



Tusker House

HASTINGS

Residential Care Home for Dementia

Welcome to Tusker House Dementia Care Home

It is our objective to provide a caring, comfortable, safe environment for our clients. Our aim is for our clients to regard Tusker House as their home and to deliver a service of the highest quality that will improve and sustain their overall quality of life.

Our staff ensure that care is delivered flexibly, attentively and in a non-discriminatory fashion, while respecting each client's right to independence, privacy, dignity and fulfillment.

At Tusker House, we are proud to implement a programme of staff training and personal development to enable client's care needs to be met. We operate a clear complaints policy and always welcome your comments on how to improve this or any other policy, which you are welcome to view, along with our Service User file which is in the main office.

We are committed to running an efficient and well managed home and value your input. If you wish to contribute to this process, please contact any of these members of staff shown on the attached sheet or call at the office.

Paula Woolgar

Paula Woolgar

Manager Proprietor

Overview

Welcome to Tusker House EMI care home, family owned and run since 1965, we provide care for those who because of their dementia, Alzheimer's or confusion are unable to continue to care for themselves. The home is situated in Hastings in East Sussex on a quiet residential avenue about half a mile from local shops.

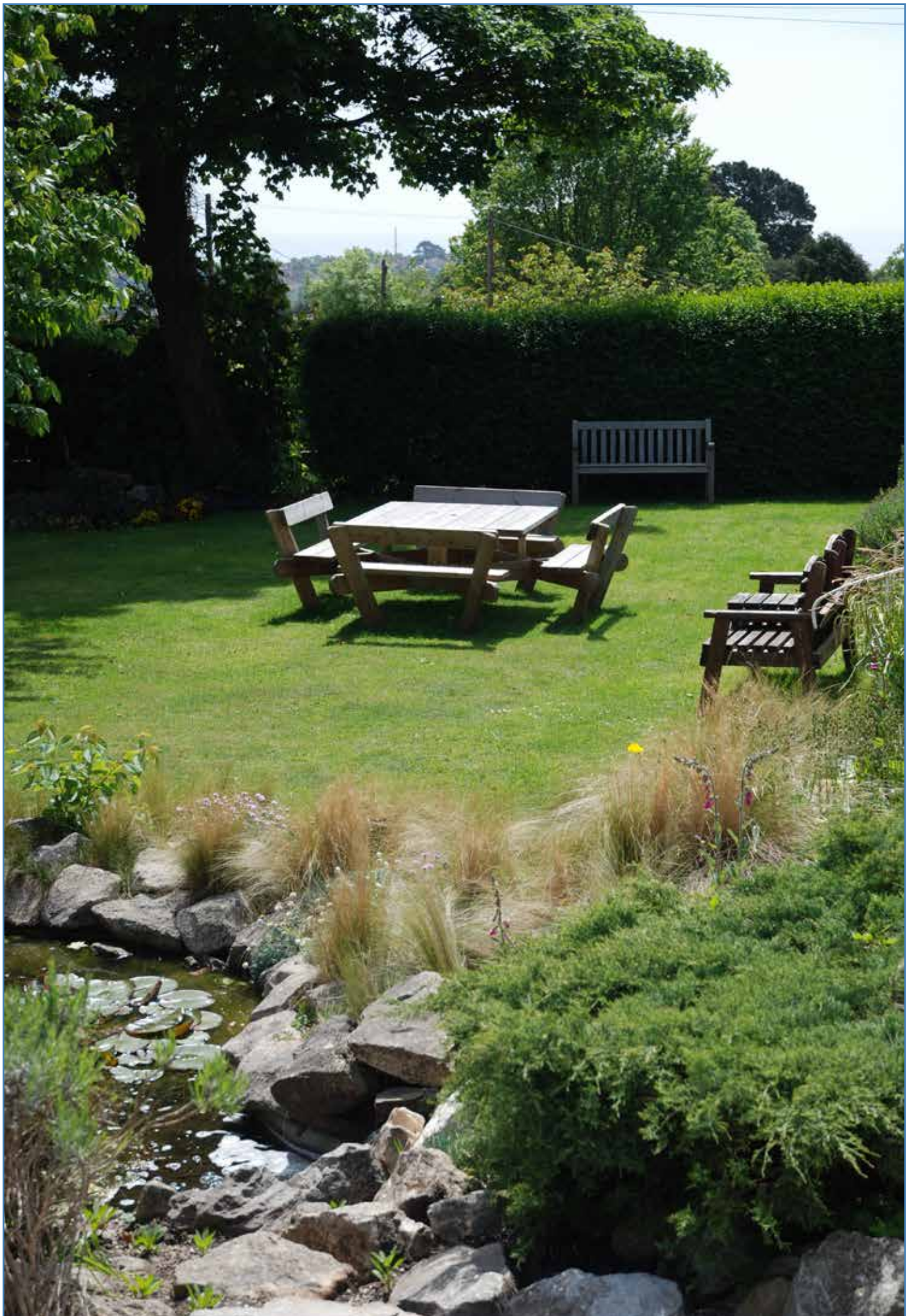
About The Home

The accommodation is spacious with three lounges and two dining areas. There are areas where one can be quiet and just watch the world go by, or where you can sit with others to watch television or listen to music, or perhaps enjoy the conservatory which overlooks a sensory garden with extensive views to the sea. Clients also have access to attractive gardens which are landscaped around the house. We have a designated activities organizer 7 days a week.

Bedrooms are on the ground and first floors with nurse call system, some are en-suite, all rooms are located close to toilets/bathrooms, some with specialist bathing facilities for less able clients. There are two passenger lifts to serve the upper floor which can accommodate wheelchairs. We are equipped with hoists to assist less mobile residents.

To ensure the safety of our residents we have CCTV cameras on the front door and all external doors have a push button coded security pad to lessen the risk of clients wandering away from the home. Our clients are welcome to leave the building at any time, but only when accompanied by a visitor or a member of staff.

