

August 2009



VALEWOOD HOUSE NURSING HOME

Nursing Care for Mental Health

THE NURSING HOME

At Valewood House, we take great pride in the knowledge that we provide a safe, comfortable and stimulating environment for our Clients. Through respect for individuality and independence, Clients are enabled to maximize their quality of life.

Valewood House is a well established, family owned and run 40 bed nursing home, registered with the Care Quality Commission (Southeast) to care for those with dementia and mental disorder – excluding learning disability. Set in many acres of outstanding natural beauty, to the south of Haslemere, this period house dates from the 18th century. A modern luxury wing was added in 1990, providing bright bedrooms with views. The gardens contain many important specimen rhododendrons and other shrubs and trees, having been once owned by a founder member of the Royal Horticultural Society. Alfred, Lord Tennyson often visited the house, living across Blackdown at Aldworth. The lake stretches over 1 acre and is enjoyed by many Clients. It is an undisturbed sanctuary for birds and other wildlife.

Our high standards and excellent quality of care ensure that our Clients receive individual and personal attention. The staff are all experienced and friendly, and the trained staff are always professional and caring. We aim to provide a family atmosphere whilst addressing the particular challenges each Client brings to us.

THE ACCOMMODATION

All our bedrooms are individually decorated and many of our Clients finish their rooms with personal belongings. This adds a homely touch and is positive in the transition that they make towards 24 hour care. All the bedrooms are fully furnished and have washing facilities. They are linked to the Nurse Call System and the Clients may have televisions in their rooms if they wish. Accommodation can usually be found for Clients visitors wishing to stay over night.

In the main house, there is a large lounge with French windows leading onto a terrace, with access to the beautiful gardens. All the windows afford views over the extensive grounds. A further lounge on the ground floor provides more choice in where to relax and on the first floor of the main house, there is a smaller lounge should Clients wish to entertain friends and relatives. This also houses the library and is often used by Clients for playing dominoes, cards etc, or for simply enjoying some quiet solitude. In 2001, we completed the addition of a large and luxurious **conservatory** overlooking the rear gardens. This provides spacious and light accommodation, enabling everyone to enjoy the views in warmth and comfort. Those Clients who enjoy sociable mealtimes may also dine here.

In 2002 we built a **self-contained detached rehabilitation unit**, which is situated in the kitchen courtyard and is within easy reach of all the main facilities. It is used to assist some of our Clients to make positive steps towards independent living.

Our 2005 project, outlined in previous brochures, was completed on schedule – the **lakeside walks, deck and landing stage**. We are justifiably proud of our efforts but never rest on our laurels. Our 2006 project was also completed on schedule and we now have a newly refurbished **terrace** which can be secured by closing a gate leading into the gardens. The result is a safe outdoor area which can be accessed both from the lounge (ramp) and the conservatory (steps) We have improved the facilities in our new **Social Club**, open to all residents. Situated in the grounds away from the house, it is open two days a week for social activities such as snooker, darts, music, games, bingo etc. Clients may purchase non-alcoholic drinks and snacks from the bar. It has been a huge success from the first day and provides an alternative venue for those Clients unable to visit social clubs in the community. We have installed a screen and projector so that it can also be used as a **Cinema**. We have very popular barbeques here when weather permits. In 2008, we built a beautiful **oak gazebo** in the rear courtyard, so our Clients who enjoy a cigarette may do so in comfort.

We have converted the old tennis court into a **sensory garden** with disabled access and raised beds. This enables us to provide more comprehensive gardening therapy for Clients if required. Ideas put forward from both staff and Clients include a water feature, a picnic area with shelter and a greenhouse. We are always looking for new ways to interest and stimulate our Clients and we hope an experimental ‘beach’ in the centre of the sensory garden will provide an unusual dimension in the summer months. Musical sessions can move to the new garden, weather permitting, together with, for example, painting classes and outdoor games. We have grown our own vegetables and Clients can pick their own salads. Our cook enjoys incorporating homegrown produce into the meals.

