

our philosophy of care caring with kindness 24 hours a day

Scio Healthcare aims to provide its residents with a secure, relaxed and homely environment in which their care, well-being and comfort is of prime importance.

We strive to preserve and maintain the dignity, individuality and privacy of all residents, within a warm and caring atmosphere and in so doing will be sensitive to the residents' changing needs,

such needs may be medical, therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional or social.



Each resident has an individual 'Plan of Care' tailored to their needs, residents and their families are encouraged to participate in the development of each plan.

In the 'Plan of Care' we may provide a programme of activities designed to encourage mental alertness, self esteem, social interaction with other residents whilst always recognising the following core values that are fundamental to the philosophy of our Homes:-

privacy choice
dignity rights
independence
quality security
respect equality



our philosophy of care

A continuous staff training programme is implemented by our full time in-house Scio Healthcare Training Team, ensuring all care staff within the Homes are appropriately qualified to deliver the highest standards of care.

Our staff are encouraged and supported in attaining NVQ Levels II, III and IV in Care to ensure that these high standards of care are maintained. This is in line with the latest initiatives and developments in good practice as are laid down in the appropriate legislation, regulations and our own regulator's guidelines.



An individual 'needs assessment' will be carried out prior to admission to demonstrate how our resident's needs will be met



We will endeavour to assist the resident to retain as much privacy, dignity and independence as possible by

- helping to personalise rooms with individual possessions where possible
- providing a secure place for valuables
- allowing privacy when making phone calls, receiving visitors, or reading mail
- securing and maintaining confidentiality of records
- promoting self care and contributing to individual 'Plans of Care'
- preserving financial independence if able
- maintaining links outside the Home
- helping the resident to take reasonable and fully assessed risks
- promoting activities to encourage individuality and by giving help to overcome difficulties due to age or disability



It is the objective of Scio Healthcare to provide care to all residents to a standard of excellence which embraces the fundamental principles of our Philosophy of Care. This may be witnessed and evaluated through the quality, conduct and control of good practices in our Homes.



We recognise that residents should have the opportunity to choose their level of care in a home that meets their needs and to exercise their right of choice in all aspects of daily living

One of the main aims of our Homes is that all residents live in a clean and safe environment and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of residents and will provide the appropriate degree of care to assure the highest possible quality of life within the Homes.

Residents and relatives comments, observations and views of our Nursing Homes are available on request, as is a copy of our most recent Inspection Report.

All our Homes are dedicated to providing quality care for our residents. This is achieved through the integration of first class standards of care with efficient administrative practices in accordance with the requirements for registration. We always aim to exceed our regulators minimum standards.

Accordingly, the Homes have been established with a quality orientated approach to the business and a high degree of quality awareness has developed through all levels of staff. This is achieved through appropriate training and management leadership.

Prospective residents, relatives or friends are actively encouraged to visit the Homes and spend time with us before reaching a decision about admission.



the directors

Our aims To deliver a service of the highest quality that will improve and sustain a resident's overall quality of life



Maurice Flux



Tricia Flux

As directors we have between us over 60 years experience of owning and operating nursing homes. We endeavour to meet the residents' needs and as a result the care services within each of our Homes are designed to achieve the following objectives:-

- To ensure that the care service is delivered flexibly, attentively and in a non-discriminating way, whilst respecting each resident's right to independence, privacy, dignity, fulfilment and the right to make informed choices.
- To ensure that each resident's needs and values are respected in matters of sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To ensure that care is delivered in accordance with the Statement of Terms and Conditions agreed at the point of moving into the Home.
- To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable care needs to be met.
- To manage the care efficiently and effectively to make best use of resources and to maximise value for money for residents and their families and friends.
- To ensure that all residents receive written information on the Home's procedure on handling complaints, comments and compliments.
- To ensure staff, relatives and all visitors are aware of the procedure in the event of a fire emergency.
- To ensure the criteria and procedure for admission of residents is followed, including emergency admissions.



Kevin Dannatt



Susan Dannatt

our staffing structure



staff training

We provide 24 hour Registered Nurse (RN) care. Our RN's participate in in-house training, training provided by outside agencies and recognised courses enabling them to meet their commitment to the care of our residents. They also frequently fulfil requirements to update their knowledge and clinical skills as stipulated by the Nursing and Midwifery Council (NMC).

Care staff obtain NVQ Levels II, III and IV in Care and are continually striving to provide

a higher standard of care in our Homes, through continuous training and practical duties. We also carry out our own in-house training following a plan written by our Scio Healthcare Training Manager.

The following is a selection of the subjects covered including all statutory requirements: Principles of Care, Moving & Handling, Basic First Aid, Food Hygiene, Health & Safety, Fire Safety and Incontinence Management, to name but a few.

All qualified Nurses at Scio Healthcare are registered with the NMC and are accountable to maintain standards set down by them. Carers and Nursing Auxiliaries partake in various training courses on relevant subjects and issues on a continual basis

registered nursing home association



Scio Healthcare is a member of the Registered Nursing Home Association. We are inspected twice a year by our regulators, when all records, staff, facilities, qualities and practices are validated to ensure our standards are maintained. We are also checked to ensure we comply with the R.N.H.A. and meet the high standards set down by the Association.