We are fully supported by the District Nurses and GP's, and enjoy the expertise of our visiting hairdresser, chiropodist, optician and dentist. Visits by Ministers of any denomination will gladly be arranged. Our local parish currently provides monthly communion (C of E). Our kitchen team provides good home cooking with varied menus. They are able to cater for diabetics, vegetarians and any other requirements when necessary. All residents' linen, towels and personal clothes are laundered 'in house.' Visiting is positively encouraged and flexible. The proprietor and management team are readily available either in person or by phone at any time – always happy for a chat.



Personal Care

We are a registered residential care home specializing in Alzheimer's and Dementia care. We are a 'preferred provider' with East Sussex County Council welcoming both male and female clients. If you decide that this is the home for you, we can then work together producing a care plan, which is individual to the client. For example their meal likes or dislikes, the social activities they enjoy, whether they need help with dressing or washing, or any medical conditions. Each client's preferences, needs and wishes are taken into account to formulate a 'person centered care plan'. We at Tusker House would like you to think of this as your relative/friend's home and encourage you to feel at ease here and to feel you can share your thoughts and concerns with our staff at any time – as set out in our Philosophy of Care.

Our Approach

A flexible and thoughtful approach nurtures a standard of care which helps to support and give confidence to all. Daily life is arranged around the clients. Each client is individual and the effects of dementia are unique to them. At Tusker House we personalise their care to their needs. Our staff know how disorientating it is for a client to move into a new home and will handle their care with dignity and respect. Twenty-four hour care and attention is provided by friendly staff. Incontinence is not a problem, nor difficulty with mobility. Our dementia care home provides long or short term care to residents both private and funded, from local or other regions of the UK. Clients are encouraged to personalise their bedrooms, bringing pictures and ornaments, or perhaps a small piece of furniture that is special to them. The client's well being and happiness is given every consideration so that they can enjoy their chosen lifestyle in comfortable and homely surroundings.

How To Proceed

If you would like to know more about Tusker House and arrange a visit, then feel free to ring or contact us at any time. Our fees are fully inclusive, excluding services supplied by outside operators ie: hairdresser etc, individual newspaper or magazine, personal toiletries and clothing. We accept funded and private clients.



