

Tilsley House Care Home

Our residents' home



SOLOMON
CARE HOMES

Words from Our Senior Management Team...

I know that deciding to move into a care home is a difficult decision at the best of times. Prospective residents, their family and friends experience a wide range of difficult emotions.

We at Tilsley House will do all we can to help you through this difficult transition and help residents settle in quickly and happily.

At Tilsley House we feel that for many older people, moving to a care home can provide considerable benefits: to have full time care; to be in the company of others; to take away the loneliness; to get help with medication; to enjoy regular tasty, varied and nutritious mealtimes with friends; to have the opportunity to participate in a full range of activities to keep mind, body and soul active according to the individual's interests and capabilities.

Our fully trained staff look after everyone as individuals. We believe we can make a difference to every one of our residents by providing personalised care and attention in an environment filled with love, warmth and security.

Tilsley House is a lovely and homely care home. We take great pride in our building and spend a considerable amount of effort in its upkeep.

We like to think that the staff and residents together, are like an extended family.

At Tilsley House we are striving to build a “**Cathedral of Care**”. We would be delighted to show you round our home.

Rizwan Govindji, Company Director



Words from Our Senior Management Team...

Thank you for your enquiry regarding our home, Tilsley House.

As the Home Manager I feel it may be appropriate to give you a little bit of background about myself.

I have been working in the care sector for 20+ years now and have a passion for the work that I do. I began my journey as a night carer and worked my way up through the ranks until I became the manager. I have a level 5 qualification in leadership in health and social care and try hard to ensure that the people I care for feel supported and empowered to live a fulfilled life within an environment that they can call home. We pride ourselves in the care we give and want everyone to feel included and in control of their daily lives. Our daily conversations within the staff team involve the importance of looking after our residents as if they were our family and this ethos runs throughout the home.

I have an open-door policy within the home and ensure that I take the time to fully know the residents and the staff team. I feel it is important to make sure that I am accessible to the people that need me, and this includes resident's families. I will always do my best to answer any questions, be open to new ideas and respect the fact that a team effort is what it takes to provide the best care. Family members are crucial in this process.

We hope on viewing our home you get a feel for the work that we do to enhance the lives of our residents. If you have any questions regarding the home or the care that we provide, please see the back of this brochure on how you can reach me—I am always happy to help!

Jaime Parkins, Home Manager

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About Tilsley House...



Tilsley House is a lovely residential home full of charm and character.

The Home is blessed with wonderful gardens - front and back - and having a south facing back garden means the lounge and south facing rooms get lots of sunlight and warmth, even in winter.

Tilsley House enjoys a favoured location, overlooking the lovely Clarence Park and is a few minutes' walk to the beachfront. Local shops and amenities are within easy reach, as is access to public transport.

We feel that Tilsley House is ideal for residents seeking quality care in a tranquil environment, whilst at the same time being able to enjoy the activity of normal, daily life. Our accommodation is on 3 floors and provides for 31 residents in single rooms. All rooms are decorated and equipped to a high standard and many have ensuite or wet-room facilities. We encourage guests to bring some of their own items of furniture, if they so wish, in order to personalise their private space.

We provide long and short term care facilities, and pride ourselves on the quality of service and care we provide 24 hours a day. You can be assured that your care will be managed and delivered by a professional team of trained staff.

Solomon Care Limited

feel at home...



Our aim is to provide you with a Home in a community setting. Every effort is made to encourage you to remain independent. We will do all we can to provide you with dignity, privacy and respect, ensuring that your spiritual, physical, medical and psychological needs are met in a holistic manner.

You have your own personal Care Plan that is prepared with involvement from yourself, other members of your family and/or those with responsibility for your health, care and welfare. We recognise that each individual is different. Therefore your care plan will be reviewed at least once a month to determine the most suitable care for you personally. This ensures that all our residents are being cared for in the most effective and person-centred way at all times.

A continuous process of training and development of our staff, and the implementation of industry wide best practice will help to ensure that each resident is getting the best care and service.

