



# Davenham Hall & The Barns



**London Road, Davenham, Northwich, Cheshire CW9 8LL**

**Tel: 01606 354 320**

**Manager: Karen Hilditch**

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Springcare is a group of nursing and residential care homes throughout Cheshire, Shropshire and the Wirral. We provide quality caring accommodation and help with the activities of normal daily living, and more specialised help for those with Alzheimer's or other forms of dementia.

[www.springcare.org.uk](http://www.springcare.org.uk)

# Welcome to Davenham Hall

Davenham Hall aims to provide Service Users with a secure, relaxed and homely environment in which their care, well being and comfort is of prime importance.

## The Home

Davenham Hall provides Nursing and Personal Care within the main Hall for those whose primary care needs are age-related, and within our specialist unit for those who have dementia. We can cater for all physical infirmity or disability, whether for permanent or respite care and for either sex.



## Service Users Needs

Full assessment of a Service User's needs will be made by the Manager prior to admission in order to ascertain that Davenham Hall can fully meet the care needs of the prospective Service User.

Service Users are free to receive visitors, relatives, friends and representatives, in their own room or in the communal areas, at any reasonable hour of the day or night without prior permission being obtained.

We recommend and encourage you to come for a trial visit and you are welcome to come for the day, have lunch and join in the activities on offer. Please contact the Manager if you would like to spend the day with us.

The first six weeks of any stay should be regarded as a trial period to ensure that you are happy, and that the care and facilities we provide meet your requirements and expectations.

## Activities

Our Activities Co-ordinator is always busy arranging arts and crafts session, games, bingo and much more for the residents to take part in.

Suggestions for inclusion in the activities programme are always welcome.

We arrange weekly outings on the mini bus, shopping trips, days out etc.

We also have visiting entertainers on a very regular basis and your family and friends are always welcome to join in these events. The homes hold several events, including a summer fete and Christmas fayre.

# Our Core Values of Care

## Service User's Rights

The rights of all our Service Users are the main priority in our Philosophy of Care. We will promote those rights through the care and services which we provide and encourage all service users to exercise their rights to the fullest extent.

Care Plans will be developed in conjunction with the Service User and / or their families and Service User's views on the operation of the Home will be actively sought by means of questionnaires, meetings and by one-to-one discussion with key – workers.

## Independence

We recognise the importance for all Service Users to retain their independence and understand the problems that group living can present.

We will encourage service users to act and think as an individual.

## Privacy and Dignity

We recognise the changes that Service Users face when moving into a residential care setting and in order to minimise the impact of those changes we will promote the philosophy of a "family circle". We will endeavor to retain as much privacy and dignity as possible.

## Freedom of Choice

We recognise that every Service User should have the opportunity to choose a home, which will meet their needs and can offer the care which they require. They should be given the opportunity to exercise their rights of choice in all aspects of daily living.

All staff will strive to preserve and maintain the dignity, individuality and privacy of all our Residents within a warm and caring atmosphere, and in doing so will be sensitive to their ever - changing needs.

<b>CORE VALUES OF CARE</b>		
Privacy	Dignity	Rights
Independence	Choice	Fulfilment
Security	Respect	Equality



# General Questions



## VISITORS

### **When can my family or friends visit me?**

At any reasonable time of the day or night. We have no visiting hours and you are free to entertain your visitors whenever you wish. This may be in the privacy of your own room or in the communal areas of the Home.



## GOING OUT

### **Can I go out with my family or friends?**

Of course - you are free to come and go as you please. When visitors call, we will ask you if you wish to receive them before showing them to your room.



## BED

### **What time will I have to get up in the morning?**


When you want to – this is your home and we will encourage you to behave as you would have done if you were still living unsupported. This includes making your own decisions about the structure of your day.



## FURNISHINGS

### **Can I bring my own furniture, television etc?**

Yes. All rooms are fully furnished for your comfort but we are happy to remove furniture if you wish to bring your own pieces. Television aerial points are provided in all rooms. You are encouraged to bring as many personal items and photographs as you wish as this makes your room truly your own. Telephone points are available in some rooms but can be arranged via BT if required and will be billed directly to you.



## SMOKING

### **Can I smoke?**


We regret, that in order to protect the health of our staff and other Service Users we do not admit Residents who smoke.



## POST

### **How do I receive my mail?**

All mail will be delivered to you, in your own room, unopened, unless you make alternative arrangements.



## VALUABLES AND MONEY

### **Can I keep and manage my own money?**

Yes – but you are advised not to keep large sums of money in your room or on your person. The Manager is happy to hold your money in secure circumstances on request.

Those who no longer want to manage their own affairs may wish to access the services of an advocate and this can be arranged via Age Concern or the Social Services

# General Questions

## MEALS

### **Can I choose what I eat?**

There is a choice of dishes offered every day and you will be asked for your preference. In the unlikely event that there is nothing offered which appeals to you, please ask to see the Chef who will do their best to meet your requirements.

Special diets are catered for and we liaise with the dietetics department at the local Hospital and advise the Chef.

## SPIRITUAL/RELIGIOUS NEEDS

### **What about my spiritual needs?**

We recognise this as an important aspect of life for many and visiting ministers come into the Home once a month to offer communion to those who wish to receive it. Your own minister is free to visit you at any time.

## GP AND HEALTH SERVICES

### **Can I keep my usual GP?**

This depends on the doctor. If you are local and have a local GP then there is no problem, but if you have moved to this area then your GP is likely to be unwilling to travel to see you and you will need to register with a local GP.

