

**THE ABBEYFIELD EAST LONDON**  
**EXTRA CARE SOCIETY LTD**

***GEORGE BROOKER HOUSE***

George Brooker House is a registered residential care home established in 1992. It was designed specifically to cater for the needs of older people, (65 and over) both male and female, which require more intensive care and support their family, may no longer be able to maintain. Early in 2003, a small dementia care wing comprising of ten beds was added to the existing facility and since then the number of residents living with dementia has significantly increased and the House has increasingly specialised in providing Holistic Care for such residents. We also responded to increasing demand by converting another room in 2008 so we currently provide accommodation for 44 residents most of whom live with dementia, with a number of these along with other residents who have significant levels of disability.

George Brooker House is a member of the Abbeyfield Society, a movement that began in 1956. Its purpose was to provide a place for older members of the community wherein comfort, companionships and peace of mind could be found. As part of the Abbeyfield Society, George Brooker House is committed to maintaining this ethos.

In April 2009 CQC (Care Quality Commission), the National overseers of Residential Care Homes rated our Home as a Three Star Excellent provider, the highest possible rating.

The House is overseen by Trustees who form our Executive Committee, all of whom are volunteers and give their time for the benefit of the residents.

**OUR CARE MANAGEMENT**

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**"It is our aim to provide our residents with a loving, friendly, warm and comfortable environment where individuals' uniqueness is taken into consideration, thereby providing them with care that is centred to their needs."**

We aim to achieve the following;

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To provide our residents with a style of care that seeks to support rather than replace their decision-making and lifestyle.

To provide a lifestyle where each resident is respected and their basic rights upheld at all times.

To provide residents with individualised plans of care based on their personal choice and needs.

To provide a stimulating environment where each individuals' likes and dislikes are taken fully into account.

To ensure that staff are well trained and equipped for their roles they undergo a continuous development process.

George Brooker House is committed to the principles of a holistic/person-centred approach to care. People are seen first and foremost as unique individuals with their own personality, history, experiences, lifestyles, etc. The provision of a safe environment, meeting the person's basic needs

and giving personal and physical care are all essential but only a part of care of the person. The concept of person centred care focuses on the person, learning all about them as worthy human beings. This type of care looks at the values and attitudes towards people and care that they receive. It also gives ideas for change that our staff can make within the home by using this approach.

The individual resident's agreed plan of care provides the basis on how the individual's care is delivered. It includes their likes and dislikes, preferred mode of address, special dietary requirements, etc. The care plan also includes risk assessments, day to day management, medication, community/nursing service requirements, social interests, activities and how these are going to be met.

The daily care programme is organised according to the resident's personal needs. Although routines such as times of meals are stated, there is flexibility to follow individuals' choices.

A keyworker system is operational, where each resident is allocated a carer who will make sure their care plan is being adhered too and evaluated on a regular basis. Keyworkers are supported by a seniority framework; individual supervision may be given, regular staff meetings held. This enables us to give the best delivery of care to our residents.

Prospective residents and their families are always welcome to visit us to view our premises. Enquiries or application for residency forms are available for those who require them directly from George Brooker House. Alternatively referrals are made via a local authority. Admission is arranged following an assessment by our staff to ensure the prospective resident meets our criteria. This is done to enable us to ensure that the person's needs could be met at George Brooker House. When there is not a vacancy, it is possible for the applicant to be placed on the waiting list.

A six weeks' trial period is offered to any new resident before finally making a decision that George Brooker House is their choice of home. This provides an opportunity for staff to get to know the individual resident and their families and their care requirement assessed and discussed. This is also the time for establishing a trusting relationship between residents, staff and relatives.

## **OUR FACILITIES**

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George Brooker House has 44 single bedrooms, 20 of which have en-suite facility. Bedrooms that are not en-suite have built in vanity units and wardrobes. All bedrooms are equipped with divan beds, wardrobe, reading lamp, and television and telephone points. Residents are encouraged to bring in small personal items such as photographs, ornaments or items of significances to them. The family's involvement and suggestions are very much welcomed in this process.

The bedroom sizes are as follows:

|             |   |               |
|-------------|---|---------------|
| 27 bedrooms | = | 12.6" × 11.2" |
| 7 bedrooms  | = | 15.2" × 10.3" |
| 5 bedrooms  | = | 12.5" × 10.3" |
| 5 bedrooms  | = | 14.8" × 10.3" |

The original dementia care unit with eleven beds has now become part of the Main House. Amalgamating the House provides a sense of unity. The House has three good size lounges and dining rooms.

The environment is designed to enable our residents to live in homely surroundings portraying a comfortable domestic atmosphere. There is access to the rear garden which offers residents freedom of movement and the possibility to enjoy outside activities.

There are two kitchenettes one on each floor which adds to a domestic feel about the place where relatives are welcome to make light refreshments if they so wish.

George Brooker House employs a head Senior Care who oversees the House in the Managers' absence. She will supervise and delegate to the senior members of staff who can be located about the House. The Manager and Deputy from time to time will work 'hands on' and close to staff to provide direct supervision and support.

The House has 44 beds and is built on two levels. Eighteen bedrooms are on the ground floor and twenty six on the first floor. A lift connects the two floors. A staff call system is installed throughout the house to enable residents to request assistance when required.

The ground floor has two lounges and dining room. Residents are given the choice where they spend their time. They are free to spend their time in their bedrooms if they wish; discreet observation will be maintained to ensure personal safety.

