

Southcrest Nursing Home

215 Mount Pleasant; Redditch; B97 4JG



Yesterday's Values, Today's Care

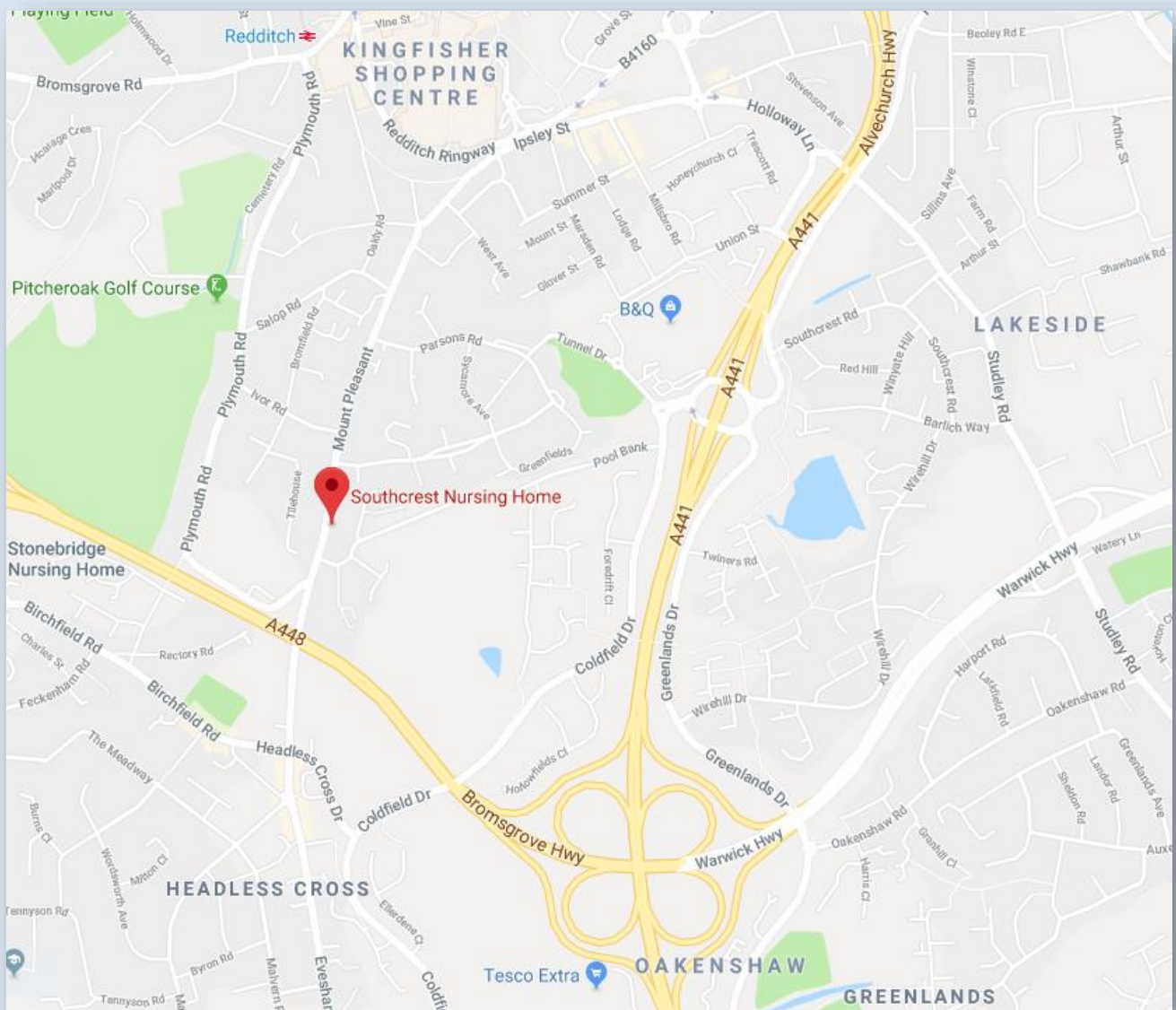


Introduction

Welcome to Southcrest Nursing Home

Located on Mount Pleasant, Southcrest Nursing Home is ideally situated within walking distance of the Kingfisher Shopping Centre and Redditch Train and Bus Stations.

