



PHILADELPHIA HOUSE



DIGNITY IN EVERYTHING WE DO...

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WELCOME TO PHILADELPHIA HOUSE

Philadelphia House is a purpose built two - storey care home, situated in a residential area approximately two miles from the centre of Norwich.

The home provides residential care for up to 35 people who are over 65 years of age.

You will have your own room - the majority look out onto a grassy area. Residents are offered keys to their rooms, the bedside cabinet has a lockable drawer and lockable cabinets for self-medication.

Each room has an emergency call bell system, fire alarm system and TV socket and, if you wish, you can have a telephone installed in your room at your own expense. Rooms are furnished with a bed, bedside cabinet, a chair, a chest of drawers and hanging space for clothes, and are





decorated individually with the residents involved in the choice of decor. You can bring small items of furniture, pictures and ornaments to make you feel at home.

We do not have rooms with en-suite facilities but all bedrooms have their own hand basins and there are ample toilets located throughout the home. Commodes are available on request.

The home has two high standard bathrooms on each floor; one on each floor has a high/low bath with a hoist plus a hand-basin. These rooms are large and have non-slip flooring. The other bathrooms have an ordinary WC, hand-basin and bath with a hoist. There is also a new shower room with specialist shower equipment.

There are four toilets on each floor - two near to the main lounges on each floor and one in each bedroom corridor.

At Philadelphia House you will find a 'bay' area on each floor near to the bedroom areas. Each bay has a

large window that looks out onto the garden and park behind the home. These bays are pleasantly decorated and have seating for five residents. There is a TV and stereo in each bay as well as bookshelves, books and ornaments.

On the first floor there is a large lounge/diner, which has a television, video and a stereo. This room is pleasantly decorated and has a lot of natural light. There is also a smaller dining room on the first floor where some of the residents have their meals.

The lounge is on the ground floor as well as the dining room, the office, the staff room and the kitchen. Attached to the lounge is a small conservatory.



The dining room on the ground floor is large and very light as one wall is floor to ceiling windows. There is seating for eighteen residents, at tables for three or four with pictures and large plants adding to the homely feel of this pleasant room.

At the front of the home there is a car park, and a small grassed area and enclosed gardens to the side and rear. The rear garden has chairs and tables for residents to use in fine weather, and there are shops close by.

The home has a payphone and also a mobile phone available for residents use.

Your peace of mind and quality of life is important to us at Philadelphia House, which is why we aim to provide a friendly environment in which to live, and to be on hand to help and advise on your individual needs. The Manager, or one of the Care Co-ordinators, will always be available to answer your questions and address any concerns you may have.

Your health and personal care – our prime concern

When you become a resident at Philadelphia House you are allocated a key worker who, under the supervision of one of the Care Co-ordinators, is responsible for agreeing your personal care plan.

The care plan, which is regularly reviewed with you, covers details of how you would like to be cared for, your choices and interests. If you would like family members and friends involved in putting together this care plan, we will be pleased to include them.

The plan will also include an assessment of any risks and how these need to be managed, details



of your health care needs, medication, doctor and any other community therapy services provided.

Philadelphia House is a care home and the staff are not able to provide medical or nursing care. Any nursing needs that you have will be met the visiting community nursing staff.

If your current medical practice covers this area it may be possible, should you wish to do so, for you to keep your existing doctor; continuity and a familiar face can be reassuring and something we always encourage. If they do not cover this area, local medial support will be arranged.

We have an optician and a dentist that visit the home and staff are always happy to assist in making appointments. Family support for these services and hospital appointments is valued.

A hairdresser visits the home regularly, for which residents pay direct.



At Philadelphia House you are treated with dignity and respect for your privacy. We have registered 'dignity champions' who actively promote and monitor dignity, and we are always happy to discuss Dignity issues with you and your family.

Lifestyle

How to spend your day is entirely up to you and we encouraged you to make as many choices as possible about your interests and activities.

Every afternoon there is some type of organised activity taking place in the home such as music/exercise, quizzes, manicures, reminiscence groups, entertainment (musicians, etc.) and the ever popular bingo sessions.