All members of staff undertake a comprehensive programme of induction training, which then extends to an individual plan for their job specific training which needs to meet minimum National Training Organisation Standards, in line with their responsibilities and abilities.



day to day

We recognise our residents have led a busy life, they may need time and a little patience both physically and psychologically to adjust to a changing environment through the onset of an illness or a disability



To enable residents to adapt to a different daily routine and to maintain independence, mobility, dexterity and choices in daily living Scio Healthcare offers entertainment and a range of activities

Some residents feel a sense of loss or frustration that they may no longer be able to carry on a normal daily home life, so we encourage residents to meet and to share their frustrations and also their interests.

Residents may wish to continue with certain interests or they may even have thought of trying something new. Please let us know and we will endeavour to help achieve their goals. There are shared activities as well as one-to-one time, for example puzzles, reading and knitting. An activities programme is displayed in each Home every month for information.

We try to include something for everyone and hope that the following will be of interest.

Quizzes, musical movement (gentle exercise to music), visiting singers and musicians, bingo, various craft sessions, visiting pets, children visiting from local schools, sing-a-longs, slide shows and clothes shows.

Frequent coffee mornings also attract a lot of family and community support.

Scio Healthcare have their own minibuses and occasionally short trips are arranged, these can be anything from sightseeing in local beauty spots to visiting the garden centre to enjoying afternoon tea and cakes.

We offer a selection of large print books and talking books which are available for those who are visually impaired.

We have contact with most religious faiths and communion is available if required.

personal assistance

If a resident requires assistance or urgent help a nurse call unit is situated by their bed or chair. En-suite facilities also have call units to request for assistance. For safety throughout each Home, as well as the bedrooms and en-suites there are nurse call units in every public room, including the bathrooms, toilets and lounges.

concerns and complaints

If during a residents stay a situation or problem arises, however small, which gives cause for concern, it is important to inform the Matron. This could be anything connected with health, the Home, clothing, the room, a member of staff, family problems, the care or meals. Should the Home not be able to resolve the problem, the procedure would be to contact our regulators.

We strive to make our residents feel comfortable and secure



We make every effort to ensure our residents' bedrooms are exclusively for their own use and include their own en-suite facilities



a full range of services

care plan

All residents have an individual 'Plan of Care', in which the involvement of family and friends is appropriate and greatly valued.

health and safety

We aim to provide a safe and comfortable environment for all our residents. We also have a legal obligation for this which extends to us ensuring that our staff maintain safe working practices. Residents are made aware of any safety aspect which may harm themselves or someone else.

your room

A range of furniture is provided, some of which may have been individually selected for a resident's needs, for example full profiling beds and hand rails.

In order to help a new resident settle in a little easier, we would be pleased if a member of their family would like to personalise their room to their own taste with small personal items, for example pictures.

food and nutrition

Scio Healthcare can arrange most dietary needs whether for medicinal, religious preferences or personal requirements. Our Chefs and Catering Manager liaise closely with new residents to discuss their particular likes or dislikes. Special dishes or requests can often be arranged.

telephone

All residents rooms include a telephone system which will allow them their own personal contact with family and friends.

television

All rooms have a television together with a remote control.

fees

The fees for care are determined by the amount of nursing care required by each individual. All prospective residents are assessed prior to admission in order that we can ascertain their social and medical needs and dependency. It is important to meet these needs and provide the appropriate care and support for that person and their family.

meals

Meals are normally served in the dining room, however if preferred residents can take meals in their rooms. A monthly menu is displayed on the various notice boards around the Homes but alternatives can be arranged with the Home's Chef or Catering Manager.

security

For Health and Safety and Fire Regulations visitors must sign in and out of the Homes in the book provided at the reception desks.

visiting

Visitors are welcome at our Homes preferably between the hours of 11.00am and 8.00pm, however, other times are acceptable by arrangement. Residents have the right to receive visitors in the privacy of their own room or in one of the lounges around the Homes.

Should it be the expressed wish of the resident, staff reserve the right to restrict or deny visits.

smoking

All Scio Healthcare Homes are non-smoking Homes. If a patient wishes to smoke it must only be with the express permission and under the supervision of a member of staff. Visitors are requested not to smoke inside the premises.

pastoral visits

We are aware of the need for religious and cultural requirements and these are met whenever possible by arrangement with residents and their relatives.

pets

Due to health and safety reasons we do not accept pets. Although we have no objection to pets visiting residents.

housekeeping

Our housekeeping teams attend all residents rooms daily. Some days they will spend longer in a room than others, especially if they are cleaning carpets or 'Spring cleaning'.

laundry

We have our own laundry and no extra charge is made for this service (with the exception of dry cleaning). We do ask that if possible residents' clothes are marked with their names.

activities

A Scio Healthcare Activities Organiser is available to arrange social activities for example coffee mornings, painting and playing games, according to individual requests.

