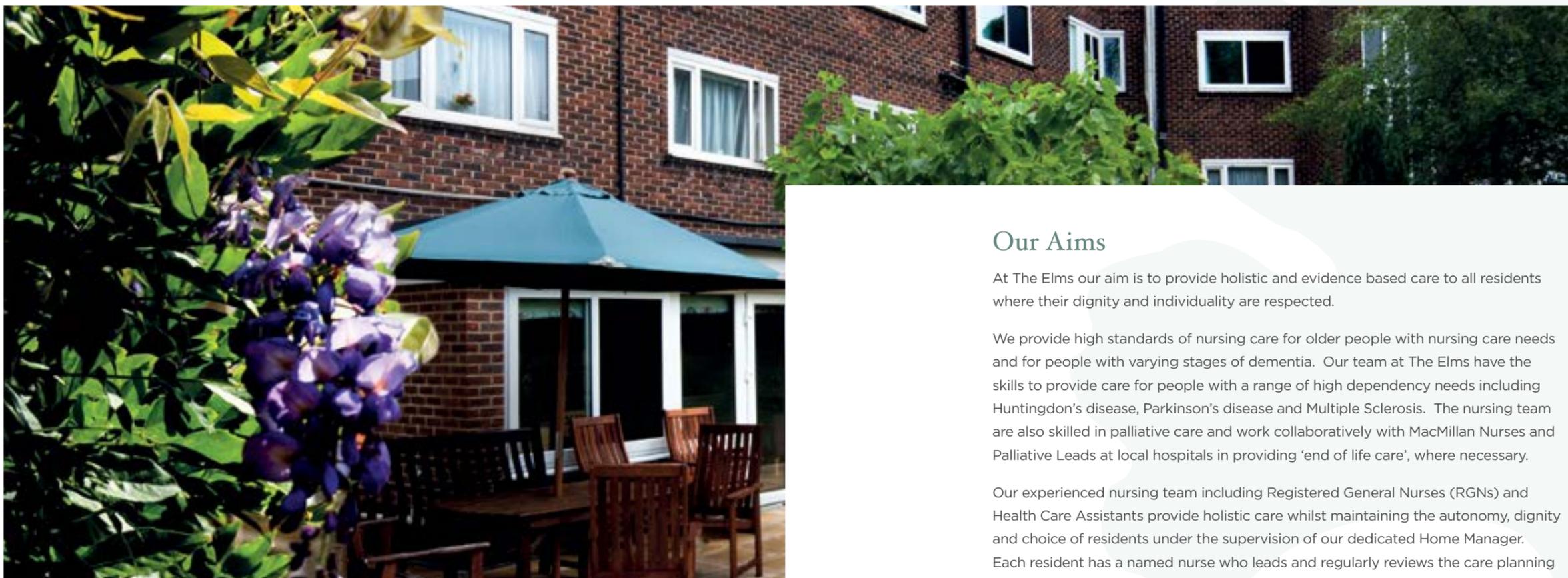




# The Elms

*A Whitepost Nursing Home*



The Elms Nursing Home enjoys a convenient position on the edge of Redhill Common and is equidistant between the towns of Redhill and Reigate

## Our Philosophy of Care

Our team at The Elms Nursing Home will endeavour to provide a relaxed, homely and safe environment in which resident's individual care, social, spiritual, psychological and comfort needs are met in the most appropriate way.

Our team strives to provide the highest standards of care by optimising resident's wellbeing and enhancing quality of life. The delivery of our excellent care practices that, where possible, each resident and their families are involved in decisions made about their care.

## Our Aims

At The Elms our aim is to provide holistic and evidence based care to all residents where their dignity and individuality are respected.

We provide high standards of nursing care for older people with nursing care needs and for people with varying stages of dementia. Our team at The Elms have the skills to provide care for people with a range of high dependency needs including Huntington's disease, Parkinson's disease and Multiple Sclerosis. The nursing team are also skilled in palliative care and work collaboratively with MacMillan Nurses and Palliative Leads at local hospitals in providing 'end of life care', where necessary.

Our experienced nursing team including Registered General Nurses (RGNs) and Health Care Assistants provide holistic care whilst maintaining the autonomy, dignity and choice of residents under the supervision of our dedicated Home Manager. Each resident has a named nurse who leads and regularly reviews the care planning process with input from the individual residents, where possible their next of kin, other appropriate social care and medical professionals. Support services include an administrative department to ensure the smooth running of administrative systems, in-house laundry services and the maintenance department is always on hand to ensure the safe running of the home. We have a dedicated housekeeping team who are responsible for ensuring the home is clean and tidy at all times.