We have organised outings each month and details of these are displayed in advance on our outings notice board. The places we visit are based on residents' choice and are discussed and agreed at our monthly resident meetings, where families are more than welcome to join us.





Everyone is supported to practice his or her own religious faith and help will be given to residents to enable them to attend the place of worship of their choice.

Meals

Meals are freshly prepared on site by our catering staff.

All meals are provided at Philadelphia House with a choice of menu available at all times. Special diets and, wherever possible, individual requests are catered for and meals can always be kept if someone is out.

- Breakfast 8.30 – 10 am
- Lunch 12.30 – 2pm
- Tea 4.30 – 6pm

Morning and afternoon refreshments are served between these times and drinks are always available on request. Meals can be taken in the dining room, sitting room or in the resident's own room.





A varied seasonal menu is offered each day and residents are consulted about their preferences when menus are reviewed periodically.

Visiting

Family and friends are most welcome to visit you at any time and you may invite them to share a meal with you; a small charge is made for this.

If you are unwell your family or friends are welcome to sit with you for as long as they wish. They may, where appropriate, stay overnight.

Visitors may bring in well-behaved pets to visit.

Philadelphia House is a non-smoking Home and smoking is only permitted in designated areas

Having your say on the quality of the service we provide.

Residents at Philadelphia House are regularly consulted on issues surrounding the facility.





Regular residents meetings are held at which tenants are encouraged to discuss issues that they are concerned about, and to put forward ideas to enhance their lives such as food, outings and entertainment.

Residents are invited to voice their thoughts and opinions at any time by speaking to the manager, their key worker or the care co-ordinator on duty. And we always welcome discussions with relatives concerning any issues that may be brought up during their visit.

We also take a range of audits to get feedback from you and your relatives on the care that is delivered, and we always act promptly in response to complaints.





Our service aims

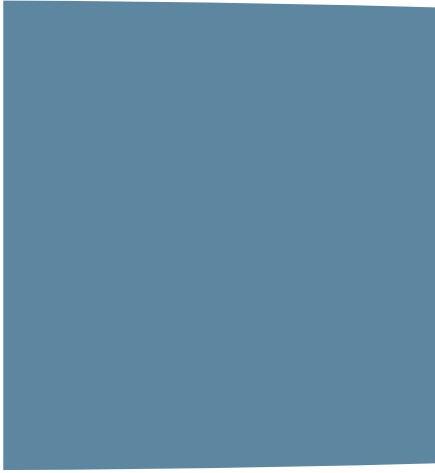
- To provide individualised care, helping you to participate fully in the planning and delivery of your care.
- To ensure that we have your dignity at the heart of everything we do.
- To keep you safe.
- To enable you to exercise choice over your life and to remain as independent as possible.
- To continually assess the quality of the service we provide to you
- To embrace new ideas and research that will to improve your quality of life.
- To ensure our staff are fully trained to provide you with the very best care and support

If you are happy with the service you receive, please say so. It helps our staff to feel valued. We also want to hear when things do not go so well so we can learn from this and improve our service.

Our staffing

We are committed to maintaining a high quality, well-trained





staff team. Our rigorous recruitment and selection procedures, and our comprehensive induction and staff training packages, ensure that our personnel are best able to help deliver your quality of life at Philadelphia House.

Charges

The amount you will pay for your care will depend on an assessment of your financial circumstances.

The charges made for care covers all personal care and accommodation costs, food, drinks, heating, lighting, laundry (except dry cleaning)

Personal items such as clothing, toiletries, hairdressing, private chiropody and newspapers are not included in the charge.

More information

You are welcome to visit us and meet other tenants already living here – just call and fix a date and time, telephone **01603 419175**.

You can access our latest inspection report from Care Quality Commission: **www.cqc.org.uk**

Philadelphia House is owned by Norse Care Ltd.

Care and support is provided by Norse Care Ltd. Nautilus House, 10 Central Avenue, St Andrews Business Park, Norwich, Norfolk, NR7 0HR.



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