We are a forty minute drive (20 miles) from the heart of Worcester. Our location affords easy access being on a main road and served by a number of local buses. We are less than 10 minutes' drive from the Alexandra Hospital, Redditch and 20 minutes from South Birmingham. We are a nursing home registered for up to 40 service users and have a range of placements to offer.



Our Philosophy

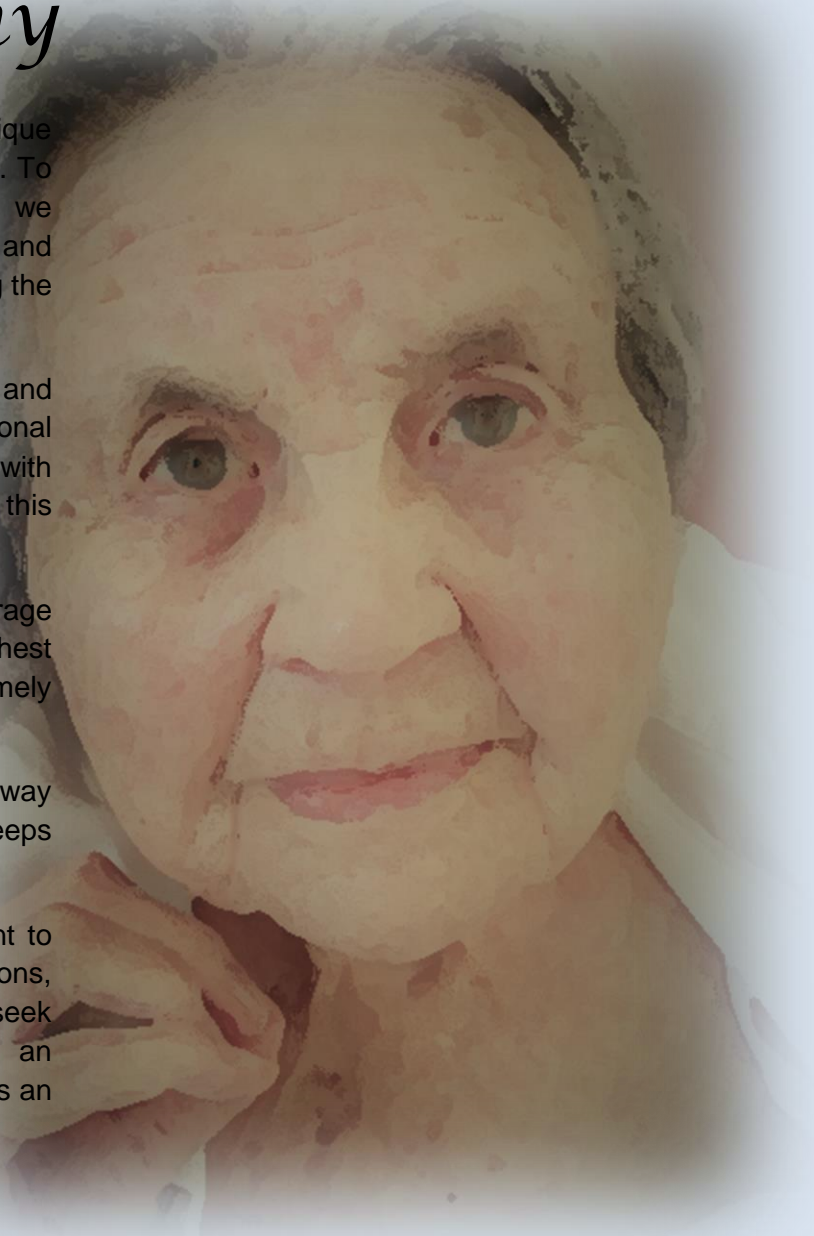
Everyone is an individual with their own unique values, attitudes, beliefs, and preferences. To achieve care that is person-centred, we recognise individuality and diversity and importance of consulting with and involving the individual at all stages of their care.

We put people at the centre of their care and respect the importance of choice and personal preferences whilst supporting loved ones with the challenges of chronic illness and how this affects individuals and their relationships.

We celebrate individuality, encourage independence and strive to deliver the highest quality nursing and medical care in a homely and welcoming environment.

Our priority is helping people to live in a way that suits them, makes them happy and keeps them free from harm.

We have made a social care commitment to ensure we are compliant with regulations, engage with regulatory bodies and seek approval from our service users. As an organisation we take our responsibilities as an employer in this sector very seriously.