The Elms is favoured for respite care or convalescent stays to provide breaks for friends, families and carers who usually provide care at home. This also provides an opportunity for respite residents to make new friends, benefit from the hairdressing, aromatherapy, massage or chiropody services available during their stay. Respite services can now be booked up to 12 months in advance which allows families to plan holidays.

The Elms offers day care services and this provides an opportunity for clients to make new friends, benefit from a hot lunch and refreshments through the day, hairdressing



## Our Services

We put great importance on providing a variety of activities for its residents and our activities co-ordinator brings a wealth of enthusiasm and experience to organising daily activities, entertainment and special events throughout the year.

Activities offered are developed to match the interests and hobbies of residents and include arts and crafts, "Pat a Dog", entertainers and musical therapy. Outings to local places of interest, places of worship and shops locally are also arranged for those residents who enjoy trips outside the home.

We offer a range of services provided by practitioners who visit The Elms to ensure all aspects of the residents' care are catered for including opticians, a physiotherapist, dentist and specialist nurse advisors, a chiropodist, an audiologist, a dietician and a local General Practitioner. Our hairdresser visits regularly.

We also offer the services of a visiting Consultant Geriatrician whose particular area of interest is dementia care and Parkinson's disease. He offers support and advice to our residents and their next of kin. He also offers input to the nursing team and GP on best practice approaches to managing Alzheimer's disease and vascular dementia.

We have regular visits from Ministers of various religious denominations and are happy to accommodate residents from all religions.

## Accommodation

Each resident has their own room with some en-suite and are decorated to provide an individual and homely feel. There is a nurse call bell system in each room as well as TV points. Residents are welcome to bring small items of furniture for their rooms as well as other possessions to personalise their room.

The Elms has its own lounge and dining area which are carefully decorated encouraging residents to relax. There is a hairdressing room and patio overlooking a large well kept garden with seating and shade for residents who enjoy sitting out on a pleasant day.

The Elms benefits from a parker bath which can be particularly beneficial to those residents who enjoy a luxurious soak in the bath but may be restricted by their mobility.

Our in-house catering department provides seasonal menus under the leadership of a trained chef and his team. Where possible, fresh produce is used and there is always a choice at meal times. A dietician is available to offer advice on the nutritional needs of individuals. Menus have options which can be modified to accommodate residents' medical needs, as required. Cultural, religious and vegetarian preferences are also catered for. Residents are welcome to invite family and friends to join them for meals. Birthdays are celebrated with handmade cakes and special menus are provided during the festive season. Residents are encouraged to take their meals in the dining room however, meals can be served in their own rooms if they prefer.

## Training and Quality Assurance

All our staff are provided with training relevant to their roles throughout the year. In addition and on an on-going basis National Vocational Qualifications at levels 2 and 3 in Health and Social Care are provided for Health Care Assistants. Registered Nurses and other staff have their training needs met through our appraisal system.

Regular audits take place to assure high standards of quality care provision. Any deficits or poor standards identified are vigorously addressed.

The Elms Nursing Home is registered with the Care Quality Commission (CQC) and is a member of the Registered Nursing Home Association.

## Complaints Procedure

At The Elms Nursing Home we welcome comments and concerns from our residents and their carers or families. Our front line staff will usually be able to resolve most concerns or complaints. However, if you feel strongly and wish to make your views known, you may contact the Registered Manager at:

The Elms Nursing Home  
Whitepost Hill  
Redhill  
Surrey RH1 6YY

All complaints will be dealt with in confidence and in a sensitive manner and they will not adversely affect the quality of care that a complainant will receive.

Should you not be happy with the outcome of our complaints process you can write to:

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

**Telephone:** 0300 0610614  
**Website:** [www.lgo.org.uk](http://www.lgo.org.uk)

## Referrals

Finding a suitable placement for a family member or loved one can be a difficult experience for anyone. The Registered Manager at The Elms will be happy to guide you through the services we offer and the referral process.

