



# Welcome to **Windy Knowe**

Nursing home in Oxton, Birkenhead

# Welcome to Windy Knowe

Windy Knowe nursing home specialises in caring for older people with dementia and similar conditions. Set in a quiet residential area of Oxton, the home is a beautiful converted and extended Edwardian country house blending period features with modern convenience. Outside, mature lawned gardens back onto the open countryside of the Wirral Ladies Golf Course.

A relaxed and welcoming atmosphere means new residents settle in quickly and soon feel at home.

## The types of care we offer

EMI nursing, personal care and dedicated end of life care. We also offer long term placements plus respite, short stays and day care.

**“It’s like coming to my Nan’s home. The staff go above and beyond to make it a lovely place to live”**



# Our Facilities

## Bedrooms

We have 41 single rooms and 4 double rooms. Most have en-suite facilities. Rooms to the rear overlook the gardens, and some also have stunning views over the golf course.

All rooms have a nurse call system and a TV aerial point. We can arrange Sky TV (at your own expense). Some rooms have phone points. We can arrange connection, with costs billed to you. Sensor equipment is used where needed to keep people safe.

You can use our bedroom furniture, or you can bring your own (as long as it meets fire regulations), and you can make the room homely with photos and other personal items.

If you use any walking aids, then please bring them with you.

## Communal facilities

- Comfortable lounges and dining rooms on each of the three floors, most with views of gardens and golf course
- Conservatory with garden views
- Quiet room
- Secluded and enclosed gardens, with seating and dementia-friendly sensory area
- Dementia-friendly areas throughout the home, including 1950s and 1960s reminiscence areas
- Free WiFi throughout the building
- Laundry service
- Lift

## Smoking

Smoking is not allowed indoors. There is no designated outside smoking area.

## Extra services\*

We also offer the following additional services to help you enjoy your stay:

- Chiropody
- Hairdressing
- Newspaper delivery
- One-to-one care not already agreed in your care package
- Chaperones to hospital appointments

\* Not included in home fees

**“My uncle is well looked after and well fed, and I could not find a better place for him”**

## Moving in

**Moving into a care home is a big step, and we find that the more homely the new bedroom, the sooner people settle in. Taking time to choose what personal belongings to bring can really help.**

If you are helping a loved one to move, find photos of friends and relatives that will remind the person they are loved and evoke positive memories. Make sure you put the photos where your loved one can see them easily.

Another good idea is to bring a favourite bedspread or blanket. This brings comfort and familiarity, helping create a room “just like home”, rather than a completely new and unfamiliar space.

“I have not been here very long but they treat me as if I have always been here and they know me well”

Memory boxes filled with personal treasures and trinkets can also be a lovely way to help people handle the change. Making the box is a valuable activity to do together as a family, and the box then provides a focus for conversations and for remembering happy times.

Please do not bring in expensive items such as jewellery, however, as they won't be covered by our insurance policy.



## Life at Windy Knowe

At Windy Knowe, you choose how to spend your day. It's your home, and you're free to get up when you want, to come and go as you please, and to receive visitors just as you always have done. Visitors are welcome at any reasonable time, and you can entertain people either in the communal areas or in your own room.

If you want to take part in activities, you'll find plenty to get involved with – but there's never any pressure to join in. If you want to sit quietly in your room, potter in the garden, or simply watch TV, that's absolutely fine. And, of course, there's always time to meet and chat with new friends.

# Keep mind and body active

To help you keep mind and body active, you'll find a wide variety of activities on offer, indoors and out, here and further afield. Activities are resident-led – and suggestions are always welcome!

## Activities within the home

- Socialising at our weekly tea parties and monthly breakfast club - visitors welcome
- Watching movies at our movie afternoons (popcorn and choc ices supplied!)
- Catching up with everyone's news at our weekly knit and natter sessions for residents, friends and family
- Meeting children from our local nursery school
- Baking cakes and other goodies
- Discussing books at our book club
- Collecting eggs from our resident chickens
- Having fun at outdoor games sessions
- Playing musical instruments and doing armchair exercises at our Music for Health sessions
- Enjoying special events such as garden parties, Wimbledon day, and summer and Christmas fairs
- Using the internet with staff both to reminisce and to discover new things
- Enjoying visits from outside entertainers (family and friends welcome)
- Studying the Bible at our Bible Club (we can also arrange individual visits from ministers of different faiths)
- Family and friends are welcome at social events.

"I am happy here; staff are nice"

"My mum always clears her plate"

## Trips out

Springcare have their own minibus and drivers, which means we can offer trips out at least once a month. There's something for everyone: pub visits, shopping, coffee shops, art galleries, canal boat trips, local beauty spots and dementia-friendly venues such as the Palm House in Sefton Park.

## Food and drink

Our tempting home-cooked meals feature fresh, seasonal ingredients. There's always a choice of dishes, and your food will be prepared to meet your individual needs and preferences (including cultural diets). In the unlikely event there's nothing on the menu you fancy, the cook will do their best to find an alternative. Red plates help people with dementia recognise their food, so they eat more and find mealtimes more enjoyable.

