

THE OLD VICARAGE

welcome



THE OLD VICARAGE NURSING HOME

751-753 High Street, Goldenhill, Stoke-on-Trent, Staffordshire ST6 5RD

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PHILOSOPHY OF CARE

Care Planning

Those who are interested in coming to The Old Vicarage are encouraged to visit the Home and sample the surroundings, the atmosphere, and the quality of the care we offer. We create an open and inclusive atmosphere where residents feel safe and listened to.

Care plans are based on individual assessments which involve the resident and their family and are formally reviewed and updated every month. Individual preferences are the basis of life at The Old Vicarage and residents are encouraged to personalise their rooms.

Social Activities

Activities are important and so we employ a full-time social activities coordinator who ensures that each resident is supported to pursue their individual interests and hobbies. Outings are arranged for those who wish to go out.

*“The people
who use
this service
experience
excellent quality
outcomes.”*

Care Quality Commission



PHILOSOPHY OF CARE

Visitors

We encourage families to visit and we assist residents to keep in touch by phone and letters. We welcome families' views and ideas, and offer a range of formal and informal ways for you to give us feedback.

Nutrition

We actively consult residents about menus and provide high quality meals which are freshly prepared at The Old Vicarage. Individual residents have their own nutritional needs and we ensure that suitable meals are provided which meet their individual requirements.

“All mum’s visitors have been impressed by the kind and friendly atmosphere within the home”

Resident’s Family



MANAGEMENT & STAFFING

Owner

Mrs. Kulbir Kandola has extensive experience first as a social worker, then in registering and inspecting Care Homes, and contracting adult services in the independent care sector. She has owned nursing homes since 1996. Mrs. Kandola takes a close interest in the running of the Home to ensure high standards are maintained.

The Managers

The Old Vicarage is managed by a full-time Registered Manager who is an experienced Registered Nurse. The Manager knows all the residents and works on the floor to ensure each resident's individual needs are met and high standards are maintained. Families can speak to the Manager at any time. The Deputy Manager, also a Registered Nurse, takes a similar responsibility in monitoring care and overall standards. The Home is supported by a full-time administrator.

“A small nursing home with a good reputation for high standards of individualised care.”

Care Quality Commission



MANAGEMENT & STAFFING

The Staff Team

We have a well qualified team who are chosen for their caring personalities as well as their knowledge, experience and skills. Staff are well supervised on duty and good staff levels ensure that our high standards of care are maintained.

Our domestic and administrative team provide essential and valued support by cooking, cleaning, laundering clothes, and maintaining The Old Vicarage and its grounds to high standards.

Supervision and Training

We believe regular training is essential to maintain and improve standards, and to ensure staff skills and knowledge are kept up-to-date.

All new staff complete an induction course and the staff team are required to attend mandatory courses. We provide both in-house training and opportunities to attend external courses. Staff receive supervision every two months from their manager and an annual appraisal with the Registered Manager.

“There is a well-trained workforce, many are long-serving staff providing continuity and expertise.”

Care Quality Commission



FINANCIAL ARRANGEMENTS AND FEES

Fees

We welcome residents who are funded by social services and those who are privately financed. Prices depend on the particular accommodation you choose.

Written contracts are discussed with each resident and their family which detail the range of services and individual care to be provided.

An optician, dentist, physiotherapist, chiropodist, and hairdresser visit The Old Vicarage regularly. We are happy to provide or organise additional services which are charged at cost.

“Many examples were seen of good engagement between residents and staff and very sensitive exchanges with residents needing reassurance and support.”

Care Quality Commission



FINANCIAL ARRANGEMENTS AND FEES

All Inclusive Facilities Include:-

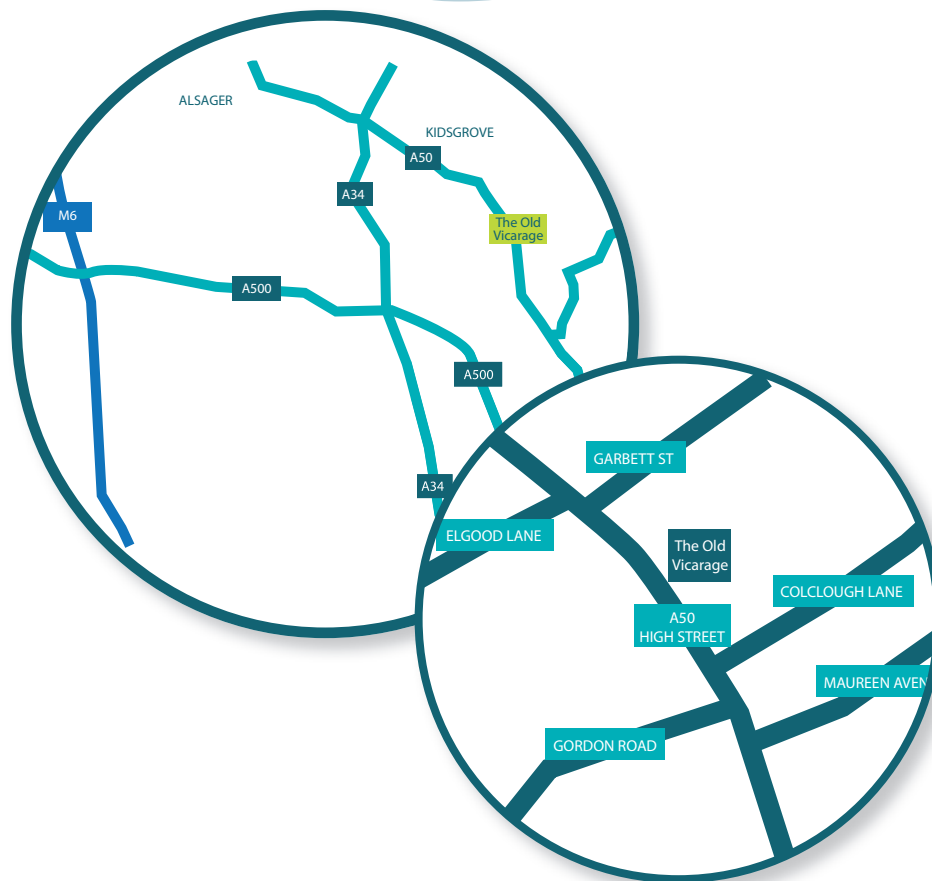
- Good staffing levels
- Well trained and supervised staff
- 24 hour nursing care
- Resident's use of own room whenever they wish
- Nurse call system in each room
- TV point in every room
- All meals and special dietary requirements
- Laundry (excluding dry cleaning)
- Accessible landscaped gardens
- Leisure, social outings and religious activities
- Passenger lift
- Open visiting hours
- Communal newspapers
- Library Service
- Regular visits from local GPs
- Telephone calls

“.....the help she was given at The Old Vicarage has never been anything less than wonderful.”

Resident's Family



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