

# **T** Tenby House **Residential Care Home**



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## Introduction

Situated in a quiet leafy road in West Worthing is Tenby House is a luxury residential care home providing an exceptionally high quality of care for males and females who are affected by the symptoms of dementia.



The home is comprised of an Edwardian building which has been sympathetically extended to provide a high standard of accommodation including generously sized bedrooms of which the majority are en-suite, two large communal lounge areas and a separate dining room. Additionally, the home benefits from a passenger lift to the upper floors and there are large enclosed gardens to the side and rear.

The home focuses on the individual and personal needs of each resident and a comprehensive care plan, which is regularly reviewed, reflects the level of care required. The home has a philosophy of promoting independence and dignity for all residents to enable them to lead fulfilling lives.

Residents are assisted by trained and experienced staff and this is further complemented by regular activities including painting, arts & crafts, cake decorating and music. The home also organises external trips and excursions.

## Management

The Management of Tenby House have been involved in the care of the elderly for over 25 years. Their drive, enthusiasm and dedication to providing holistic and personal centred care means residents can be assured of receiving the best care available.



The Registered Manager and senior team have all achieved training to NVQ level 3 and above to include NVQ level four and the registered Managers award. Senior staff are also working towards the new leadership and Management qualifications. The senior/management team is mentored by the Area Manager Lara Swan who completed her NVQ 4, RMA and Assessors award whilst being a registered Manager. Lara is also a RGN and has completed the degree module in 'People and dementia'. She is also a

trained dementia mapper and has recently completed the 'Physical assessment' degree module. The dementia lead is Susan Muir a trained RMN who has worked in the field of mental health for over ten years as a registered nurse and is a qualified mentor. All the management team have extensive experience in caring for people who have been diagnosed with dementia and Alzheimer's disease.

Together, they manage a team of dedicated and trained carers who are available twenty four hours a day to support the emotional and physical needs of our residents.

## Resident's Visitors, Families and Friends

Visitors are always welcome— all that we ask is that visitors sign the visitor's book when entering and leaving. There are protected meal times in place to respect the dignity of residents needing assistance at mealtimes. This ensures that all residents receive the appropriate support at meal times in order, to aid nutrition and hydration in a calm and relaxed environment. Visitors are welcome to join their relative for lunch or supper although some notice of this would be required.

## Facilities

There are 30 fully furnished single bedrooms, most of which are en-suite (with some even having their own bath or shower). All rooms are bright and airy and have a T.V point and a telephone socket. Bedrooms are situated over 3 floors and a centrally-installed passenger lift is available for residents who prefer to be on the upper floors.

Whilst all bedroom furniture is provided, residents may, if they choose, decide to bring their own items of furniture into the home subject to assessment, to make their stay more personal.

There are two large and comfortable lounges for residents to gather. One lounge is used as a quiet lounge for residents to relax and reflect, to play board games or listen to music. The conservatory lounge is used for residents to mingle and chat and to watch the large screen television.



Outside, there are two gardens. One of these is laid mainly to lawn and provides day-long sunshine perfect for those who enjoy the hot summer weather. The other garden is in a courtyard style with a large central seating area and provides shade for respite from the sun and also has a greenhouse that residents look after. There are also two patio areas where residents may sit and read the newspaper or enjoy afternoon tea.

There is an on-site laundry available for residents to have their clothes washed and ironed and readily available. This service is provided at no extra cost. All we ask is that relative label all garments on admission. Dry cleaning can be arranged but there would be a charge for this service.

## Local Amenities

West Worthing railway station (with direct links to Brighton, Arundel, Chichester and London Victoria) is less than 5 minutes away by foot. Worthing railway station which provides other local links is just 2-3 minutes away by car.

There are two shopping areas close by. One, next to West Worthing railway station, has a parade of shops with a number of convenience stores, a Post Office and a public house. The other, just a 2 minute



drive away has supermarkets, restaurants, public houses, banks and building societies, Post Office and other services normally found on a typical high street.