Management & Staff

The Management team is led by Paula Woolgar, who is both the Proprietor and Manager of the Home and has over 30 years care experience. She is supported by the Deputy Manager and Assistant Deputy Manager as well as her Office Manager and other senior care staff who all have recognized qualifications in their field.

Staff have a wealth of experience in the caring profession and a flexible, thoughtful approach, with the patience and ability to understand the special needs of this particular client group, providing tactfully for their requirements both day and night.

All staff receive training in dementia, as all have contact with our clients. Our teams of domestics, catering and office staff know all our residents and interact with them on a daily basis, so it is essential that they are included, as much as the carers in our training.

Key Staff



Paula Woolgar Manager/Proprietor



Deborah Bowles Office Manager



Natasha Seymour Care Consultant



Becci Shoesmith Assistant Deputy Manager

Entertainment & Activities



Various activities take place, some organised by our own Activities Organisers, others provided by outside therapists and visitors. We have weekly visits from Alfie, a chocolate Labrador, who along with the clients benefit from the many pats and cuddles.

Music for Health visit to stimulate the clients with music and word games. They are specialists in dealing with the elderly, particularly those with dementia and provide a welcome stimulus for many. From time to time we enjoy musical theatre entertainment from Stage Production Companies and regular music and dancing with the very talented care staff!

Our own in-house activities organiser looks at the individual needs of the clients, specialising activities specifically to them, from painting, jewellery making, creating displays, wind chimes, bingo, cards, nail painting, board games and many more specialised activity sessions. Many clients enjoy the vegetable garden. Some simply to look at and others to actively take part in the gardening. At Christmas local school choirs are invited to sing carols and enjoy a mince pie or two with us, birthdays are always marked with a special cake and candles.

There are televisions in all lounges (except one which is kept as a quiet area), taped music and CD's and daily newspapers. All residents are encouraged to participate in activities, but we also recognise that there are those with individual needs which we do make every effort to accommodate.

Contact

If you would like to find out more about Tusker House residential care home, please do not hesitate to contact us, using the following details. Our members of staff will be happy to answer any questions that you may have and assist you in a viewing of our premises.