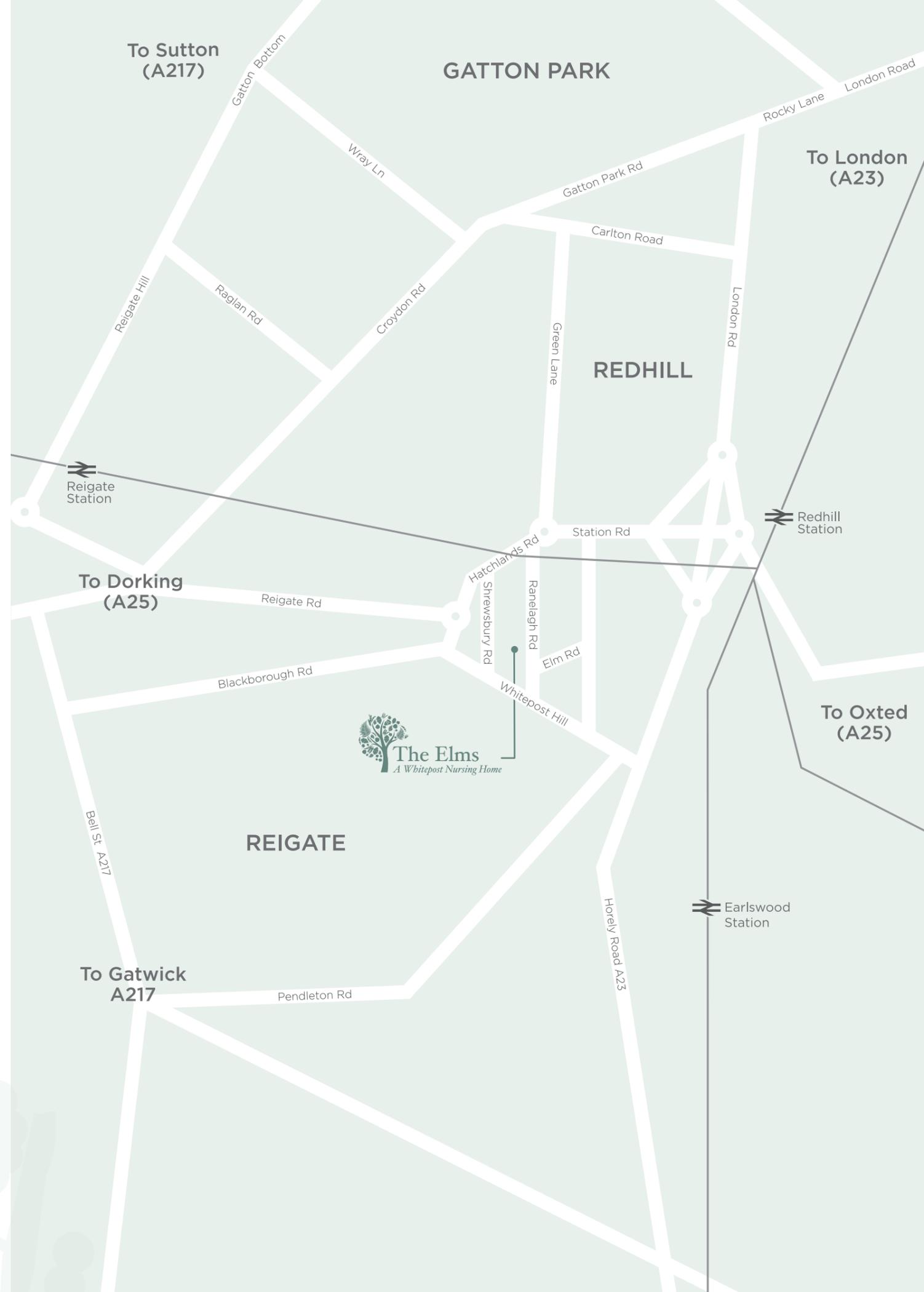
Referrals can be made from home, hospital or residential care where it is felt that nursing care is needed full-time or for a period of respite.

If you require any further information, would like to speak with the Registered Manager or arrange a visit, please call:

**Telephone:** 01737 764664  
**Mobile:** 07917 445272

## How To Find Us

The Elms is located on the corner of Elms Road and Whitepost Hill opposite Redhill Common between the towns of Redhill and Reigate in Surrey, within walking distance of Redhill town centre, British Rail and the Bus Station. Trains to Victoria and Gatwick run regularly. The Elms Nursing Home is 10 minutes drive from junction 8 of the M25, 45 minutes drive from Heathrow and 15 minutes from Gatwick.





The Whitepost  
Health Care Group



THE ELMS

*A Whitepost Nursing Home*

Established in 1986