



**Bethany House
Gamull Lane
Ribbleton
Preston
PR2 6TQ**

Manager: Mrs Gill Whitfield

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Charity No. 1140242; Reg. Company No. 7394756; Reg. Company address: as above



BETHANY HOUSE

Preston Bethany Care, a registered charity, has provided Bethany House as a residential home for the elderly since 1987. It is a well appointed, purpose built home for 26 residents.

Our aim is to provide a high standard of quality care in comfortable, homely surroundings where people can relax in the knowledge that qualified staff will be on hand 24 hours of every day.

At Bethany House we recognise the importance of our residents maintaining a lifestyle which is as active and normal as possible in a warm, caring, friendly atmosphere. We promote personal choice and seek to provide the support necessary to meet the physical, emotional, spiritual and social needs of individual residents.



Bethany House is a Christian home. Respect and assistance are given to enable each resident to follow their faith in the home and to encourage participation in the local church of their particular denomination.



LOCATION AND FACILITIES

Bethany House is pleasantly situated within its own grounds, to the north east of Preston, just off the main Preston/Longridge Road (B6243) at the junction with Gamull Lane. There are shopping amenities and local bus services nearby.

The home is tastefully furnished and decorated throughout. There are two comfortable lounges, the large lounge has an adjacent dining room and the smaller one is well suited as a quiet room or for meeting visitors, both have pleasant outlooks. In summer the residents can use the garden seats to enjoy the sunshine.



The facilities are all on ground level, comprising 26 single rooms. Each room is fitted with a single bed, easy chair, washbasin, TV point and is centrally heated. 13 rooms are en suite. Residents may bring their own television for their room.

Each bedroom has a lockable drawer which may be used for valuables, small amounts of cash and medication. Private phone lines are available.

There is a 24 hour call system installed in each room ensuring that residents can call for assistance at all times.

ACTIVITIES

Our activity organiser arranges various afternoon activities for residents. These include seated music and movement, armchair bowls, dominoes and other table top games, slide shows, DVD's and musical activities. Residents are encouraged to continue with their own interests and hobbies.



Outings are arranged especially during the summer months to various places of interest, and we often arrange a stop for refreshments on the way! Recent trips have been to Lytham St Annes and Dobbies Garden Centre. We also enjoy our annual outing to Blackpool Lights with a fish and chip supper.

A computer is available for residents to use to keep in touch with family and friends. In addition Wi-Fi internet access is installed throughout the home so residents may use their own laptops.

DEVOTIONS

Everyone is welcome to participate in the Sunday and Monday morning devotions. These are taken by visiting ministers or friends of Bethany House.

Holy Communion is available on Monday morning. Residents may ask their own Minister to visit and receive Holy Communion privately if they prefer. On alternate Tuesday evenings an informal service is held with supper afterwards.

STAFFING

We are proud of our dedicated and well trained staff team, and have several members who have worked at Bethany House for many years. A professional attitude is maintained at all times, ensuring courtesy, respect, and kindness towards each resident.



GENERAL INFORMATION

We want Bethany House to be your home, so there are no rules other than no smoking and no alcohol, but we do ask for respect, courtesy and consideration between all residents and staff.

The cleaning of the home is taken care of by the staff. Most clothes are laundered on the premises and we would ask for all clothing to be named otherwise we are unable to accept responsibility for items going missing.

Residents may register with a local GP or keep their own GP provided they are willing to come and visit them at Bethany House should the need arise.

WILLS AND POWERS OF ATTORNEY

We recommend that all residents make a will before coming to live at Bethany House and to authorise their next of kin or a trusted friend with Power of Attorney to handle their arrangements if necessary.

MEALS

We believe that providing good wholesome food is very important. We serve interesting and varied meals, most of which are freshly cooked and baked on the premises. They are both attractive and nutritious.

Fresh fruit is always available in the dining room. Meals are prepared using high quality produce from local suppliers, and are served in the dining room in a relaxed environment. If residents would prefer they can have a meal in their room. Special diets are catered for.

GIFTS OF FOOD

The families and friends of residents are permitted to bring in food gifts to the home, both for the resident they are visiting and in general for all residents if they wish. Please be aware of the new allergen legislation, which requires us to provide information about any allergens in food which is served in the Home, and ask for advice from kitchen or care staff.

