



CALDWELLCARE
RESIDENTIAL CARE FOR THE ELDERLY



WE AIM TO DELIVER
THE HIGHEST POSSIBLE
QUALITY OF CARE
THAT RESPECTS THE
PRIVACY AND DIGNITY
OF OUR RESIDENTS



Caldwell Care Limited is a well-established group of two small, owner run and managed, residential care homes on the south coast. We have The Oaks in Emsworth and The Firs in Locks Heath.

Our aim is to offer an exceptionally high standard of discreet and dignified care in a homely, comfortable and supportive environment. We strive to provide a setting in which our team of handpicked staff feel motivated and supported to deliver the highest possible standards of care to each and every resident. We also ensure that residents, their families and our staff feel valued and included in the decisions taken for the home and development of services.

For us it is absolutely paramount that our residents are as happy, safe and cared for as possible. We look forward to having the opportunity to show you how the Caldwell Care service is uniquely designed to ensure that your loved one receives that high standard of comfort and supportive care when they most need it.

Dr Ian Caldwell
Managing Director Caldwell Care Ltd



OUR MISSION

‘We aim to deliver the highest possible quality of care that respects the privacy and dignity of our residents.’

Our mission statement lays out the precepts by which Caldwell Care sets its standards. Being clear about the standards expected means that our staff know what level of care and service is expected and our residents, the heart of our homes, know what they can expect when they come to us.

We will ensure that people live and work in an environment that provides emotional security, physical safety, opportunities for growth and development and in which both their human rights and rights of citizenship will be defended and upheld, through being cared for by a staff team that is well qualified and knowledgeable about the resident’s needs.

PRINCIPLE AIMS AND PHILOSOPHY

Both our homes are residential homes providing care for 22 older people who can no longer care for themselves due to illness or incapacity. We also offer services to people who require care due to dementia.

We cater for people with varying levels of dependency. In general, we continue to care for residents even when deterioration occurs in their physical and/or mental health. However, we do not offer qualified nursing care as it is outside the bounds of our registration. In order to meet the greater care needs of our residents we rely on the support and assistance of District Nursing and Primary Care Services. We liaise with GPs, District Nurses and CPN’s who provide the professional medical and nursing care for our residents.

Our principle aims and philosophy are to create a pleasant environment as close to that of an ordinary home as possible, caring for our residents as if he or she were in the care of their own family, whilst preserving privacy and dignity.

ESSENTIAL STANDARDS OF QUALITY AND SAFETY

We will ensure a good quality service is provided which maintains the Essential Standards of Quality and Safety.

OUR MISSION

We will ensure that people who use our service are protected by sound safeguarding procedures and a robust complaints process.

To ensure the safety, health and welfare of our residents, we recruit and retain staff that are fit, appropriately qualified and are physically able to do the job.

SERVICE DEVELOPMENT

Feedback will be sought from all residents regardless of culture or race. All feedback will be taken seriously and service development progressed through this where appropriate. We will work closely with the professionals in Health and Social Services to ensure the needs of residents, looking at communication and personal care issues ensuring care is sensitive to individual needs which are reflected in the support/care plan.

PROTECTION FROM ABUSE

We will ensure that people who use and work in our services have access to information on bullying and harassment and how to report it. We will also ensure people who use and work in our service are aware of abuse and how to report this. Support will be made available if required to enable residents to be supported in raising issues or concerns.

Everyone who uses our services will be advised of the comments and complaints procedure. Copies of the complaints procedure and residents' guide will be provided in readily accessible formats.

PRE-ADMISSION ASSESSMENT

Our pre-admission assessment will enable us to identify the specific needs and preferences of our residents and we will work with each resident and his/her network to identify, for example, what is important in terms of his/her religious and cultural heritage and take all necessary steps to meet his or her needs and wishes in this respect, building this into the resident's individual person centred care plan.

