself privately – paid monthly in advance from admission date or
- The Local Authority – which are likely to include contributions from the resident or third party.

Fees are charged per week and reviewed annually on 1<sup>st</sup> April. If there are identified changes to the resident's health and care needs increase, an assessment will be carried out and the fees will be adjusted upwards accordingly.

We also offer respite care to give carers a well-earned holiday. Arrangements can be made for one or two weeks and are subject to availability.

Day care can be arranged privately or sponsored by the Local Authority.

## **Advocacy**

Bridge House Residential Home Ltd expects staff to protect and uphold residents' rights at all times. This may involve facilitating access to local advocacy services, particularly if the resident is unable to seek representation for themselves. This will be in the resident's best interests and be the least restrictive of basic rights and freedoms.

We acknowledge that residents can be at risk of being ignored and advocacy is about assisting change so that their voice can be heard and listened to. Residents have the chance to be as independent as they want to be within the structure of a Care Home. The residents are always at the centre of the advocacy process.

Advocacy services are available locally for residents without a family member/friend or attorney to assist with decisions surrounding their social care.

## Complaints Procedure

In the event that you wish to make a complaint; (verbal or written) it must be made in the first instance to the Registered Manager, Rachel Parnell, who will ensure it is fully investigated. You will receive a response within 28 days of the complaint.

If you are not satisfied you may take your complaint to the Director-Cheryl Lawrence.

Alternatively you can contact:

Care Quality Commission Southwest, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA

Tel: 03000 61 61 61

Or you can contact your supporting Local Authority.

The final course of action, in the event you remain unsatisfied, you should contact The Ombudsman

Tel 0345 015 4033 [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

All complaints will be recorded, treated seriously and investigated as appropriate in accordance with our Quality Assurance Policy.

Any personal or sensitive information collected in the course of providing person-centred care will be stored, accessed and processed in accordance with the General Data Protection Regulation EU 2016.