



BELAMIE GABLES RESIDENTIAL CARE HOME

2023/24 BROCHURE

We are a family run care home in Berkshire on the Wokingham, Reading and West Berkshire border. We enjoy a convenient location on the M4 corridor just of Junction 11. The providers and Home Manager ensure to operate Belamie Gables to the highest standards and regularly adapt to the best practice and advancements in the industry. We are proud to offer excellent person-centered care in a modern and well equipped yet homely environment. We aim to enable our residents to lead as a fulfilled life as possible in homely surroundings and create a caring and friendly environment where no one is excluded on the grounds of race, age, sexual orientation, religion, or disability. Our core focus is to promote the opportunity to remain active and independent with the emphasis on personal choice, privacy, and dignity.

Inspected and rated

Good



Adam Heeroo, Director Nadam Care Limited





Our Service

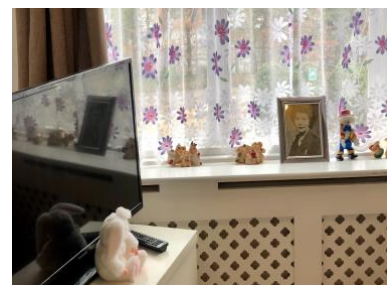
Belamie Gables is a large, detached house standing in half an acre of grounds. The home originally opened in 1984 and is situated in a quiet residential area to the south of Reading. The property is set back from the main road with a large driveway with ample parking and pleasant rear garden for our service users and families to enjoy.

The Home is registered with the Care Quality Commission (CQC) to provide personal care for up to 20 residents (male/female) generally but not limited to over the age of 65 years with physical and/or mental disability including Dementia. Respite and day care is available. Nursing care is not provided.

The Home has spacious lounge and dining room. The accommodation comprises of 12 downstairs rooms and 7 upstairs rooms, which are tastefully decorated and well equipped. Currently one room has en-suite facilities. We encourage service users to decorate, furnish and equip their rooms in their own styles and use them as much as they wish for leisure, meals and entertaining. All but one bedroom is single occupancy. The upstairs rooms are accessed by a staircase or passenger lift.

The Home has 3 further toilets and 2 bathrooms fitted with lifting equipment and walk in bath facilities. We also have a mobile hoist, standing aid hoist and a number of accessories to aid and assist the safe moving and handling of residents. The Home complies with all fire, health and safety and environmental health regulations. Both the front and rear of the building is accessible via a ramp.

Living at Belamie



Statement of Purpose

A Copy of our statement of purpose with all of our key facts and information is available on request from manager@belamiegables.co.uk

Activities

Staff organise daily activities including gentle exercises, board games, arts and craft, sing-a-longs, quizzes, reminiscence, walks, shopping trips and visits to Town or garden centre. New suggestions are always welcomed. Residents can participate in the day-to-day running of the Home for example, setting tables, washing up, baking, gardening and helping with domestic chores subject to risk assessment.

We arrange visiting activities for our residents such as Owls and Birds of Prey, Musical Movement, Accordion music, Pets as Therapy dogs and more on request where all have a choice at meetings.

Social life

All relatives and friends are encouraged to visit the home whenever they wish within normal working hours 8am to 8pm. Residents' birthdays are celebrated with a 'birthday tea'. Residents are encouraged to retain links with the local community and the Home will assist in transporting residents (be it by taxi or offering a lift) to a chosen destination or to a relative/friend's home if they have no transport and live locally. Relatives/friends are welcome to take service users out for the day/overnight stays/holidays. Commodes and continence aids can be supplied provided notice is given.

Living at Belamie Gables continued

Health and Safety

We have a number of security aids in place to enable our service users to walk around the Home and garden safely. These are padlocked side gates and alarmed exit doors. The main access to the building is via electronic keypad. All residents are encouraged to receive a flu vaccination annually unless there is a medical contra-indication. We have a 'No Smoking' policy inside the Home. However, service users may smoke under supervision in the grounds of the Home at a designated site. Alcohol may be consumed on the premises but we ask that a senior staff be informed when this is brought into the Home. Visitors/friends are requested to sign in the visitor's book when entering the Home and take note of our Fire Procedure, copies of which are displayed at strategic points around the building.

Spiritual

Three Mile Cross Church visits the Home monthly on a Sunday to conduct a service for everyone. A Father from church also makes visits to see our Catholic service users. Visits from other religious groups can also be catered for upon request. Due to Covid-19 these are being conducted virtually.



General



Personal Finances

Our policy is not to handle any resident's finances. If a resident is unable to handle his/her finances, any expenditure relating to miscellaneous expenses are paid by the Director and an expenses statement issued to relatives for reimbursement. Each resident's room can have a lockable cabinet or safe for personal use on request to management.

Complaints, Comments, Suggestions and Compliments

Residents, Relative's and friend's complaints, comments, suggestions, compliments are always welcomed. Our Complaints/Comments book is held in the office for confidentiality. Our Compliments book is displayed in the lounge for those wishing to make an entry. On admission, all residents or their advocates receive a copy of our handbook including Complaints Procedure. You can contact: manager@belamiegables.co.uk or call 0118 988 3417. We guarantee an acknowledgement of a written complaint within two working days and a written response within 7 working days. You can also contact the following:

CQC: Care Quality Commission, Citygate, Gallow Gate Newcastle upon Tyne NE1 4PA

Tel: 03000 616161 | By Email: <https://www.cqc.org.uk/give-feedback-on-care>

Wokingham Social Services:

The Forge 45-47 Peach Street Wokingham RG40 1XJ Tel: 0118 974 6800

General Information

Quality Assurance

In order to continuously improve our service, we conduct annual quality assurance surveys for residents, their relatives and professional health agencies. We also hold residents' meetings at least every 8 weeks, the minutes of which are displayed on our notice board. Relatives/appointees are welcome to attend monthly care review meetings with the manager. Each of our Staff receive a minimum 2-monthly supervision and annual appraisal. Most hold an NVQ/QCF qualification in Health and Social Care and undertake training in over 20 key areas of care which they update periodically.