All prospective residents will be provided with the appropriate information to enable them to make an informed choice whether to use our services and what our service can or cannot provide.

EQUALITY, DIVERSITY AND HUMAN RIGHTS

Ensuring the promotion of equality, diversity and human rights is central to our service delivery. Our policies, procedures and protocols are designed to foster a working and living environment that provides equality of opportunity and freedom from discrimination. We are also committed to building a diverse workforce that reflects the population of the people who use our service. We will have an on-going commitment to the promotion of equality and diversity both through training and our quality monitoring programme. Equality and Diversity will be a key subject in our Induction Programme (Skills for Care). This will be incorporated in all aspects of training.

Workers will be advised and encouraged to learn all they can about religions, customs and beliefs, including practices of ethnic minorities in their local area. Information will be made available in other languages based on need and/or on request and can be supplied in different formats for the sensory impaired.

We will ensure that residents' views are always respected and residents take full part in the running of the home, to empower and promote the personal autonomy of the people we work alongside.



OUR HOMES

Both our homes are residential homes (care homes without nursing) providing care for older people who can no longer care for themselves due to illness or incapacity.

MENUS

All meals are home cooked daily using fresh, local, seasonal produce and are appetising, tasty and nutritious, which provides our residents with a healthy and varied diet. Specific dietary requirements are catered for and residents preferences are incorporated in our four week menus.

ACTIVITIES

We have a daily activity programme to stimulate and entertain our residents. The programme of activities is individual to the home and is tailored according to the requests of the residents. Each programme is updated regularly and can be viewed on display in the relevant home.





THE OAKS
EMSWORTH

At The Oaks we offer 30 rooms, located on three floors. The home has 14 single bedrooms and four shared bedrooms and there are nine rooms with en-suite toilets.

In addition to individual en-suite facilities there are two single toilets and four bathrooms all with toilets. Each toilet is furnished with grab rails and two of the baths are accessed by hydraulic hoists.

We have a large lounge area and dining room as well as the private bedrooms and bathrooms. All communal areas are centrally heated, have fire detection and call systems with TV aerial points and telephone points that can be connected to offer a number of different levels of service. There is also a vertical lift providing access to all floors. Additionally The Oaks offers a large, well maintained garden area for residents to enjoy.

In addition to the daily programme of optional activities, we offer:

- A monthly in-house church service
- Newspaper and magazine delivery (additional charge)
- Hairdressing (weekly - additional charge)
- Chiropody (6-8 weekly - additional charge)
- A GP clinic is held at the home weekly, although residents are welcome to choose to keep their own GP if preferred



THE FIRS
LOCKS HEATH,
SOUTHAMPTON

At The Firs we offer 19 rooms, located on two floors. The home has 15 single bedrooms and three shared bedrooms, all rooms have en-suite toilets.

In addition to our individual en-suite facilities there are two single toilets and two bathrooms with toilets and baths that are accessed by hydraulic hoists. We also have a separate walk in shower room with hairdressing sink.

We have a large lounge area and dining room as well as the private bedrooms and bathrooms. All communal areas are centrally heated, have fire detection and call systems with TV aerial points and telephone points that can be connected to offer a number of different levels of service. There is also a vertical lift providing access to all floors. Additionally The Firs offers a large, well maintained garden area for residents to enjoy.

In addition to the daily programme of optional activities, we offer:

- A monthly in-house church service
 - Newspaper and magazine delivery (additional charge)
 - Hairdressing (weekly - additional charge)
 - Chiropody (6-8 weekly - additional charge)
 - GP's from a variety of local surgeries visit The Firs regularly
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OUR TEAM

Each of our homes is overseen by the Caldwell Care Management team who are hands on and in both of our homes daily.

Both homes are overseen by Managing Director Dr Ian Caldwell and each of the homes has a dedicated Registered Manager and Assistant Manager who are responsible for the day to day smooth running of their home.