“Staff took time to listen to people and involve them in decisions which affected them. People confirmed they made their own choices, such as how to spend their time on a day-to-day basis and what they wanted to eat and drink. Relatives we spoke with also told us staff always took time to ensure their family member's choices in their care were promoted”

Care Quality Commission Inspection Report November 2019

“I believe my wife would not have had better treatment if she had a room in Buckingham Palace! She is being treated wonderfully by all your staff”

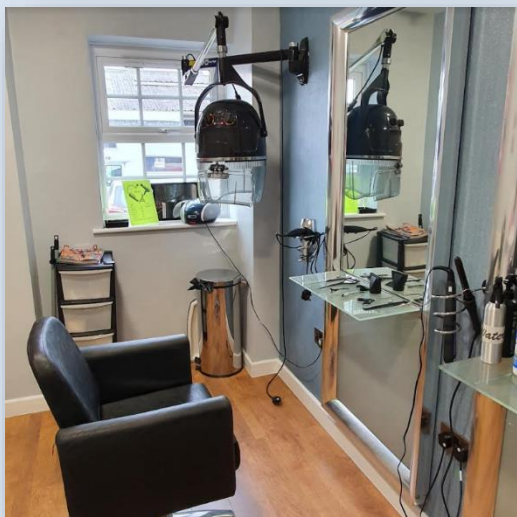
John (September 2023)

“We would like to thank every one of the staff for their attention to detail, loving care and kindness to Joan. Also we would like to commend your care to myself and our family”

Diana (January 2020)

The nursing home opened in 1988 with a capacity for 24 service users, the building was extended to accommodate up to 40 people. We have private gardens to the front and rear of the property and limited on site car parking available. We are registered with the Care Quality Commission to provide nursing care for up to 40 people and we care for both male and female clients over the age of 55 years of age

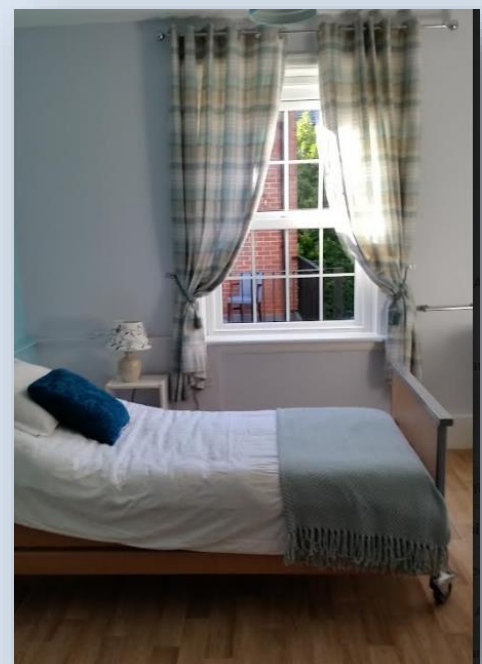
The accommodation is set on 3 floors which can be accessed by stairs or lift. The home has a number of communal areas throughout including a Hairdresser Salon on the second floor. All areas are equipped with nurse call alarms and the equipment needed to meet most complex care needs in a relaxed and homely atmosphere.



The individual nature of the building boasts singles and double or twin rooms, all with vanity units. A number of our rooms have en-suite toilet facilities. Our communal bathrooms are equipped to manage people who have mobility issues and require the assistance of a hoist



The home overlooks terraced gardens with mature trees and shrubs. To the rear of the property we have on-site parking.



Our Care Services

We offer a range of services including long and short term placements. We also cater for people with very specific needs such as palliative or end of life care. Our community is made up of people from all walks of life with diverse medical and nursing needs.



We employ a team of Registered Nurses who have a wealth of experience and continue to develop their knowledge and expertise. 24 hour nursing cover offers service users and families the assurance that professional help is always on hand. A team of care staff support the nursing team to provide holistic person centred care to our service users. As an established nursing home we have arrangements in place to ensure everyone has access to:

- ✓ Dentist*
- ✓ Chiropodist*
- ✓ Optician*
- ✓ General Practitioner
- ✓ Speech and Language Therapist
- ✓ Dietician
- ✓ Physiotherapist
- ✓ Occupational Therapist
- ✓ Specialist Nurses
- ✓ Advocacy Services
- ✓ Religious Support
- ✓ Social Worker
- ✓ Hairdresser*



**Some services are subject to additional costs*

Home Comforts



Laundry

We have on site laundry facilities which provide a daily service and take care of all your laundry needs and this is included in your package

Nutrition

Our experienced chef and kitchen staff provide home cooked meals from fresh seasonal ingredients sourced locally. Our menus reflect the preferences and meet the diverse needs of the people who live with us. We are proud to say our Food Safety Agency rating is 'satisfactory'



Activities

It's important to be able to continue to enjoy life and to keep active. Our activities therapist provides support to maintain hobbies and provide meaningful activities.

