



NURSING HOME

Family Business est. 1975

Assessed - "Excellent Home"



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National Winner

Care Marketeer



National Finalist

Care Ent'preneur

Winner of Arun Business Partnership



A Typical Residents Room



The Residents Lounge

PROSPECTUS AND SERVICE USERS GUIDE

“Home from Home”

ARONEL COTTAGE is a family owned and run Home, with Registered Nurses on duty 24-hours a day. We try our best to have a cheerful, homely atmosphere. **Established in 1975, Aronel Cottage was the first care home in Bognor Regis.** it is our aim **“to be recognised as the best family-run nursing home in Bognor Regis”**.

Formerly a small, private school, the building has been **extensively modernised and upgraded** and the current registration is 38. The home has pleasant south facing, well maintained gardens. Situated in a quiet cul-de-sac, close to the town centre, Hotham Park and public transport. (See map at back of brochure).

Our recently extended South/West facing lounge and dining room has several nooks and crannies for residents’ privacy or socialising with an extensive window area. Some visitors have commented that **“it is like sitting in the garden”**.

Our accommodation consists of 34 single rooms and 2 twin rooms, many recently refurbished with 19 rooms **en-suite**. We like to think that all these rooms are tastefully decorated and colour co-ordinated. All rooms are fitted with a TV point, night light and a modern Audio Nurse Call System for emergencies. Most rooms have a British Telecom point.

We are registered as a general nursing home. We are not registered for clients with severe mental health issues i.e. aggression or anti-social behaviour. We are not a closed unit and don’t lock the front door. If your relative is liable to wondering, I’m sorry we are the wrong home for you. It has been our experience that you cannot mix a population of general nursing care with EMI clients successfully long term.

Residents are encouraged to bring personal effects and a few small items of furniture with them to make them feel **“at home”**. Resident’s rooms and possessions are private and personal and we shall ensure that they are always regarded in this way. Staff are trained to knock on the door before entering.

Most residents bring in their own TVs and radios because they are familiar with their use, but the Home can provide a portable TV set, if requested. There is a digital aerial throughout the home and we have a no satellite dish policy. TV licences are free.

Our **links with local community** are particularly strong, including local churches, The Chestnuts and Laburnum Day Centres, Bognor Golf Club, Middleton Sports Club and Bognor Regis Gliding Club.

We have a no smoking and a no pets policy at Aronel Cottage.

Housekeeping

Amanda, our full time Housekeeper and her Domestic Team are responsible for laundry and the general cleanliness and tidiness of the home. We have dedicated staff who carry out the residents laundry. **“One person doing one job”** means that there are few problems with lost or damaged laundry. Avoidable damage or loss of any article will be paid for by the Home.

Many visitors comment that they notice a distinct lack of ‘odour’ which is all to the credit of Amanda and her team.

A clothing repair service is also available (small cost to resident).

Fire

The building complies to current Fire Regulations with Notices and Fire Extinguishers located at top and bottom of stairs. Fire Exits are clearly marked, but if in doubt, please ask. Fire Training is a high priority and carried out every six months.

In the event of a fire alarm actuation (an audible bell), if it is safe to do so, please remain where you are and a member of staff will direct you to safety.

Our Strengths

History:	Established since 1975 Now owned by 2nd Generation Excellent Inspection History High Occupancy Levels
Building & Location:	Formerly a private school Attractive building Located in tree-lined cul-de-sac Purpose converted 34 single rooms, 2 twins – 19 en-suite New dining room extension Attractive South West facing lounges South-West facing gardens Tastefully decorated throughout
The Business:	Simple hierarchy/accountability Good systems and procedures Formerly an 'Investors in People' Company
The People:	Family business Strong Management Team Motivated – appreciated with good remuneration Low staff turnover Appropriately qualified Residents have a named Advocate Good rapport with GPs, Surgeries and Social Workers
Facilities:	Good inventory of equipment Eight person, vertical lift Home cooking – varied menu Active social environment
Registration:	Care Home (Nursing & Personal Care) Registered Nurse on Duty 24-hours a day

High Standard of Care

We are proud of our reputation for care – 75% of our business being by word of mouth and feel confident that a random telephone call to the local Social Services or GP surgery would result in a good reference. We are also very proud of our Testimonials File, containing many complimentary letters and cards from relatives. Our Inspections speak for themselves. Copies are available on request. Our inspection reports are accessible via web site: www.cqc.org.uk

Medicines are administered in accordance with NMC standards. Residents can self medicate if appropriate. When possible, residents can continue to use their existing Health Centre doctors. Alternatively, several good local practices can be recommended. Residents are allowed alcohol on the approval of their doctor.

Opticians SpecSavers offer a domiciliary service, or we can arrange transport to a local Optician of the residents choice. NHS glasses are free (private frames, lenses and transport are paid for by the residents).