Visiting Hours

Relatives and friends are welcome to visit at any time though preferably not after 10pm unless special circumstances exist. Relatives are advised not to visit when they are suffering from colds or any other contagious infection. If a visitor wishes to join their relatives for a meal, we ask that a day's notice is given. The current charge is £8.50.

Contracts / Agreements

A sample of our contract is available on request to: admin@belamiegables.co.uk

Furnishings

Residents are welcome to bring any personal items into the Home so that they can personalise their room to their particular tastes. Any requirements should be discussed with the Manager. Any electrical equipment brought into the Home will be PAT (Portable Appliance Test) tested and any items of furniture brought into the Home are required to be fire retardant. Private internet/telephone connections or SKY TV are available upon request subject to the cost being met by the resident. A landline with free calls is available for all residents' reasonable use.

Insurance

The Home's insurance also covers resident personal belongings at a rate of £1000. Please contact the Manager for further information. All valuable assets must be declared to the Manager during admission. Storage can be arranged in the Home's safe.

Other Services



Doctors Surgeries

Residents are welcome to retain their own GP if they live in the vicinity. The Home has an excellent relationship with Swallowfield Medical Practice, in particular Dr Prabhakar who has been the allocated visiting GP for many years. Specialist support such as Physiotherapy and Community Nurses will be arranged on a needs' basis via the GP.

Specialist Services

Upon request, the Home can assist residents to access beauty treatment and alternative therapies, such as chiropractor or acupuncture. The Home takes no responsibility for the safety or otherwise of such services and such services are used at residents own risk. Residents are responsible for such charges.

Dentist/Optician/Audiologist

Dental and optical check-up appointments are offered at least annually and on an as needs basis to all service users. Audiology appointments are arranged through GP referral.

Chiropody

Carla Cook, the Foot Health Professional visits the Home approximately every 6 weeks.

The current charge is: £20.00 per visit

Karen Cox, the hairdresser visits the Home once a month and as required for special occasions.

Please contact the Home for your requirements and current charge.

General



Meals and Refreshments Arrangements

Breakfast:	7.30 - 9.30am
Morning Coffee:	10.00 - 10.30am
Lunch:	12.30 - 1.30pm
Afternoon Tea:	2.45 - 3.30pm
Supper:	5.15 - 6.00pm
Evening Drinks:	7.00pm onwards

At least two options are offered for both lunch and supper.

Drinks and snacks are always available outside of the above times on request assessed and maybe consumed at the residents' location of choice.

If visitors wish to join residents for a meal, we ask that a day's notice is given to the Home along with the current charge of £7.50 which is put towards the service users activities budget.



Housekeeping and Laundry

All clothes are laundered on site. Dry cleaning is handled off site by Laundry Republic. This must be requested with the manager, for which a charge is made. Bed linen is provided. We advise that service users supply their own towels and flannels in order to prevent cross-infection. We ask that all service user's clothes are labelled, able to withstand frequent washing and tumble drying, do not require hand washing and are colourfast.



Outings / Staff Escorts

A flat fee of £25.00 per hour, plus associated costs, is charged for all staff escort duties, which necessitate booking an extra staff, except for GP appointments.



Newspapers

Newspapers can be ordered through Brighton's Newsagents via the Manager and delivered to the Home. Service users are responsible for these costs.

The Daily Mail, for example, is approximately on average £36.00 pcm.

Staffing

Home Manager

Mrs Amalia Mendoza

BA Nutrition / QCF L5 H&SC



Amy has over 15 years' experience in the Care sector. She has worked at Belamie Gables for 10 years and is responsible for the day-to-day management of the Home.

She is supported by a complement of Staff including a Deputy Manager, Care Manager, Team Leaders, Senior Carers, Care Assistants, two Cooks, a Housekeeper, and a Handyman.

Proprietor

Nadam Care Limited

Adam Heeroo (Director)

BA Leadership and Management



Adam Heeroo holds a BA in Management and is responsible for day-to-day oversight and Operations/HR along with the Manager. He has over 15 years' experience in Care and was previously a Registered Manager at the home.

Both Directors of Nadam Care Limited are regularly involved at the Home.

Nad Heeroo, the Nominated Individual assists with Maintenance and HR and has over 45 years' experience in Care working in the NHS and as Registered manager of a Residential Home for over 22 years.

Organisational Structure





Fees & Contacts



Fees

Fees are calculated considering the size of the room/en-suite facilities and the needs of the prospective service user. The needs of the prospective service user are comprehensively assessed by the Manager prior to admission. For details of our current availability/waiting list: please contact the Home. *1-1 care available subject to risk assessment and hourly pricing in addition to care fee.*

Contact Information

Mrs Amalia Mendoza (Manager)

Tel / Fax: (0118) 988 3417

Email: manager@belamiegables.co.uk

Website: www.belamiegables.co.uk

Address:

Belamie Gables Care Home
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Spencers Wood,
Reading, Berkshire
RG7 1DG