Financial Arrangements

As with any service there are financial implications. We welcome people who are funded by social services and those who are privately financed. Our fees start from £980 per week (excluding FNC) and are influenced by individual care needs and the type of accommodation selected. We are happy to discuss this in more detail when you contact us.



You can expect us to be open and honest. You will have a Service User Agreement (contract) which outlines the service we provide, the associated costs and what we expect from you. If we need to make any changes to your fees or the service we will tell you in writing in advance of the change.

We have an in house banking system so we can keep your spending money safe and pay bills on your behalf – such as hairdressing or chiropody. We also supply reasonably priced toiletries if you need a bit of extra support.



General Information



The manager is a member of a steering group based in Birmingham which facilitates research in care homes. Southcrest is a 'Research Ready' nursing home and as such we often have research projects ongoing. Research is fundamental to improve care and management of chronic diseases in older adults. You are welcome to participate if you wish however it is not expected that every service user will be happy to do so.

CQC is the independent regulator of all health and social care in England. Our last inspection was in November 2019. Read the full report:

<https://www.cqc.org.uk/location/1-155491854>

Overall rating for this service

Requires Improvement ●

Want to know more? You are welcome to contact us:



01527 550 720



adminsouthcrest@millstreamuk.com



Or you can arrange to visit us at 215 Mount Pleasant; Redditch; B97 4JG



COVID19 – what are we doing to keep people safe?

We are doing everything we can to ensure that our residents, staff and visitors are safe. In order to achieve this, we have changed how we do things. These changes are reviewed regularly, and ensure we are compliant with expert advice and legislation.

What We Are Doing to Combat Covid...

Since the beginning of the pandemic, our staff have been undergoing regular Covid tests to ensure that they are healthy and Covid-free. Our staff continue to wear personal protective equipment when providing close care to protect people who use our service. We are working in accordance with the Infection Prevention & Control guidelines put into place by the local authority and government. We have regular vaccination clinics at the home for our residents and staff and our staff understand the importance of staying home if they are unwell.

Testing for COVID19

The current guidelines suggest that testing is not required for people who live with us; their visitors or our staff. However, we continue to test our service users and staff if they demonstrate symptoms. If appropriate we refer people for antiviral therapy in line with current national advice. Visitors who are unwell are advised they will not be granted entry to the home.



New Admissions

We are open for new admissions, but we are operating as safely as possible; every new resident is quarantined for up to 10 days in their room – this may vary depending on the route of admission and contact with the public.

We do this because we accept admissions from a variety of sources, such as hospitals, other care homes, or directly from a person's home; we cannot know if a new resident will have come into contact with COVID, so we must ensure that they are negative before we introduce them to our other residents.

Visiting

We understand the continuing concerns and difficulties that may be experienced by people with loved ones in nursing homes. Please be assured that we are doing everything we can to support visits from family members, but we also must ensure that any visiting is conducted in a safe manner. We are committed to preventing any community-based disease such as COVID-19 from taking hold in our home and have introduced a Visitor Booking System.

We ask our families to contact the home to advise of any visits in advance. This means that we can ensure your loved one is ready to receive you and your visit will be uninterrupted by us. We encourage you to visit between:

- 10.30 am – 12.00 pm
- 2.00 pm – 4.30 pm

This means we are able to administer people's medications safely and provide regular personal care and support with eating and drinking. For visitors who wish to be involved in providing care alternative arrangements can be made with the nursing team. Visits will take place in the person's room; please note that visitors are not allowed in the communal areas and staff will not remain in the room during your visit to minimise risk.

Visits can be made over the phone; via email or in person – we will always try to accommodate visits outside of the above hours.

There are probably lots of questions you have about us; social care and what you may have heard on the news or read in newspapers. At Southcrest we promise to always be open and honest in all that we say and do. If you have any questions please call the home and ask for the home manager.

More information can be found on our website:

<https://www.southcrestnursinghome.com/>