Families and friends are advised to:

1. bring in low-risk foods such as fruit, biscuits and chocolate
2. avoid bringing hot food
3. avoid using raw egg in foods that will not be cooked thoroughly, such as mousse, icing and desserts
4. store and transport home-made or unpackaged foods in a clean, sealable container, preferably plastic and not glass
5. check the "use by" date before bringing in food
6. keep cooked food, chilled food, or cakes and desserts containing cream, in the fridge and transport them in a "cool box" wherever possible.

MEDICATION

Nominated members of staff are able to re-order, collect and administer medication which has been prescribed for residents. Medication is recorded daily. In appropriate circumstances residents may wish to be responsible for their own medication. All drugs etc. must then be kept in a locked drawer in the resident's room. If any non prescription medicines are used the staff will need to be informed.

ENTITLEMENTS AND SERVICES

Below are the entitlements and services a resident may expect at Bethany House:

Entitlements

- 24 hour care on hand
- 3 meals a day, supper at bedtime and snacks in between meals.
- All rooms heated to a comfortable temperature which can be controlled by the resident.

Services

- All services covered by the NHS such as GP, district nurse, diabetic nurse, chiropody, physiotherapy.

Please note that any other services not covered by the NHS such as private chiropody, dry cleaning, hairdressing, are to be paid for by the resident.

CARE PLANS

A detailed Care Plan is prepared for each resident which will determine how we will try to meet needs, and regular assessments are made to ensure those needs are being met. We do encourage participation by the resident and their relatives in the preparation of the Care Plan, and ongoing care reviews of care needs.

The Care Plans, together with all confidential personal records are kept in the general office. A resident's GP, district nurse, the registering authority and organisations conducting quality audits may need to see these.



FEES

The home accepts residents with private income and with local authority funding. The fees are revised annually in April and we will give written notification of any change. Fees are payable four weekly in advance, the week commencing on Monday.

Prospective residents may spend up to 4 weeks as a trial period before a decision on permanent residency is agreed. In the event of a resident wishing to leave the home, 4 weeks' notice is required.

WEEKLY FEES PAYABLE FROM APRIL 2019

Standard room from **£577.55**; En-suite room from **£616.55**

Fees may include the following elements:

- Local authority funding
- Assessed resident contribution
- Third Party Payment by a relative or friend
- Private funding

As this varies for different personal circumstances please contact us for further information.

- Should you at any time be temporarily absent from the home for any reason, fees will still be payable in full during such absence.
- Upon the death of the resident, fees will be charged at the full fee rate until the room is vacated.
- The cost of toiletries, dry cleaning, incontinence pads, hairdressing, chiropody and any other professional services not covered by the NHS, are to be covered by the resident.

REGULATION OF THE HOME

Preston Bethany Care is registered with the Care Quality Commission which inspects Bethany House. A copy of the most recent inspection report can be downloaded from the CQC's website at www.cqc.org.uk. Alternatively we can provide a copy on request.

We have achieved the Investors in People Award and ISO 9001 accreditation. These external awards demonstrate that Bethany House is managed to a high standard. If you would like any further information about our accreditation status then please speak to the manager.

Preston Bethany Care is a member of the Lancashire Care Association - www.lancashirecare.org.uk.



COMMENTS, CONCERNS OR COMPLAINTS

Your comments, compliments, suggestions or complaints are always welcome and we take pride in responding to them quickly, effectively and honestly.

We have a written complaints procedure and any concern or complaint is treated confidentially and should be brought to the attention of the manager of Bethany House Mrs. Gill Whitfield, who will investigate the problem and try to resolve the matter to your satisfaction. We will endeavour to provide a full response within 28 working days. In the event of a complaint concerning the home manager you can address your written complaint to the chairman of directors Mrs Janet Kay.

If you would like a copy of our complaints procedure it is available on our website www.bethanyhouse.org.uk or from the manager. If the complaint cannot satisfactorily be resolved with Bethany House, you can refer the matter to the local authority adult social care complaints service, if the care is local authority-funded, or directly to the local government ombudsman if privately funded. Contact details for the Local Government Ombudsman are as follows:

The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Tel: 0300 061 0614 or 0845 602 1983

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