You will be encouraged to exercise choice and independence and we will encourage, and respect, your right to make and maintain friendships, pursue your hobbies, interests and leisure activities

Services: Residential, Dementia & Palliative Care

The home offers a high standard of residential care. We provide a range of activities where residents can interact with one another and with the staff on duty; we encourage outings and, most importantly, aim to maintain each individual's independence. Tilsley House is our resident's home and, where able, we enable residents to go on trips or even on a wander down to the shops, the beach or just across the road to Clarence Park for a walk or a coffee.

Tilsley House provides a wonderful home for residents with dementia. We try to implement recommendation promoted by research as well as continuously learn from best practices in this area of healthcare. Dementia training is a critical part of our staff mandatory training.

We aim to stimulate our residents and to personalise the care given to them as much as possible. Where appropriate, we actively encourage family and friends' involvement in the care of their loved ones as much as possible as we map out the best form of care tailored to suit individual needs, wishes and preferences.

We also offer excellent palliative care under the guidance of District Nurses in a calm and homely environment that is tailored to suit the needs and preferences of the individual.

Our Home Manager, Jaime Parkins – who has 20+ years experience in care - endeavours to cater for all needs and preferences, and works hard to ensure a smooth and happy transition into care.

Services: Day Care & Respite

Tilsley House designs care packages, which suit individuals and your families.

We offer special rates for day care or respite stays for short breaks, or to try out life in a home. We have great feedback from current respite and day care residents and can offer extras such as meals, provision of personal care and bathing or just a chance for individuals to mix with others and take part in activities and events.

We are also host to a number of open days and events in which we encourage participation of others in the local community. We enjoy allowing our residents to socialise with others and to give others a taste of the high standards of care that we deliver at Tilsley House.

Our day care and respite services have been highly recommended by previous residents and we have had many individuals visit us for a break from home or to give other carers some time off.



Services: Fees & Care Charges

Here at Tilsley House, we pride ourselves on our fair and competitive prices within the local area. Our fees vary depending on the bedroom selected as well as to suit the needs and preferences of our residents.

We accept standard Local Authority rate in line with North Somerset Council in some circumstances. We also have a basic private and respite rates. Please enquire for up-to-date figures.

Payments may become subject to a top-up payment depending on a number of premium services that you require or need.

A basic set fee covers the cost of personal and any one-to-one care, the provision of meals, laundry and many of the activities/entertainment that we provide.

We offer additional services such as chiropody, hairdressing, massage, which are charged separately. External clothing providers visit the home regularly. Residents may have newspapers and magazines delivered at their own cost.

The above is a guide of the fees charged and you should speak to the Manager for the exact rates. You are also advised to speak to our Manager if you need further help to finance you care home fees.

Activities

Our home has a brilliant balance of in-house and external visitors who provide stimulating and enjoyable activities for our residents.



We have a range of group and individual exercises from sing-a-longs to basic exercise, quizzes, movie evenings and planned events.

We review our activity programme often to cater for the wishes of our residents and believe that providing a motivating and exciting environment greatly enhances the quality of life for all involved. We encourage visitors, relatives and friends to participate in activities and outings as much as possible.



Activities

Staff organise a variety of activities for residents to participate in if they wish.

These range from craft and gentle exercise whilst others help to stimulate the mind (see enclosed copies of current activities). We also organise monthly trips for residents for those who wish to go on outings.

Residents are free to go into the garden or venture further afield either on their own if physically able or with family and friends. We encourage our Residents to maintain certain levels of physical movement in conjunction with their ability.



Catering

Tilsley House places great importance in its nutritional catering service and homemade specialities. Our Chef and catering team have designed a delicious four-weekly menu, which is reviewed regularly and takes into account the preferences of our residents. Professional nutritional guidelines are employed wherever possible.

Meals are personalised to take into account individual health needs.



Typical Daily Routine

7.15 am	Early morning tea (optional)
8.00 – 10.00 am	Breakfast served in dining room/bedroom
10.30-11.30 am	Mid-morning drinks
12.30 pm	Lunch served in the dining room/bedroom
1.30 pm	Tea/coffee in the lounge
3.30 pm	Afternoon tea
5.00 pm	Tea served in the dining room
7.30-8.30 pm	Evening snacks/drinks

Help & Information

Care Quality Commission (CQC)

Information regarding Tilsley House can be accessed on www.cqc.org.uk along with a link to our recent inspection reports for your information.

