

ADORN
Domiciliary Care Ltd



BEACONSFIELD

*Your Guide to Beaconsfield:
Residential and Nursing Homes*

Beaconsfield Tower Care Home
The Close, Jurby Road, Ramsey, Isle of Man IM8 3PQ
Tel: (01624) 815421

Welcome to Beaconsfield

Welcome to Beaconsfield Tower, our complex of integrated care facilities in the north of the Island. Situated in a peaceful, attractive part of central Ramsey, Beaconsfield Tower consists of our small, beautifully-kept residential home and, situated adjacent to it, our purpose-built, specialist nursing home, which opened its doors in early 2011. Together, our homes are designed to answer the full spectrum of individual and ever-changing care needs.

Counted amongst the Island's premier care facilities, Beaconsfield is run by Adorn Domiciliary Care Limited, who have specialised in the provision of high quality residential and homecare services in the Isle of Man since 2002.

Adorn provides comprehensive care solutions which are tailored to individual needs and allow people to maintain the greatest possible measure of independence, security and quality of life. The scope of Adorn's services and facilities reflects our commitment to the Isle of Man community, one which we intend to maintain and build on for a long time to come.

Coming to Beaconsfield

People stay with us for many different reasons. Some come for a short period – for instance, to convalesce after a period in hospital – while others, due to ongoing health or mobility issues, make Beaconsfield their permanent home. Regardless, you will find a warm, relaxed environment which provides safety and security without compromising your independence. Beaconsfield is run entirely for the benefit of its residents: our care practices and daily routine have been developed in response to what residents want, and we are always open to requests and suggestions.

We understand that moving into a care home, even if only for a brief while, can be an enormous upheaval. We will do everything in our power to make that transition as easy and stress-free as possible, and to help you adjust to your new circumstances. Moving into a home needn't mean relinquishing the activities and lifestyle you enjoy so, while our staff are always on hand to help wherever necessary, we encourage our residents to be as independent as possible and to look forward to the days ahead.

Ideal Location

Beaconsfield Tower Residential Home and Beaconsfield Nursing Home are situated near the centre of Ramsey, close to Ramsey Cottage Hospital, the local medical centre and all amenities. This makes it reassuringly convenient for both residents and their family and friends.

Beaconsfield Tower Residential Home

Beaconsfield Tower offers a true 'home from home' in tranquil surroundings for a maximum of just sixteen residents. Encircled by attractive gardens, our accommodation is divided across our main building (a converted mill dating back to the 1850s), a self-contained bungalow and a pretty, compact cottage known as 'the Croft'.

This variety of accommodation gives prospective residents a welcome degree of choice in their living arrangements, whether they are couples who wish to stay together; individuals who like a little seclusion; or those who prefer to be close to others. Our residents can receive the benefits of quality care while retaining a measure of independence and enjoying their own space.

Fully modernised and tastefully decorated, every aspect of Beaconsfield has been developed with residents' needs and comfort in mind.

Our small numbers mean that there is a high ratio of carers to residents, ensuring attentive yet unobtrusive care at all times.

Beaconsfield Tower Nursing Home

Opened in early 2011, Beaconsfield Nursing Home was designed and purpose-built to offer the highest level of specialist nursing care.

People may move here from their own home or from other residential facilities in the Island, but Beaconsfield Nursing Home is also naturally ideal for anyone already resident in Beaconsfield Tower who graduates to requiring a more intensive level of care.

With only 34 beds, our nursing home offers an enviably high ratio of carers to residents, an intimate, nurturing environment and round-the-clock care from our highly qualified, experienced healthcare professionals.

Your quality of life is our central concern and we will do everything within our power to alleviate any pain or difficulty in your circumstances. At all times, you and your family can expect to be treated with the utmost respect, sensitivity and compassion.

Your Health and Wellbeing

Twenty-four hour care is available to residents of both our residential and nursing home. The care you receive will depend on your individual needs which, in discussion with you, we assess on an ongoing basis to make sure it is still right for you. Each room (including bathrooms) is fitted with call bells and for further safety, each resident has a personal emergency alarm system (this may be a call bell, a pull cord or a pendant alarm), which is extremely simple to operate in case of emergency.

Additional health care is easily arranged in whichever way is most convenient for you. Should you need to see your GP, we can make an appointment either for you to visit the surgery or for the doctor to visit you in the privacy of your room at Beaconsfield. We will also organise an appointment and transport if you require dental or hospital treatment and, if you do not have your own optician, you can be seen by the one who makes regular visits to Beaconsfield.

Lifestyle and Activities

We want you to enjoy as much continuity as possible between your home life and your time at Beaconsfield; to think of Beaconsfield, in fact, as your home. You can come and go as you please and receive family and friends whenever you wish.

We encourage you to personalise your space and, as far as possible, keep up with hobbies and pastimes you have always enjoyed. How you spend your time at Beaconsfield is entirely your choice: at some times, our residents enjoy watching television in the lounge or chatting with fellow guests or visitors, while at others, they may prefer reading or listening to music.

We keep a wide variety of music and books, including large print books, for your enjoyment. If you let us know your favourite authors and titles, we will try to obtain a selection for you; alternatively, we can help you visit the local library or go on your behalf. We can also order the newspapers and magazines of your choice and have them delivered to your room.

Tell us about your interests and we can help support you in pursuing them, as well as suggesting new and interesting ways to spend your leisure time.

You will find that we also arrange regular social activities and excursions, which are entirely optional and tailored to suit your individual needs and interests. As with every aspect of life at Beaconsfield, your input is valuable to us: if you have suggestions for new activities or outings, let us know.

Frequently Asked Questions

Can I bring own furniture?

