



WOODBINE
MANOR
REGISTERED
REST HOME

TEL:
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Woodbine Manor

RESIDENTIAL CARE HOME FOR THE ELDERLY



WELCOME

Thank you for choosing to visit Woodbine Manor. We strive to deliver high standards of care to your loved ones.

Our team here at Woodbine are compassionate and caring, and you only have to ask if there is anything that you are concerned about or wish to discuss with regard to any aspects of your room, the home or the care that we provide.

Emma Barlow, the Registered Manager, joined Woodbine Manor in 2022 and has many years of experience in managing Care Homes. Emma Green, our Care Manager, has worked at Woodbine Manor since 1991 and has vast knowledge of people living with dementia. Emma Barlow, Emma Green and the staff are dedicated to the residents at Woodbine Manor and ensure that they continue to have happy and fulfilling lives.

We have a wide range of activities to suit each person and our activity co-ordinator will gather as much information as possible to ensure that activities and hobbies continue.

We have a 50's themed "pub" in the grounds which gives our residents the opportunity to have a trip out in a safe and secure environment and a trip down memory lane.

We cater for all dietary needs and have a snacking station available throughout the day if you are peckish between meals.

Our home is their home and visitors are welcome at any time. We hope you have a positive visit and choose to stay with us.

Emma Barlow

Manager





YOUR HOME Bedrooms

Woodbine Manor is a modern and tastefully decorated care home registered to provide long and short term accommodation and care for up to 29 residents. We aim to provide first rate facilities and care in beautiful and comfortable surroundings.

All bedrooms are single occupancy and boast the following features:



Ensuite with
toilet and
hand basin



Bright, spacious
and attractively
furnished



High-tech nurse
call system



Television



Cleaned daily



Telephone point



Fitted locks and
locked cabinets



Outside views

You are welcome to choose your bedroom from those available and you are invited to add your own personal effects including pictures and furniture, to make the room feel familiar and reassuring. Arrangements can be made to accommodate couples wishing to share a room.



YOUR HOME Lounges & Dining Areas

You can relax in our restful and stylishly arranged lounges. They are bright and spacious with large floor to ceiling windows.. The large flat screen television and DVD player provide recreation and entertainment.

Our well appointed dining areas are spacious and smartly arranged. We operate protected mealtimes. The dining room has recently been refurbished to a high standard and includes a small sun lounge which allows residents to delight in the picturesque outdoors in all seasons.



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An excellent home that treated my mother with respect, love and lots of good humour and kindness. Despite her dementia, all the staff and management really got to know her and us, her family. We could not have chosen a better home for her. *Son of Resident / February 2023*



YOUR HOME Communal Areas

Woodbine Manor is full of character and is very much a home, where all of our residents feel like extended family. All the communal areas are bright and spacious, spotlessly clean and attractively decorated. A permanent maintenance person is employed to keep the home in perfect order. The home is suitably designed for easy wheelchair use. All doors are extra wide, a lift provides access to the bedrooms on the first floor and there is level access to all outdoor areas, enabling our less mobile residents to benefit from the lovely garden. All the corridors and bathrooms are fitted with handrails.



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Mum received wonderful care from the kind, friendly (I'd go so far as to say, loving), conscientious and competent team at Woodbine. I can't speak too highly of them and would recommend them to anyone looking for a warm, safe and caring environment for their loved one.

Daughter of Resident | February 2023

YOUR HOME Landscaped Gardens

At the rear of the home is a beautiful landscaped garden. A lawn, large patio, numerous trees and pretty flowers are regularly tended by our skilled gardener. A pretty little pond with a water fountain nestles in a corner of the garden, surrounded by a variety of shrubs and plants. In all seasons, the grounds are kept neat and attractive and provide scenic and peaceful surroundings. The generous seating is particularly well-used and appreciated in warm weather by residents and visitors.



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Dear Emma,

Thank you so much for the lovely lunch in the Woodbine cafe for Roy and me yesterday. When I requested a lunch, I really did not expect such 5 star treatment! The setting was beautiful, the food delicious and Emma P and Faye were a total delight. It felt like being in a friendly, family hotel. You and your staff really do go above and beyond to give your residents quality of life in their later years and it means a very great deal to the families to know they are so well cared for by such an imaginative team. Roy enjoyed himself and truly felt that he had been on a lovely outing.

Please thank everyone involved for us. The loving care was very much appreciated.

An email received from a family member | February 2023

YOUR CARE Meet Our Team



Emma Barlow
Registered Home Manager



Emma Green
Deputy Manager

Woodbine Manor is run by our super efficient, wonderfully compassionate Care Manager, Emma Barlow, who has joined Woodbine Manor to lead it in its quest for excellence in all areas. Emma has over twenty two years' experience in care, including the role of manager. She has an NVQ5 in Management and is trained in many areas including Health & Social Care, Safeguarding, Mental Capacity Act and Deprivation of Liberties.