Tel: 01424 421 573

Fax: 01424 421 578

Email: enquiries@tuskerhouse.co.uk

Website: www.tuskerhouse.co.uk

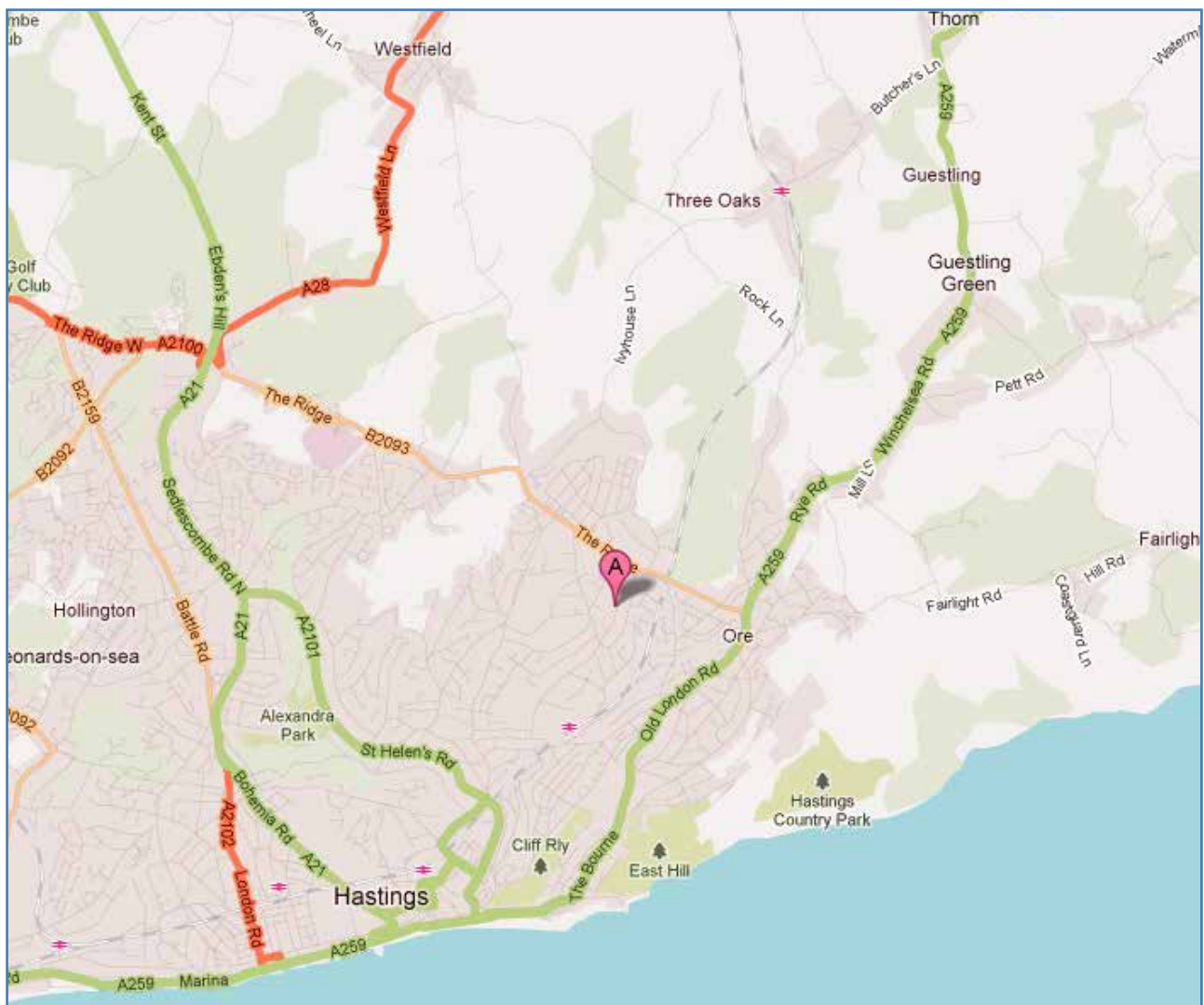
Address

Tusker House, 57 Pine Avenue

Hastings, East Sussex

TN34 3PP

Find Us



Testimonials

"I have been deeply impressed by the professional nursing & care you gave my mum. Not only that, but also full of admiration for the difficult job you do and for the dedication, genuine respect and compassion that is consistently shown by every one of you to those in your care, whatever your particular role. You have united in your duties to make a team that you should feel proud to be members of!"

- **Jo Foy, Westfield**

"After nine months in Tusker House Adult Care Home, at the age of 90 years, our much loved 'Aunt Dorrie' had a kindly release from the confusion of dementia and frailty due to two strokes. Throughout she was cared for with exemplary kindness by the staff at Tusker, to whom we owe a huge debt of gratitude."

- **Antony and Susan Collins, Bideford, Devon.**

"I have always found total satisfaction here - Well done Tusker House."

- **Wendy Barden, Hastings.**

"My Father's well-being has greatly improved since being in the care of Tusker House staff."

- **Alison Russell, Hastings**

"Thank you very much for looking after our wonderful mother, Bessie Challis, for the past 4 1/2 years. She always seemed happy and for the most part contented with her life in Tusker House - all credit to all of you ! We know from talking to those who came in contact with her that mum was loved and cared about very much. Much love to you all."

- **The Challis Family**

"Excellent well run home. I have had patients there since 1986!!!"

- **Dr F.J.T. Howie, G.P. Shankhill Surgery, Hastings.**

Accreditations



Tusker House

HASTINGS



Tusker House Residential Care Home for Dementia
57 Pine Avenue, Hastings, East Sussex, TN34 3PP
Tel: 01424 421 573 / Fax: 01424 421 578
www.tuskerhouse.co.uk