OUR CLIENTS

Valewood House cares for those Clients suffering from a wide range of mental health difficulties. We are currently registered with the **Care Quality Commission** (South East Region) for adults 40 years old and over, with **DEMENTIA (DE) and MENTAL DISORDER (MD)**, excluding learning disabilities. Their contact details are Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA. Tel : 03000 616161 : Fax 03000 616171: Email : enquiries.southeast@cqc.org.uk or registration.southeast@cqc.org.uk .
www.cqc.org.uk

We successfully care for individuals presenting with various illnesses including the following:-

DEMENTIAS :-_SENILE, EARLY ONSET, ALZHEIMERS, PICKS, LEWY BODY, SEMANTIC, KORSAKOFFS

OTHER DISORDERS :- SCHIZOPHRENIA, BI-POLAR DISORDERS, BEHAVIOURAL DISORDERS, PARKINSONS, AND HUNTINGTON’S.

We care for men and women of differing ages, reflecting the mix found in society in general. Those unable to settle or have their needs met in other settings have successfully settled at Valewood.

STAFF

The trained staff have a wealth of experience in both mental health and general nursing and are, of course, on duty 24 hours a day.

Our training programme is specifically designed for Valewood House and the challenges it meets. The care staff enjoy regular internal and external training sessions and are encouraged to further their skills and knowledge in whatever areas they choose. The result is up-to-the-minute care and an excellent quality of life for the Clients.

ADMISSIONS

Before admission, the Client is assessed to ascertain their individual needs and on admission is assigned a key worker. We always seek input from family (where applicable), carers, health professionals etc. A care plan is then devised to ensure that those needs are met, including emotional, physical, psychological and spiritual. This procedure also has the effect of ensuring continuation of our high standards on the arrival of new Clients.

Clients may choose their own G.P. if they wish. We have close links with the excellent team of Doctors at Haslemere Health Centre, who support them with close attention and understanding on a 24hr basis. We assign one of our two consultant psychiatrists to each new Client, depending on their needs, who visit them regularly and oversee their mental health care.

ANCILLIARY SERVICES

- REGULAR ASSESSMENT & REVIEW BY CONSULTANT PSYCHIATRIST
- AROMATHERAPY
- MASSAGE THERAPY
- SPECIAL DIETS

THERAPISTS

OPTICIAN	-	annually
DENTIST	-	as often as necessary
CHIROPODIST	-	six weekly or as necessary
HAIRDRESSER	-	weekly
GP VISITS	-	fortnightly

Whilst these facilities are provided on-site for our Clients, those who wish to may use the local facilities in Haslemere, 2 miles away.

RELIGION

Our Clients have the right to expect that their religious and cultural beliefs will be respected at all times. They are accorded the freedom to worship however and whenever they wish.

Some of our Clients visit the local churches. Local clergy of the appropriate denominations are also invited to Valewood for those Clients who wish to worship privately.

CATERING

At Valewood we recognise that mealtimes play an important part in our Clients day and they look forward to our delicious meals. These may be taken wherever our Clients wish : in the dining room, in the courtyard, in the conservatory, on the terrace – or a picnic by the lake.

We have two cooks who prepare fresh food daily, and all the Clients are offered a choice of menu. We are able to cater for any special diets or preferences. Clients are offered three cooked meals a day. We celebrate each birthday with a huge homemade birthday cake. A late supper is also offered for those Clients who wish and fresh fruit is always available. Special days in the calendar may be marked with special menus; for example; our cooks may produce traditional roast beef on St Georges' Day or Soda bread and a steak and Guinness pie on St.Patricks Day. Our Clients look forward to Sunday roast lunches and visitors are most welcome to stay for lunch or dinner.

RECREATION

Valewood House provides a very wide and varied range of activities to suit all Clients. These include :

- CRAFT ACTIVITIES

- SHOPPING TRIPS
- LIBRARY
- VISITS TO GARDEN CENTRES
- LUNCH OUTINGS / LUNCHEON CLUBS
- FISHING IN OUR PRIVATE LAKE
- GARDENING THERAPY
- DOMINOES
- POOL
- PICNICS TO PLACES OF INTEREST
- TRIPS TO LONDON AND OTHER CITIES
- PROFESSIONAL ENTERTAINERS
- CHRISTMAS CAROLS WITH BRASS BAND
- DAY TRIPS TO A BEACH HUT ON WEST WITTERING BEACH

We maintain a friendly and homely atmosphere and visitors are welcome any time, as we operate an open door policy. The trained staff are always on hand to answer any queries or provide information and assistance.

If you would like further information, please contact John Gibbin – Nurse Manager or come and visit us. Date of last inspection 17.2.2009, which can be viewed on www.cqc.org.uk

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