If you have any queries or would like additional information on our Home or the services we provide please contact our Home Manager or relevant persons (contact details can be found at the end of this information booklet).

Feedback

The quality of care that we provide is central to all that we do at Tilsley House. In order to continuously improve our service we encourage feedback from all those associated with our home. As part of this evaluation we would like to consult with you and your family to obtain information regarding your opinions and impressions of the Home, the staff and other aspects of your care and residence here.

We would be grateful to hear your comments and feedback either by post, telephone or e-mail.

Useful Websites

Some of the following websites may be useful to you in looking for a suitable care home or advice on the care profession, fees and other queries that you may have.

- North Somerset Council: <http://www.n-somerset.gov.uk/Social+care/>
- Skills for Care: <http://www.skillsforcare.org.uk/home/home.aspx>
- Age UK: <http://www.ageuk.org.uk/home-and-care/care-homes/>
- Social Care Institute for Excellence (SCIE): <http://www.scie.org.uk/>

Choosing a Care Home

Checklist

See below examples of questions and facilities that you may wish to know about...

Location

- Is the home easy to get to for relatives and friends? Is it on a bus route? Does it have car parking?
- Is the home close to public transport and local amenities such as shops, churches or pubs?
- Are the surroundings too noisy?
- Are there interesting things to see outside?
- Are the views pleasant?

Accommodation

- Is the home well decorated, bright and cheery?
- Is the home clean with attractive decor?
- Does it feel safe and secure or can people wander into the home?
- Is there useful equipment, such as lifts and specially equipped bathrooms?
- Is there wheelchair access indoors and outdoors?
- Are there handrails in hallways and corridors?
- Do residents have their own room and washing facilities?
- If sharing, is this organised to your satisfaction?
- Are bathrooms located conveniently for the rooms?
- Is the call bell system accessible?
- Is there a pleasant outlook from the bedroom window?
- Can you open the windows in the room?
- Can personal possessions be accommodated, or a pet?
- Are there telephone and television sockets?

- Can you have your own telephone with a separate number?
- Are there communal lounge areas both with and without televisions?
- Is there a separate dining room?
- Can you have your own door key?

Facilities

- Are a variety of activities and outings available?
- Can valuables be secured and are personal possessions insured?
- Are the arrangements for laundry and room cleaning satisfactory?
- Is sufficient medical help available?
- Can residents have their own GP?
- Does a chiropodist/physiotherapist/hairdresser/dentist/optician visit regularly?
- Does someone bring library books?
- Can the home find you the time and space to pursue your present interests and hobbies?
- Does the home provide transport?

Catering

- Can relatives join residents for a meal as part of a visit?
- Is there a choice of menu?
- Are special diets catered for?
- Is the choice of food interesting, varied and of good quality?
- Can you choose to take meals in your room if desired?
- May your visitors join you for refreshments or meals?
- Are meal times flexible?
- Is alcohol available if you would like it?
- Is there somewhere to see visitors in private?
- Is there a garden and can residents use it?
- Is there somewhere you can get privacy and peace and quiet, other than your bedroom?
- Can you follow your religious practice e.g. attend church services or can a Minister visit you?

Daily living

- Do you know some of the existing residents?
- Are the staff friendly and caring?
- Do residents look happy and well cared for?
- Do staff receive regular training?
- Are there adequate staff on duty day and night?
- Does each resident have their own personal care plan?
- Are there set times for getting up, going to bed, or having a bath, or can you choose?
- Are visitors welcome at all times?

Type of care

- Does the home offer the level of care you need?
- If you have a particular condition, does the home have the right experience and staff?
- How well qualified is the Care Manager?
- If you want to, can you or your relatives speak directly with the owner of the Home at any time?

Fees

- How much are the fees?
- Is it clear exactly what is included in the weekly charges?
- Will the home accommodate you at local authority fee rates?
- Will you have to top up local authority fee rates?



Contact Us

Tilsley House Care Home

Postal Address

14-16 Clarence Road South
Weston-super-Mare
North Somerset
BS23 4BN

Telephone Number: (01934) 419300

Fax Number: (01934) 637843

Website

www.solomoncare.com

E-mail Contacts

General Enquiries: info@solomoncare.com

Home Manager: jaimie@solomoncare.com

Admin Manager: admin@solomoncare.com