



Orchard Care Homes Guide to Care

Enquiries
0845 602 7469
www.orchardcarehomes.com



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WELCOME

In an ideal world we would all grow old in our own homes in the best of health. However this is not always possible. The time may have come for you to choose a care home for yourself or a loved one. Although this is a difficult decision, moving to a care home has positive benefits; 24-hour care alleviates worry, companionship removes isolation and there is often a renewed sense of independence.

Orchard has quality care homes across the North of England. Each one is purpose-built, beautifully decorated and superbly equipped with en-suite facilities, quiet lounges and sensory gardens.

At Orchard we care about every detail of our residents' lives, their health, diet, exercise and mental stimulation. Our residents are encouraged to get the most out of life, whilst receiving the very best in care.

It's important to take your time when choosing a care home. To help you we have produced a checklist on the back page. We have also provided information regarding pre-admission assessments and paying for care.

If this folder does not contain all the information you need, please call our customer service team on 0845 602 7469 or visit our website at www.orchardcarehomes.com best of all, why not call into one of our homes to take a look for yourself.

“Orchard are very professional but loving, caring and respectful”



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OUR PROMISE TO YOU

Your care

- Person centred, respecting dignity and privacy and promoting independence
- Your own dedicated carer and a personalised care plan
- Visiting GP, district nurse, chiropodist, dentist and optician

Your home

- Purpose-built to a high standard, safe and secure
- Comfortable living rooms with television plus quiet lounges
- Hairdressing and beauty salon
- Lifts to all floors with full wheelchair access
- Bathrooms with hoists
- Mature sensory gardens

Your room

- Spacious bedroom with fully fitted furniture and TV
- En-suite bathroom
- Room keys
- Your own possessions and items of furniture are welcomed

Your meals

- Choice of home cooked food every day
- Special diets catered for
- May be taken in the dining room or in your own room
- Snacks and drinks are available at all times

Your daily life

- Freedom to choose what to do and when
- Comprehensive activity programme including visiting singers, games afternoons and social events
- Therapies including exercise and reminiscence
- Relaxed atmosphere – join in only if you wish to
- Visitors welcome at all times
- All religious practices can be observed



“Nothing was too much trouble for any of the Orchard staff, and I can honestly say that I never heard them say ‘no’ to any requests in their care of my father”

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WHAT TO LOOK FOR WHEN CHOOSING A CARE HOME

First impressions

- Did you receive a warm and friendly welcome?
- Is the home clean and does it smell pleasant?
- Is it well decorated and furnished?
- Do residents seem happy and well cared for?

Your care

- Is the home suitable for your needs?
- Will you have a dedicated person responsible for your care?
- Will you be involved in all decision making?
- Are there visiting dentists, opticians, chiropodists?
- Does the home have suitable assisted bathing facilities?

Your home

- Will it be easy for friends and family to get to the home?
- Is the home part of the local community?
- Is there a quiet lounge or an area without a television?
- Does the home have safe, secure and attractive gardens?
- Is there easy access for wheelchairs and walking frames?
- Are toilets easily accessible in all areas of the home?
- Are there handrails in toilets and corridors?

Your room

- Did you see the room that is available?
- Is it well decorated?
- Does it have en-suite facilities?
- Does it have a TV, telephone point and internet access?
- Will you have a key to your room and be able to lock it?
- Can you bring your own furniture and possessions?

Your meals

- Can you choose to eat when you want to?
- Can you take meals in your room?
- Is there a choice of menu?
- Are special diets catered for?
- Are snacks available at all times?
- Can family and friends eat with you?
- Does the cook talk to residents about their food preferences?

Your way of life

- Can you choose when to go to bed and when to get up?
- Is there an organised programme of activities?
- Can you take part in everyday activities such as cleaning, cooking, gardening?
- Is exercise therapy offered every week?
- Does the home celebrate special days such as birthdays?
- Can you practice your religion?
- Does the home have regular meetings for residents and relatives?
- Are visitors welcome at any time?

Your carers

- Does the home have an Investors in People award?
- Are the carers well trained?
- Do carers get to know about a new resident's background, likes and dislikes?

General

- Were you able to see the home's inspection report?
- Were you shown the home's Statement of Purpose?
- Is there a complaints procedure?
- Can a trial stay be arranged?
- What is included in the fees?
- What is charged as extras?