Our outstanding care team are also dedicated and highly qualified; most have completed NVQ levels 2 or 3. Woodbine Manor is very much like a family. The majority of our team have been working here for many years and know each resident very well. We insist on a high standard of care, so our employees are carefully selected, full induction training is provided and continuing professional development is undertaken by each member of staff. Attentive and compassionate carers are available twenty four hours a day. The high staff- resident ratio enables us to provide companionship and stimulation, as well as tending to your physical needs.



YOUR CARE Philosophy Of Care

At Woodbine Manor, we aim to provide an exceptionally high level of care and to ensure that you will be treated with utmost respect, your privacy protected and your dignity preserved. Our goal is to support individuality and independence and to encourage you to exercise choice in all aspects of your care.

The prime objective of our home is to promote and foster health and wellbeing. On your admission an assessment of need is performed by a senior member of the care team, from which a Care Plan is created. You, your relatives and doctors will be offered and encouraged to participate in the drafting of your Care Plan. A review is conducted monthly, unless changes in your condition necessitate more frequent reviews.

All new residents are registered with Westmeads, our local doctors' practice. The District Nurse Team work alongside the GP and can be called on when necessary.

In case of illness, relatives are informed immediately and will be updated regularly on your recovery. If family members wish to be present whilst you are ill, we arrange suitable accommodation for them.

In addition, you are invited to benefit from:

1

Music Therapy

4

Dentist

2

Chiropodist

5

Optician

3

Physiotherapy & Occupational Therapy as needed

6

Manicures & Hairdressing





YOUR ACTIVITIES Recreational

At Woodbine, we offer you a varied and stimulating programme of entertaining activities. Our programme includes armchair aerobics, massage, arts and crafts, bingo, knitting, relaxation, manicures, gardening and card games. The Woodbine Manor newsletter is published every year with news and views of events. Singers and entertainers are invited frequently to the home and add excitement and inspiration to our routine.



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When I visit my mother, I watch her interaction of her with the staff “in the distance”. She is comfortable and relaxed with them, and they are with her. I want my mother to be safe, sound and happy – she certainly is. All the staff are helpful and friendly when I speak to them. I have peace of mind.

Son of Resident | January 2023

YOUR ACTIVITIES Recreational

We encourage our residents to pursue their own interests and hobbies and staff are delighted to assist whenever necessary. DVD players, large flat screen televisions, a high quality sound system and daily newspapers provide our residents with stimulation and diversion. Family members and the community are always welcome to volunteer with activities and events.

Special events at Woodbine are special indeed when celebrated together. Birthdays, Christmas, Easter, Halloween and Bonfire night are all marked with joyful festivities, whilst garden parties, barbeques and professional entertainment are planned regularly to enhance the cheerful atmosphere. Religious representatives can visit Woodbine Manor at your request and you are welcome to attend religious services if you wish.



YOUR SERVICE Dining & Cuisine

Woodbine Manor is well known for its superb hearty and wholesome home cooked meals. Our two cooks' marvellous culinary skills translate into an extensive, nutritious menu providing variety and choices every day. You may request meals that are not on the menu according to your diet and tastes and we love to see our residents enjoying their meals. Snacks and drinks are available twenty four hours a day.



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My father spent almost 3 years in Woodbine Manor and I have been very satisfied with the care and kindness he experienced. He had advanced dementia but was treated with respect and dignity. This is a very well run home but also a place where residents are treated as individuals.

Daughter of Resident | April 2022

YOUR SERVICE Dining & Cuisine

Meals are served in our bright and spacious dining room. Residents may dine in their own room if they wish and can expect the meal to be hot and tasty. Assistance is always on hand at mealtimes for those who require it. We have protected meal times for out residents, however you are welcome to join your relative at your request and the meal will be served in a private area of the home

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There is a lovely atmosphere at Woodbine Manor. The staff are so caring, professional and cheerful. Dad's room has been decorated to a high standard and has the necessary facilities. I can tell my father is happy at Woodbine Manor as he is always happy and pleased with his care, food and activities.

Son of Resident | April 2022

OUR SERVICE Your Home

Woodbine Manor is not just a home, but a family too. Everyone is made to feel welcome and cared for, and we value each resident's individuality. There are few rules and timetables because we want our residents to feel like loved ones. Your privacy and confidentiality are ensured. Visitors are welcome at all times and we relish your furry friends too!



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Following a fall, sustaining a head injury it was not necessary for my father-in-law to return home from the hospital. It was not known if recovery was possible, or how long or to what extent it may be. The manager deputy/entertainer along with all other staff went above and beyond to ensure my father-in-law received the best person-centred care which was constantly adapted as he recovered. Cannot thank the team enough. He's now back home.

Daughter-in-law of Resident | June 2023

OUR SERVICE Your Home

Woodbine Manor produces a Statement of Purpose, which is regularly reviewed and can be read by anyone who's interested. The Care Quality Commission inspects the home regularly to ensure it complies with Care Standards. Please feel free to speak to the manager at any time.



To view our CQC Report, visit www.cqc.org.uk. Residents' and relatives' reviews can be found on <https://www.carehome.co.uk/carehome.cfm?searchazref/10001070WOOA>



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