Day-to-day care is provided by an experienced and highly trained Head Carer, supported by a team of senior carers and carers who work in a shift pattern to ensure that our residents can access the support they need 24 hours a day, seven days a week.

Each home also has a team of staff dedicated to housekeeping, maintenance and cooking.



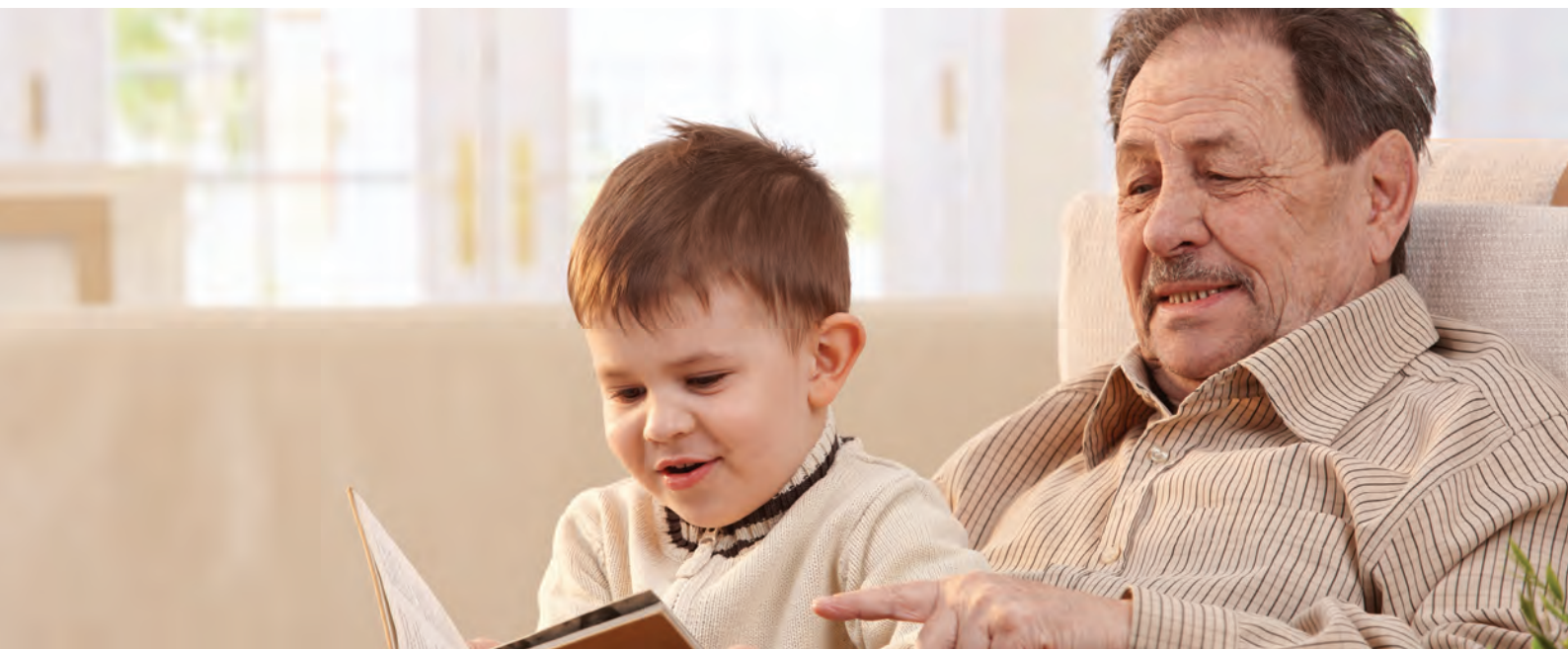
IAN CALDWELL
MANAGING DIRECTOR

Dr Ian Caldwell MBBS BSc DRCOG DFFP is Managing Director of Caldwell Group Ltd.