There are six bathrooms, all of which have assisted baths, as well as toilets in some of the bedrooms. There are ten toilets throughout the house. All toilets and bathrooms are fitted with support rails and staff call buttons.

A moderate sized garden is easily accessible to everyone.

Senior Carers and Care Assistants provide the day to day care of the residents, 95% of whom have achieved NVQ2/3 qualifications, new and probationary staff receiving training to the same end.

Activities in the House are carried out on a daily basis by the Care Staff. Each of the residents' leisure interests are taken into consideration and activities are planned according to their choices. A voluntary worker provides extra activities, particularly at weekends.

The Domestic Staff not only ensure the house is clean and comfortable at all times but their role is extended to that of "friends" to the residents.

The Maintenance Officer ensures that the house is well-maintained in compliance with Health and Safety and he deals with minor building repairs.

The House also employs a Gardener who tends to the garden on a regular basis, keeping it tidy and seasonal all year round.

Health and Safety in the House is of paramount importance. Staff receive regular training in all aspects of Health and Safety, e.g. fire procedures and risk assessments. Our appointed Health & Safety Officers receive specialist training and undertakes regular updates in respect of this. Fire safety checks are carried out weekly basis to test the efficiency of the smoke alarm system and fire doors. Our Health & Safety Officer endeavours to maintain two-monthly fire drills for staff.

### **STAFF EDUCATION**

George Brooker House is committed to staff development and education to ensure the highest level of care is given to residents. As well as the required NVQ Qualification, moving and handling, basic

first aid and food hygiene courses, staff receive training in care of the dying, diabetes, medication and other short courses relating to the care of older people. An intensive course in understanding dementia care, The Alzheimer's Accreditation Certificate has been achieved by the majority of our staff, including the Ancillary staff. George Brooker House's commitment to continuous staff development and education serves further to strengthen the skills and knowledge of our staff, which, when put to good use provide our residents with the best of care that could be offered.

### **ACTIVITIES**

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The following are some of the activities on offer.

- ☐ Gardening
- ☐ Cooking/baking cakes
- ☐ Trips to local shops
- ☐ Trips to places of interest
- ☐ Movement to Music
- ☐ Games
- ☐ Discussion group
- ☐ Art and Craft/Pottery
- ☐ Reminiscence
- ☐ Foot and Hand Massage
- ☐ Sing songs
- ☐ Dining out

Our residents have also participated in some unusual pursuits such as being part of the local town show and a visit to Duxford Museum where they enjoyed some real reminiscences by taking a flight in a pre-war aircraft.

### **CATERING**

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The catering service is out sourced to Connect Catering who employs Cooks supported by Kitchen Assistants. Meals are cooked in-house using fresh produce incorporating seasonal vegetables, meat and dairy products. A varied menu is offered taking into consideration resident's individual tastes, choices and requirements.

### **LAUNDRY**

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The Laundry Staff deal with all the laundry services. As well as the normal washing and ironing, the staff will carry out minor repairs when necessary, e.g. buttons, name tags etc.

### **HAIRDRESSING**

A hairdresser visits three times each week, providing services such as wash and set, cut and blow dry, perms, colouring etc. Charges for hairdressing are extra and will vary according to the service required by the resident.

## **DENTIST**

A National Health Service dentist visits the house about three times a year or as and when required for urgent matters. All dental care is delivered, including provision of dentures. Residents may wish to visit a clinic of their choice in the community if they so wish.

## **CHIROPODY**

Chiropody service is provided through the local health authority. The community chiropodist visits the House every six to twelve weeks. Residents may also use the private chiropodist who visits the house whenever required. Charges for this are to be met by the individuals. Age concern also provides a toe nail cutting service for a minimal fee.

**N.B** Private Dentistry, chiropody and opticians are funded by the residents.

## **RELATIVES GROUP**

A Relatives Group meets regularly and has become an important part of the running of the house. The Management team finds their suggestions invaluable in ensuring that we continue to improve the services we are providing.

*Dear Relative/Friend*

*We would like to introduce you to the Relatives & Friends of George Brooker House.*

*We meet quarterly and discuss how we can improve the lives of those living in the home.*

*We also aim to help raise monies towards the resident fund which is used for entertainment and outings amongst other things for the benefit of those living in the home.*

*We have a notice board in the lobby which will inform you of the next meeting. It also contains a copy of the last meetings minutes. We invite you to join us. If you are unable to join us but wish to contribute any ideas please leave a message in the suggestion box under the notice board and we endeavor to bring it up at the next meeting*

*Look forward to seeing you at the meetings.*

*Secretary to the Committee*

## **SPIRITUAL/RELIGIOUS REQUIREMENT**

We actively encourage our residents to continue being part of a religious service, if this is their wish.

We welcome ministers/representatives of any religious denomination to remain in contact with residents to provide support for their spiritual needs, and residents are escorted to church or other religious centres if they so wish.

One sadder aspect of life in a care home is that people become frail and ill. The ultimate point we reach in terms of care is when we are faced with caring for our residents in their last stages of life.

Our staff will endeavour to provide the special care and consideration required at such times and we ask relatives to approach us for any help and advice they feel they may need at such a time.

### **ACCESSIBILITY**

George Brooker House is easily accessible by road. It is close to the main A13, M25 and A406. Various bus routes serve Dagenham Heathway and the District Line Underground Station is within easy walking distance

### **CONTACT PERSON**

Mrs. Sue Setters – **Manager**  
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