The local Church is very close by and offers a range of activities and social events that are enjoyed by residents.

West Worthing beach and pier is just 5 minutes away by car, or a pleasant 20 minute walk on a warm summer day. The normal array of shops, hotels and traditional fish-and-chip shops are available here as well as some superb tea-rooms.

## Visiting Services

**In-house Doctor** - Although residents have the freedom to select their own doctor Tenby House does provide for a monthly private visit from the GP practice in Heene Road and this service is included in your room fee.

**Therapeutic Activities** - These include head and hand massage, reminiscence, music therapy and arts and crafts.

**Life Story Project**- Fortnightly project where staff and residents build life story books together.

**Hairdresser** - A local hairdresser comes in once a week to style hair as required. This service is provided at extra charge. Residents who have their own preferred hairdresser are free to make their own arrangements.

**Chiropodist** – A chiropodist visits the Home once a month. Should any resident wish to see the Chiropodist on a more regular basis then this can be arranged. Chiropody is provided at an extra charge.

**Dentist** - A local visiting Dentist can be arranged on request (cost may apply) if the resident is unable to visit their own Dental Practice.

**Minister of your religion** – We recognise that a resident's choice of Minister is extremely personal and we welcome Ministers of every faith and religion to visit our residents at any time.

**Optician**-Visiting opticians come once a year.

We do as service encourage all our residents who are able and wish to keep their existing links to the community and staff will support residents to enable them to visit their own GP, dentist, church, chiropodist.



## Staff

Tenby House is committed to robust recruitment procedures to ensure the protection and safety of vulnerable adults in our care. Staff skills are formally recognised through the new Quality Credit Framework qualifications (QCF) in Health and social care. Our staff training policy is quite simply to ensure that we have caring, considerate and skilled staff that enables our residents to enjoy superior levels of care and support. Staff are encouraged to join the QCF programme and Management is supportive of staff that undertake these courses.

In addition to the NVQ programme staff will also undertake mandatory training and will also be offered training in other areas that are deemed particularly relevant to the Care environment. The staff supervision and appraisal process ensures that any training needs are quickly identified and addressed.

Tenby House is an Equal Opportunities employer and does not engage in any discriminatory practices based on race, gender, colour or religious belief.

## Catering

We have a dedicated Chef to prepare home-cooked meals. Our Menu is designed to provide a wholesome, nutritious diet. Finger foods are available 24 hours a day. There are choices offered at each sitting and special dietary requirements can be catered for.

We encourage our residents to have their meals in the dining room to promote social interaction. However, should anyone wish to have their meals in the privacy of their own room then meals will be served accordingly. Residents can also have their meals in the conservatory Lounge or main lounge, if they prefer.

Tea, coffee and cold drinks are served throughout the day and jugs of juice are available in both communal lounges and all bedrooms. Staff also actively encourage refreshments and snacks throughout the day in order to assist hydration and nutrition.

## Entertainments, Activities and Events

There is a weekly organised schedule that aims to encompass a broad range of activities that are developed with regard to the individual's capabilities and personal preferences to promote well-being.



The therapeutic activities available include reminiscence, art and crafts, head and hand massage and music therapy.

There are a number of other traditional activities such as bingo, cards, jigsaw puzzles, board games and reading. Staff are happy to assist residents in pursuing their own lifestyle, hobbies and interests if they are not included at some point on the activities schedule.

At certain times through the year a theatre production is brought-in for the benefit of residents and their families and followed by a buffet. The summer months usually allows for outdoor entertainment. Again, this provides an occasion for residents and families to get together.

Birthdays, anniversaries and other special events are remembered, celebrated and enjoyed by all.

## Safety

Extensive safety measures have been installed throughout the building. Alarms, smoke detectors, door guards, radiator covers, thermostatic water valves and emergency lighting are all fitted in compliance with legislative and Health and Safety requirements. All rooms have a 24 hour nurse call system and some rooms are fitted with infra-red motion detectors to alert staff and help reduce risk of falls.