He graduated from St Bartholomew's Hospital Medical School in 1995 and immediately developed an interest in Care of the Elderly working in Geriatrics at Colchester General Hospital. Subsequent further experience was gained working in two other Care of the Elderly jobs in Chesterfield Royal Hospital throughout 1996-97.

He gained valuable Palliative Care experience working in Ashgate Hospice in Chesterfield in 1997. He then went on to complete General Practice training and qualified as a GP in 1999, working as a full time GP from 1999-2012.

In 2002 Ian purchased The Firs care home which he developed, with the help of his father, into the home it is today. He left General Practice in 2012 to concentrate full time on residential care and purchased Merok House care home. He now works closely with the Registered Manager for both homes and is in one or other of the homes daily.



OUR FEES

Depending on your financial situation, your local authority may pay some or all of the care home fees for a resident.

We have different fee levels dependent on the size of the room, if shared or single and if en-suite. We are happy to accept social services rates without additional fees for some of our rooms.

The resident may also be entitled to benefits such as Attendance Allowance and Pension Credit. For more information regarding these benefits please contact the Benefits Agency on 0800 882200. You can get more information and advice from charities such as Age UK 0800 1696565.

Please contact our Registered Manager regarding the home you are interested in for more information on current vacancies and fees. We look forward to showing you around our homes and answering any questions that you may have.

The Oaks, Emsworth T: 01243 372155
The Firs, Locks Heath T: 01489 574624

ADDITIONAL SERVICES

RESPITE: We provide short and long term respite care as well as long stay care. Respite can be booked in advance, subject to available rooms.

COUPLES: We have several double rooms suitable for couples for long stay or respite care.

DAY CARE: We can take residents for respite or longer term day care if places are available.

PALLIATIVE CARE: Both the Management Team and Senior Care Team are trained and experienced at managing end of life care. It is very important to us to deliver exceptionally high quality care and coordination of services to maintain peace and comfort for any of our residents at the end of their life.



FAQs

WHAT ARE YOUR VISITING TIMES?

We make no restriction to visiting and residents are welcome to have visitors, including children, whenever they wish.

IS IT POSSIBLE TO BRING ITEMS OF FURNITURE TO YOUR HOMES?

It is important that our residents feel welcome and at home so, wherever possible, we encourage residents to make their rooms their own and this includes bringing furniture and other personal items with them. The rooms are cleaned daily and deep cleaned monthly which necessitates staff being able to move all furniture. This may unfortunately mean that there is some restriction on very large or heavy items of furniture.

WHAT HAPPENS IF THE RESIDENT'S HEALTH DETERIORATES?

In general, we like to continue to care for residents even when deterioration occurs in their physical and/or mental health. However, we cannot offer qualified nursing care as it is outside the bounds of our registration. In order to meet the greater care needs of our residents we rely on the support and assistance of District Nursing and Primary Care Services. We liaise with GPs, District Nurses and CPN's who provide the professional medical and nursing care for our residents.

We take our duty of care to our existing residents very seriously and will do everything we can to allow them to stay with us. Our team is trained in and experienced at dealing with end of life care with the support of District Nursing and Primary Care Services.

DO YOU USE AGENCY STAFF?

In short - no. Our care team is handpicked by us and trained to our standards. We ensure our team is strong enough to cover any absences through holiday or sickness. It is important that our residents receive care from a team that is familiar to them and with them to maintain their feeling of security and consistency which is part of the essence of care that we strive to provide.



GET IN TOUCH

We would be delighted to hear from you, to arrange a visit to one of our homes or to offer more information about staying with us, please get in touch using the details below:

The Oaks
46 New Brighton Road
Emsworth
Hampshire
PO10 7QR

T: 01243 372155
E: irc@caldwellcare.co.uk

The Firs
83 Church Road
Locks Heath
Southampton
Hampshire
SO31 6LS

T: 01489 574624
E: irc@caldwellcare.co.uk

www.caldwellcare.co.uk

You can stay up to date with all that is happening in both our homes by signing up to our blog on our website.