Dentist most local surgeries are unwilling to make domiciliary visits however, we can arrange private domiciliary dentists to visit the home. This would be invoiced directly to next of kin.

Chiropody this is free and visits are bi-monthly. We consider Chiropody essential for our residents wellbeing, especially residents with diabetes.

FREE incontinence aids are provided from our standard stock. (Other requests are invoiced to the client).

Hairdressing – Jacs the Home's hairdresser usually visits on Thursdays. Our facilities include a hair salon sink.

Charges from	Ladies / Men Dry Cut	from £11.00
	Cut & Blow Dry	from £15.00
	Cut, Shampoo & Set	from £15.00
	Blow Dry & Set	from £12.00
	Perm	from £37.00
	Beard Trims.....	from £ 2.00

Hairdressing and Therapists will invoice directly to the next of kin who are responsible for settling the account.

Staff

Staff are issued with name badges displaying their Christian names. Aronel Cottage has a high staff ratio to ensure quality time with our residents. All our new staff undertake the Skills for Care Induction Training 'Care Certificate'. We far exceed 50% of the CQC minimum standard for qualifying staff, in our last inspection we achieved 94%.

We have a very experienced team of registered nurses on duty 24 hours a day, supported by qualified care assistants and an excellent domestic team.

One of our care assistants is named as your Key Worker and is your principal carer throughout the month.

Our staff work in three shifts covering; morning, afternoon and night duties. At each change of shift, staff are updated from your personal Care needs.

Staff are unable to accept gifts or money, but donations can be made to the Staff Social Fund, which is put towards staff outings etc., and is much appreciated.

We like to think that Aronel Cottage is well known for:

- being proprietary owned, run and directly accountable
- listening to our clients and amending our service
- meeting individual needs
- caring for the deaf/blind
- caring for pleasantly disorientated (short term memory loss)
- wound treatments
- Parkinsons disease
- Diabetes

Equipment

The Home has a good inventory of equipment to meet most requirements. (Very specialised equipment is usually provided by the NHS. Should this not be the case then the resident guarantor may be asked to contribute to the cost.)

Formerly Investors in People

When people ask “what is Investors in People?”, one explanation is that you are a listening business which actions suggestions and provides staff with training and development. We were awarded a ten-year Certificate of Recognition in 2011.

Good Food

Our head chef, Graeme, holds basic Food & Hygiene Certificates and provides varied, home cooked meals. Catering for a variety of special dietary and cultural/religious needs and preferences. Our Proprietor Mr Julian Hitchcock also holds an OND in Hotel Catering and Business Studies.

The Home has high staffing ratios to give assistance with eating and drinking in a timely manner.

Fruit, biscuits, snacks, soft drinks and beverages are available on request. (Special requests that are not part of our standard stock are paid for by clients.)

The kettle is always on the boil for a cuppa!

Meal Times

06:00 – 07:00	Early morning tea
07:00 – 08:00	Breakfast
10:00 – 11:00	Morning Coffee
12:45	Lunch – tables served
15:00 – 15:30	Afternoon Tea
17:15	Supper – tables served
19:15 – 19:45	Evening Drink

We have a modern, stainless steel kitchen, which meets the current Environmental Health Standards. Following our last inspection, we are very proud to display our **Scores On The Doors** highest **5 Ticks**.

Every meal time we offer a varied choice of traditional English courses with a third tasty option for our vegetarian clients.

A Daily Menu is displayed adjacent to the resident's notice board, copies are available for individual residents in their rooms.

Aronel Cottage's policy is to ask residents not to keep perishable food in their rooms.

Activities

We have a planned activity almost every weekday. The home has a separate budget of £10,000 per annum to employ outside agencies to come in for a dedicated activity and as a result, it is unusual to cancel. These activities are varied and professional. Residents decide on the activities they enjoy and who to employ again. Forthcoming events are displayed on the residents' notice board.

Voice Therapies, regular visits by Sarah Povey.

Reflex Therapy, regular visits by Julie Walters

Reminiscence Therapy, by Sharon Baker her sessions are always well attended.

Garden Club with Tony Lucas who also chairs the residents' meetings, where suggestions such as destinations for mini bus outings and specialised entertainment are discussed.

Hobbies such as knitting and other indoor activities etc. are all encouraged, and we are open to any other suggestions. **Relatives are welcome to join in or help with any of the activities.**

Cost of hobby equipment and materials are usually met by the Home but sometimes residents are asked to make small contribution to the staff social fund.

Entertainment

Nick Hannaford - exercise sessions, Tim West - entertainment therapy, Tony Lucas - Talking Point, Quizzes and Gardening Club, Alex Eberhard & Victor Munro - general entertainers, Frank King - a solo act with guitar and occasionally the Bognor Regis Hand Bell Ringers. These are all popular and have been chosen to return time and time again at residents' meetings.