You can ask for a hot drink whenever you want one, and you'll have a jug of water or squash in your room at all times.

## Perfectly balanced menus

All Springcare homes feature the same weekly menus, put together by Springcare's Catering Manager. Experienced in catering for the needs of care home residents, the cook plans every dish carefully to ensure a tasty blend of ingredients and flavours and a nutritionally-balanced diet.

## Flexible mealtimes

Meals are provided over a span of several hours, so you can keep your normal routine and eat at the times that suit you. Families are welcome to dine with relatives. You can eat in your bedroom if you prefer.

## GP and health services

If you are moving to Windy Knowe from nearby and already have a local GP, you can keep the same doctor. We'll advise on GP services if you need to change. Dentists, opticians and chiropodists visit the home on request (charges apply for these services unless you are entitled to free NHS treatment).

# Our Family Circle philosophy

**At Windy Knowe- as at every Springcare home - we follow a strong 'family circle' philosophy based on getting to know residents as individuals and treating them as such throughout their time with us.**

Before people move in, we start to find out what they like, what they don't like, and most importantly, who they are as people. We want everyone who comes to us to feel safe and secure, respected for who they are, and valued for their life up to now. We help people maintain as much independence and privacy as possible, and encourage a sense of identity.

We believe in getting the little things right, in being kind, compassionate, and considerate - just as if we were looking after our own loved ones.



## Your life, your care

We'll talk to you and your family about your care needs and agree a care plan that sets out everything our staff need to know to make sure you get the care that's right for you. The plan includes everything from your history and background to your preferences around bathing, when you like to get up and go to bed, how you want to be addressed, and what you like to wear and eat.

The plan is an evolving document - you can talk to us about any aspect of your care at any time.

With the plan in place, you and your friends and family can enjoy spending time together in a relaxed environment, knowing your needs are being taken care of.

There is also plenty of opportunity for you and your family to give ideas and input into the running of the home. We have two residents' champions - one male, one female - to liaise between residents and staff. We also hold regular residents' and relatives' meetings as well as using questionnaires to ask for feedback.

## Staffing

Our dedicated staff understand how to care for our residents and look after each person according to their individual needs. Staff spend one-to-one time with residents, making sure they are comfortable and happy. You'll have your own key worker so there will always be one person who knows you particularly well.

All staff are trained to support people with a wide range of health issues including dementia care, and have regular training to keep knowledge and skills up to date. In addition, individual staff take a lead on specialist issues such as dignity, falls, diabetes, end of life, infection control, medication and tissue viability. For complex health issues, we source specialist advice and training for staff.

When residents go out of the home environment, they are usually accompanied by staff. Keypads at all doors mean we can keep people safe in the home where needed.

## Trial visits

With a trial visit, you can experience life at Windy Knowe first-hand. Come for a morning, afternoon or even a full day, take part in an activity, and join us for lunch. A family member or friend is welcome to come along too.

## Financial information

All our homes welcome residents who choose to either fund their own care or to top up their government entitlements to ensure they have the very best care and support.

The cost of your care and accommodation will depend on your situation. The Windy Knowe Manager will be happy to discuss this with you.

With changes to the way social care entitlements are calculated, many people will not qualify for government support to fund care home costs. You may be able to get help with funding if your assets are less than the 'upper capital limit' set by the government. The Age UK website at [www.ageuk.org.uk](http://www.ageuk.org.uk) has useful information on the system for paying for residential care.

We also have our Springcare Guide to Paying for Care available on our website.

Our full terms and conditions are available in our brochure pack and on our website.

You will be asked to sign the terms and conditions as well as a contract (if you are paying for any part of your care) before any admission to the home. The contract will include the full details of what is/ is not included in the fees.

**“Thank you very much for your kind support and some great memories. I am very proud to know you and rate you all the best carers I know”**



# Welcome from the Springcare team

**We would like to offer you a warm welcome to Springcare.**

We understand how difficult choosing the right home can be, and we hope you will find the information in this brochure helpful. To help you take the next steps, the manager and team at Windy Knowe are always happy to answer questions and discuss concerns. You can call and talk on the phone, or ask to come and see round the home. If you like what you see, then we'd be happy to welcome you for a trial visit to help you make your mind up.

We hope you'll decide Windy Knowe is right for you – and if you do, we promise to make your wellbeing our priority.

**“People’s body language and expressions showed they were relaxed and comfortable with the staff”**

Care Quality  
Commission inspector

## About Springcare

Springcare is an established family business with a portfolio of care and nursing home across Shropshire, Cheshire and the Wirral. At each of our homes, we provide a warm, caring environment that puts the resident first.

Over the years, we have had the privilege of looking after so many wonderful people, and we have a strong track record of delivering high quality care centred around individual needs.



# Get in touch with Windy Knowe

To get in touch or book a visit, please use the details below:



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