

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, whom may require more intensive care and support which 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. Since then, the number of residents living with dementia has significantly increased and the house has adapted to specialise in providing Holistic Care for such residents. We currently provide accommodation for 45 residents, most of whom live with dementia. A number of these residents also have significant levels of disability.

Helping others to live well in later life is our mission. Our staff are dedicated to enhancing the quality of life for our residents. We are committed to the principles of a holistic, person-centred approach to aged care. Staff uphold the principle that a fulfilling life is one that nourishes an individual's physical, emotional and spiritual wellbeing. We reinvest all of our income into the home to provide a safe, nurturing environment for the benefit of our residents. We maintain a commitment to continuously improving our services in order to establish a facility that is responsive to the needs of our residents while supporting their individuality and independence.

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

“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:

- 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 stimulation environment where each individual's 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 residents' personal needs. Although routines such as times of meals are stated, there is flexibility to follow individual' choices.

A keyworker system is operational, where each resident is allocated a carer who will make sure their care plan is being adhered to and evaluated on a regular basis. Keyworkers are supported by a seniority framework: individual supervision may be given and 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 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

George Brooker House has 45 single bedrooms, 21 of which have en-suite facility. Bedrooms that are not en-suite have built in vanity units and wardrobes. All bedrooms are equipped with a mixture of profiling and divan beds, wardrobe, reading lamp and television and phone points. Residents are encouraged to bring in small personal items such as photographs,

ornaments or items of significance 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"

1 Bedroom = 12'10" * 14'6"

The original dementia care unit with eleven beds has now become part of the main house. Amalgamation of the house provides a sense of unity, with 3 good size lounges and dining rooms. The physical 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 a domestic feel where relatives are welcome to make light refreshments if they wish.

George Brooker House employs a Deputy Manager 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 management team will work closely with the staff from time to time to provide direct supervision and support. There is also a care administrator who works alongside the management team, she can help you with any concerns you may have.

The house has 45 beds and is built on two levels. Nineteen 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 one 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 four communal bathrooms. On each floor there is the option of using an assisted bath or having a shower in a purpose built wet-room. There are 9 communal toilets in the house, as well as the 21 en-suite bedrooms. All toilets and bathrooms are fitted with support rails and staff call buttons.

A moderate sized garden is easily accessible to everyone and is an inviting and relaxing space for residents and family to enjoy.

Senior carers and care assistants provide the day-to-day care of the residents, all trained to the required standards expected for their individual roles. New and probationary staff receiving training to the same end, as well as the mandatory Care Certificate.

The domestic staff not only ensure the house is clean and comfortable but their role is extended to that of 'friends' to the residents.

The maintenance officer consists of a Facility technician and assistant. They ensure that the house is well maintained in compliance with health and safety regulations. The team deals with minor building repairs and looking after the gardens all year round.

Health and safety is of paramount importance. Staff receive regular training in all aspects of health and safety, e.g. fire procedure and risk assessments. Our appointed Health and Safety officer receive training from Redcrier Training. Fire safety checks are carried out on a weekly basis to test the efficiency of the smoke alarm system and fire doors. Our Health and Safety officer endeavours to maintain six monthly fire drills for staff.

END OF LIFE PLANNING

At George Brooker House we will endeavour to uphold our Residents choice, when wishing to remain in the comfort of their home. The resident will have the care staff around who they know well, having familiar faces. The staff know the residents well, to respect their wishes, likes, dislikes and cultural needs rather than be sent to hospitals. We will have the support of the GP, District nurses and St Francis hospice if the need should arise. When a resident requires medical assistance that can only be given by health professionals, they would be sent to hospital to be treated and then returned home. An advanced care plan is to be completed by all parties for the individual's best interest – resident, family, GP and management.

STAFF EDUCATION

George Brooker House is committed to staff development and education to ensure the highest level of care is given to the residents. Staff have to complete mandatory training and the Care Certificate. Our commitment to continuous staff development and education serves to strengthen the skill and knowledge of our staff, which, when put to good use provide our residents with the best care that could be offered.

Activities in the house are carried out on a daily basis, led by our activity co-ordinator; She will arrange various outings for the residents. Each of the resident's leisure interests are taken into consideration and activities are planned according to their choices. Volunteers also provide that extra assistance.

LAUNDRY

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 weekly 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. The house also has its own hairdressing room.

DENTIST/OPTICIANS

A national health service optician visits the house throughout the year or as and when required for urgent matters. Dental care is of utmost importance and we have a designated Oral Hygiene lead who will ensure that the team are promoting oral hygiene and are supported to access dentistry treatment.

CHIROPODY

A chiropodist visits in-house every 8 weeks and will visit in-between if needed, residents will pay for this service through their personal monies.

GP and District Nurse

The GP visits the house fortnightly on an appointment basis and more urgently if required, otherwise Residents may take a taxi cab to their appointments. They will pay this through their personal monies. The district nurse visits as and when required.

SMOKING

We hold a non-smoking in-house policy which is for the benefit of all the residents. However, we have a smoking shelter for any resident who wishes to smoke outside which is easily accessible and located in the back garden near the main lounge.

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, providing it will not affect the running of the home. We have a monthly in-house C of E service that is provided by St Albans of Becontree.

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.

ACTIVITIES

The following are some of the activities on offer.

- Gardening
- Cooking/baking cakes
- Trips to the local shops
- Trips to places of interest
- Movement to music
- Games
- Discussion groups
- Art and craft/pottery
- Reminiscence
- Foot and hand massage
- Sing alongs
- Dining out



Residents enjoying a trip to Asda using the local bus service

CATERING

The catering service is outsourced 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.

FEES

Care fees are as follows: -

Local authority rates negotiable

Self-Funded - £965

Day Rate - £45.00

The above fees are increased annually.

We shall be pleased to help you with any queries. Please do not hesitate to contact us at any time.

CONTACT PERSON

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