Outings

We organise outings with Sammy Community Transport throughout the summer months to destinations chosen by the residents at their meetings. A favourite is a mystery trip, with cream tea or ice cream by the beach.

Transport

We usually arrange transport for outpatients. Appointments are via the resident's GP, relatives or voluntary services. Should transport not be provided for free by NHS, the Home will ensure that Residents can attend their appointments. We use a number of local wheelchair taxi services, for which the resident is responsible for settling their accounts. Should family be unavailable to accompany residents, a member of staff is available at a cost of £10 per hour.

Visiting

Visitors are asked to visit between 10am and 7pm and are usually offered a 'cuppa'. We try to remember, but do ask. Please try to avoid meal times.

Newspapers

Personal deliveries can be arranged via a local newsagent. The invoice is sent directly to the next of kin, who is responsible for settling the account.

Library

The Home has a small selection of books and magazines. We will try to help with reasonable requests. We also subscribe to the Blind Association and Talking Book Service.

Religious Services

Reverend Tim Crouch, Vicar of the local South Bersted Church, is in regular contact with the home.

Should any resident require alternative religious arrangements, we will contact the service to request a visit.

Independence

Residents should have the right to make choices. But, when appropriate, should accept the advice of the duty nurse (Risk Assessment).

Suggestions and Comments

It is always helpful for us to know what you think about the Home. Residents and families should feel free to speak to any of the staff. There is also a suggestions box in the foyer.

Administration

Julian Hitchcock, our Proprietor is the Home's registered Manager and deals with most administration on a day to day basis.

The Home is happy to fill out the medical/care sections of forms, but we ask relatives to fill out relevant sections as far as possible.

Banking

The Office will try to help any resident with their banking requests.

Residents Pocket Money

We don't keep resident's pocket money in the office per se. Most bank requirements are included in the fees. Please don't leave residents with too much cash except for next of kin who are unable to visit frequently, we have limited safe facilities.

Valuables / Inventory

Valuables: Lockable steel cabinets are fitted in all the bedrooms and the doors have Yale style locks, keys are issued as appropriate. Aronel Cottage recommends that residents do not keep excessive cash and that jewelry is kept in the office safe or lodged with a relative. The Home has limited insurance cover and it is strongly advised for the guarantor to arrange additional cover for residents own personal belongings of significant value.

Inventory: It is the Homes policy not to take an inventory of resident's belongings, this is to protect their privacy. Should you require further explanation, please ask Mr Hitchcock.

Mail

Mail is delivered to the office, where it is sorted and then taken round to the residents rooms. If residents are unable to comprehend their own mail we will forward on to relatives.

Occasionally stamps and stationery can be provided courtesy of the Home.

E-Mail

The office email address can be used for sending and receiving resident's mail. Be aware we do not always open our email in-box daily. Please phone through urgent messages and post birthday cards etc. admin@aronel.co.uk

Shopping

Free toiletries are provided from standard stock. We can also arrange for items not kept in our store to be purchased on resident's behalf, via our account at Superdrug, which will usually be delivered on the same day. The invoice arrives with the delivery and is forwarded to the next of kin.

Telephone

A digital mobile telephone, which gives good reception in most of the building and gardens, is available for resident use, free of charge for local off-peak calls. (For international calls we use VoIP (Voice over Internet Protocol, charged at local rate). **All rooms have telephone points**, residents can have their own personal lines fitted (utility services will invoice the resident's next of kin directly). Staff are happy to take messages and help with outgoing calls

Complaints

Aronel Cottage operates a “**Whistle Blowing Policy**”.

Any immediate feedback please speak to the Duty Nurse.

Written complaints should be addressed to Mr. Hitchcock, the Home's Registered Manager. It is our policy to act upon complaints immediately and give a formal response within 28 days.

In the event that a complaint or request cannot be satisfactorily dealt with in this manner, it may be referred to:

Parliamentary Ombudsman
Millbank Towers
Millbank
London
SW1P 4QP

or ultimately to:

Care Quality Commission
South East Region
City Gate
Gallowgate
Newcastle upon Tyne,
NE1 4PA

We believe Aronel Cottage operates a competitive nursing home fee structure, reviewed annually in April to reflect wage RPI, or upon a request by family to change room to either Council, Standard, Enhanced or Premier.

Our fees are published on our website.

Management Team

- **Julian Hitchcock** RN, OND
The Home's Registered Manager/Managing Director
- **Lorraine Hitchcock** NAMCW
Director CQC's Responsible Person
- **Graeme Dutton** - Head Chef
- **Amanda Lyles** - Housekeeper
- **Robert Vas** - Lead Nurse

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We do hope that you will enjoy your stay with us



Garden party in our south/west facing garden



Our Dining Room Extension

Where we are