We will be happy to discuss the feasibility of moving in your own items of furniture. We will accommodate your wishes where possible, space and safety considerations permitting.

Do you allow pets?

This is something we decide on a discretionary basis in consultation with our Manager. We understand how important it is for people not to be separated from their cherished companion and so will accommodate your wishes where possible.

Will I have a telephone in my room?

Every one of our residents is entitled to have a personal telephone in their room. You are also more than welcome to bring your mobile phone with you.

When can I have visitors?

You can naturally have visitors at any time you choose and we are only too happy to make them welcome. If you would like your guests to join you for a meal, simply let us know in advance so that we can cater for them.

Can I have my own lock and key for my room?

Of course. Your privacy and dignity are always respected at Beaconsfield.

Can you cater for my special dietary needs?

Absolutely. Our catering staff provide home-cooked, nutritious meals every day. If you follow a special diet or have any food intolerances, just let us know. This also applies if you have a favourite dish!

What happens to my laundry?

We wash and iron all your clothes on the premises. As we handle a large volume of laundry, we do request that your clothing is clearly labelled with your name.

Can I still practice my religion?

Your faith is an important personal choice which we respect at all times. We can arrange to have a representative of any denomination visit Beaconsfield or for you to attend a service outside the home.

Can I smoke?

For health and safety reasons, Beaconsfield is a no smoking home.

How do I vote while staying at Beaconsfield?

Should you wish to vote in local or national elections, we will assist you in being registered on the electoral role and making arrangements to vote.

Health, Safety and Legal Information

Fire Precautions

To ensure that you will be safe in the event of a fire, our staff make sure that you are familiarised with Beaconsfield's layout and fire exits, and will also be immediately on hand in the event of a fire alarm.

Insurance

Our master insurance policy includes cover for our residents' personal effects. We urge you not to bring with you items of great value but if you do so, we advise you to take out additional insurance cover.

Committed to Best Practice

As part of our commitment to best practice and legislative developments, we ensure that all aspects of our business, including the implementation of the latest health and safety requirements, are integrated into a master policy manual.

We regularly update our management policies and provide comprehensive staff training and assessment, including ongoing personal development programmes.

A copy of our Inspection Report, produced by the regulatory authorities, is available on request.

Care Planning

We understand that our clients' needs are ever-changing. We undertake a thorough, detailed assessment to ensure that we plan for your individual needs and requirements.

Care planning is very much a dialogue: you, as the client, will have considerable input both into the preparation of your plan and any subsequent changes. You and your advocate will always be consulted prior to any adjustments we might feel necessary and no changes will be made without your full consent.

We appreciate that input from relatives and friends can be helpful but remain equally cognisant of the fact that our commitment is to you – yours is always the final say.

Communication: Talk to Us

We always want to know exactly what you think of the service we provide at Beaconsfield Tower. Feedback from our clients is what helps us to develop and improve our services for you.

On a day-to-day basis, our staff will take the time to answer any questions or concerns our residents may have. We regularly seek the opinion of our clients – as well as friends and families – through our Quality Assurance Questionnaires, which help us to ensure we are providing the very best service for you. All suggestions and recommendations from our residents, families or advocates regarding every aspect of the running of Beaconsfield are welcome. The Management is committed to addressing all such input as part of our overall philosophy of quality assurance.

Similarly, if, for any reason, you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible. We can then take relevant action and put matters right as quickly as we can. We are always listening to you.

Philosophy of Care

To offer a secure, comfortable and supportive environment whilst providing a high standard of individual mental and physical care, so that each resident may enjoy the greatest possible quality of life.

To ensure that the privacy and dignity of each resident is maintained and respected at all times.

To ensure that each resident's right to personal choice is maintained, in relation to every aspect of their day to day life.

To encourage residents to care for themselves wherever they are willing and able, and to help stimulate and maintain physical and mental activity with this aim in mind.

To ensure that each resident is treated as an individual and that others respect that individuality, irrespective of disability or frailty.

To maintain each resident's right to be consulted over any proposed changes to daily living arrangements and to encourage their participation in making decisions and suggestions.

To ensure that each resident enjoys the benefit of socialising with their community by encouraging them to invite family, friends and acquaintances into our care home.

To maintain each resident's right to have their political and religious views, their sexuality, and their emotional needs accepted and respected.

Complaints and Concerns Procedure

Residents and their representatives are encouraged to seek advice and information from staff members on matters that they genuinely do not understand. We actively encourage residents to speak up if they are unhappy with any aspect of the service provided.

A complaint received verbally by a member of staff should be acknowledged immediately, recorded in the Complaints Register and action taken to resolve it immediately.

Should a complaint be considered a serious untoward incident, it will be referred immediately to the Manager, who will consider raising the issue and liaising with the relevant authorities. Accurate records of all complaints will be made and the Inspectors of the Registering Authority are informed of serious matters.

If you should feel that your complaint has not been resolved satisfactorily or you wish to get in touch with the Home's Inspection Unit at any time, you may contact them at:

Registrations and Inspections Unit (Adult Services)
3-4 Hill Street
Douglas
Isle of Man
IM1 1EF
Tel: (01624) 642430

A resident will never be discriminated against for making a complaint. While it is important for you to know that you can complain and make suggestions, it is also important that you feel happy and comfortable with the quality of life within the Home.

Therefore, compliments are also recorded so that the high standards of Beaconsfield Tower Care Home can be seen to be effective.

Contacts

If you have any queries or require further information, simply get in touch with us.

We look forward to hearing from you.

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The Close, Jurby Road, Ramsey
Isle of Man IM8 3PQ

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For further information about Adorn Domiciliary Care Limited
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