There is one GP practice in this area, and Staff will be happy to assist and advise you on choice of GP.

## **How do I see a dentist or chiropodist?**

All services which were previously available to you remain so. We have dentists, opticians and chiropodists who all visit the Home on request. If you were entitled to treatment free under NHS rules before entering Davenham Hall, then that remains so.

## EXTRA SERVICES

### **Do you have a hairdresser?**

Yes. The hairdresser visits each week and will cut, style or perm your hair for a reasonable fee.

# Financial Information



If an individual's assets are less than upper capital limit stated by the government, application for financial assistance can be made to the Local Social Services Authority in which the resident resides. All current limits for capital, etc., can be found on the Age UK website; <http://www.ageuk.org.uk>, and the manager will be able to help with any questions you may have.

## What happens if I am paying privately and my capital funds run out?

This is frequently cited as a concern and it is right for anyone entering long term care to know clearly about what would happen in such circumstances. Just as above, anyone needing financial support can apply to their Local Authority Social Services Department. This can be at the time of admission to the home or some later stage if an individual finds their capital has declined to the level specified by the government for financial support. The manager is always willing to work with you in these circumstances and again will help with any questions, worries or problems that you may have.

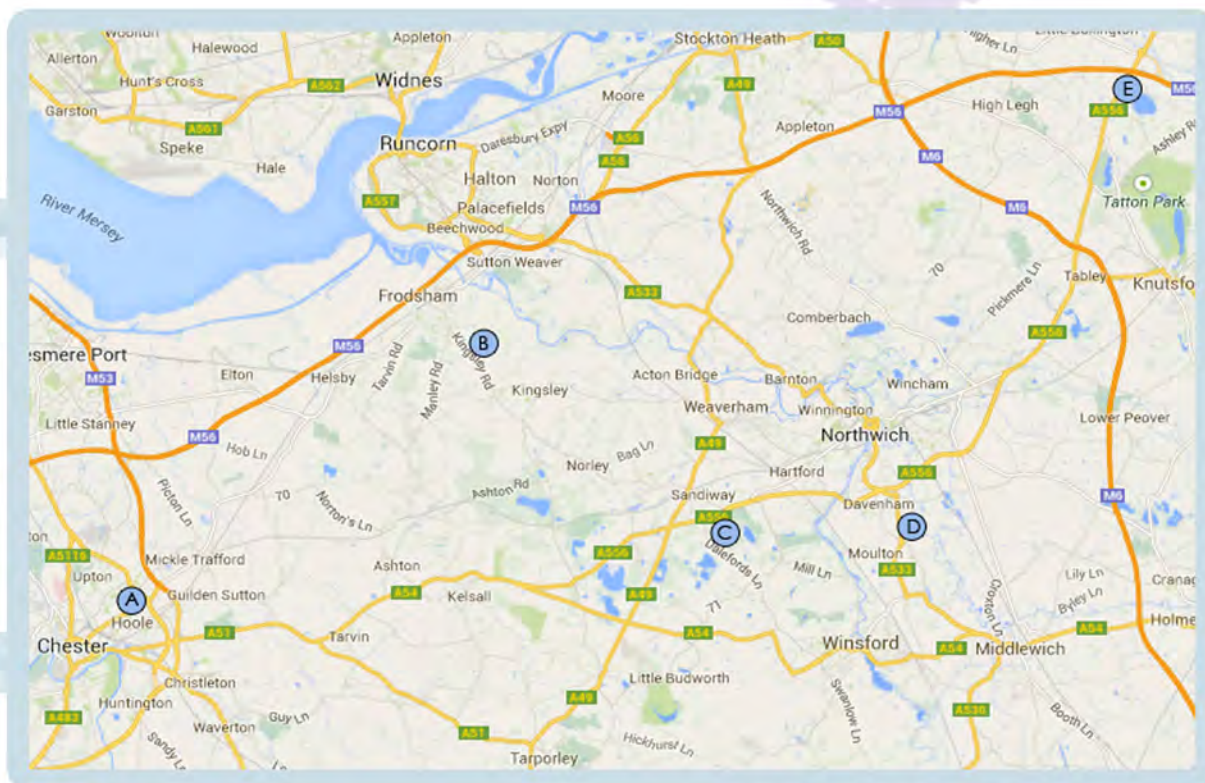
## Complaints Procedure

We try very hard to deliver care and service to a standard that would satisfy ourselves, but if we do not always meet expectations then we need to know and we take your views very seriously.

Information regarding our complaints procedure can be found within the home, either at the reception or near to the managers office.

**Head Office Address:**  
Springcare Ltd  
Nicholson House  
Shakespeare Way  
Whitchurch Business Park  
Whitchurch  
Shropshire  
SY13 1LJ

# Springcares Cheshire Homes



**A: Kingscourt Nursing Home**  
Newton Lane  
Chester  
Cheshire  
CH2 3RB  
T: 01244 313 201

**B: Newton Hall Residential Home**  
Kingsley Road  
Frodsham  
Cheshire  
WA6 6YD  
T: 01928 739 270

**C: Sandiway Lodge Residential Home**  
Dalefords Lane  
Sandiway  
Northwich  
Cheshire  
CW8 2DR  
T: 01606 889 211

**D: Davenham Hall & The Barns**  
London Road  
Davenham  
Northwich  
Cheshire  
CW9 8LL  
T: 01606 354 320

**E: Buckow Manor Care Home**  
Chester Road  
Bucklow Hill  
Knutsford  
Cheshire  
WA16 6RR  
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