



THE MANOR  
RESIDENTIAL HOME

The Manor Residential Home

# Brochure



# Contents



## Welcome to The Manor Residential Home

This pack is here to inform you about the home, its staff, services and what you can expect from us. If you have any questions or comments, please do not hesitate to ask.

## Contents

Welcome and introduction .....	03
About the home .....	04
Our aims and objectives .....	06
Our staff .....	08
Complaints .....	10
Contact information .....	Back cover

# Welcome to The Manor Residential Home



The Atrium

May I firstly take this opportunity in thanking you for choosing the Manor Residential Home and I hope we live up to your expectations. Please accept this information pack as an introduction to the home. As I am sure you will understand there are many dimensions to a new life within The Manor, all of which cannot be enclosed within this pack.

The home is set in large gardens edged by trees a short walk from Arnold town centre which is located four miles North of Nottingham.

The home stands on the site of the Old Manor House which was demolished at the beginning of the twentieth century. The present Manor House was originally built in 1928 by Mr. T Nix. During its construction he purchased the distinctive stained glass window from the Nottingham Exchange. The window bears the Old Nottingham Coat of Arms and is still a most interesting and unique feature of this lovely building. The property was re-developed with a large purpose built extension in 1996. Further extensions were added in 2000. The latest extension was completed in July 2016 to create 7 executive rooms on the first floor with porcelanosa ensembles, new lift, atrium and more security features to make the home safe for residents and staff.

The Manor Residential Home is a long-term residential care home for the placement of older people aged 65 onwards. It specialises in providing support to males and females who can no longer live on their own and require help with washing, dressing, mobility and all aspects of personal care. Full nursing care is not provided however provision is made for the treatment of disease, disorder or injury.

The management team and all staff from carers to kitchen to domestics take great pride in having gained an excellent reputation within the Gedling County and constantly strive to maintain our high standards and quality care.

# About The Home



The patio area and fish pond

The Manor Residential Home has twenty-seven comfortable bedrooms, lounge, dining room and conservatory overlooking delightfully landscaped gardens. You will find a warm welcome, a friendly atmosphere, extremely high standards and experienced staff.

## Facilities in the home

Qualified care staff, 24 hour quality care, regular GP visits, 27 single rooms, all tastefully furnished (20 on ground floor). Cable television, telephone point and wash hand basins in all rooms, One lounge with TV; one conservatory, spacious dining room offering a varied and balanced menus; landscaped gardens with patio area. All laundry done on site and all areas have wheel chair access. The laundry room uses the best equipment including advanced OTEX system to achieve disinfection and infection control during the wash process.

## Optional extras

The following are available by request within the home. Subscription to news papers and magazines, hairdresser, chiropodist and room telephone.

## Facilities in the local area

Health centres, optician, dentist, main bus route, various churches, community centre, leisure centres, library, large selection of shops, post office, all major banks, local parks and gardens, delightfully close to the countryside.

## Visits and Trips

We offer several activities in the home, visits and trips throughout the year to a variety of places, below is a list of some of our activities and trips: Weekly bingo, monthly church service, regular music entertainment, Rufford country park, Newstead abbey, Southwell minster, Newark market, Trent bridge, boat trip on the Trent with St. John's crusader boat. Visits to Mabelthorpe, Stoke Bardolph and events at Bonnington theatre.

## Equality and Diversity

This home is committed to achieving a working and living environment which provides equality of opportunity and freedom from discrimination on the grounds of race, religion, sex, class, sexual orientation, age, disability or special needs. The home is also committed to building a workforce which is diverse and reflects the community around us. (Sexual orientation is defined as a combination of emotional, romantic, sexual, or affectionate attraction to another person).

# About the Home (continued)



Main drive

## Eating and drinking

The Manor offers three substantial and well balanced meals daily. All special requirements and diets are catered for. Any resident with a genuine dislike will automatically receive an alternative. Meal times are below but can be varied to suit.

## Sample menu

### Breakfast (7:30am - 9:00am)

Fruit juice or prunes, a selection of cereals and porridge, toast and marmalade, tea or coffee, full English breakfast.

### Morning Drinks with Biscuits (10:30am)

### Lunch (12:30pm)

Soup and fruit juice, roast beef dinner with yorkshire pudding, vegetables and beef gravy, chocolate gateau with fresh whipped cream, fruit salad and cream, ice cream.

### Afternoon Drinks (3:00pm)

### Tea (4:30pm)

Smoked haddock, bread and butter, assorted sandwiches and homemade cakes.

## Prices

Prices depend upon rooms and in some cases the level of care required.

## Advocacy

We believe residents should be enabled to express their views to both the home and to other bodies and feel their views are understood and respected. We will seek to make advocacy available to any resident who needs help in presenting their views by: - Making information available on local advocacy schemes. - Involving advocates where appropriate. For further information please ask to see a copy of the Manor Residential Home's policy on Advocacy.

## Typical activities programme

The activities shown below are typical only and are subject to change.

Shopping and coffee mornings

Residents meeting (2/3 months)

Bingo

Church service

Musical exercise

Quizzes

Cooking

Cards and Dominoes

Music and in House Entertainment

# Our Aims and Objectives



Porcelanosa Ensuite & Wet Rooms

## Maintaining a safe and happy environment

Making sure residents are aware of their surroundings, positioning of furniture and equipment. Where to locate any activities available within the home, lounges, garden and sun lounges.

## Communication

To ensure all residents have a clear understanding of the carer call system. To ensure residents know how to operate and make the best use of the aids available: hearing aids, spectacles, speech recorders and to encourage any resident whose sight is poor to use facilities such as talking books.

## Eating and drinking

To serve meals with attention to residents likes and dislikes. To note any resident who does not like a particular meal, involvement with resident in choosing their meals is very important. To ensure a balanced diet, to note problems and report them e.g. loss of appetite or weight changes. Correct diet for each resident (diabetic etc.) and maintain adequate fluid intake.

## Bathing and dressing

Preserve dignity and maintain privacy at all times, this is paramount to the care of residents. Assistance where needed and know how to maintain privacy. Report any abnormal skin conditions, check pressure areas and oral hygiene. Encourage independence at all times and involve residents in choosing their own clothes.

## Mobilising

Close observations and assistance whilst walking as required. Encourage independence but giving help when necessary, to be patient and give reassurance at all times.

## Sleeping

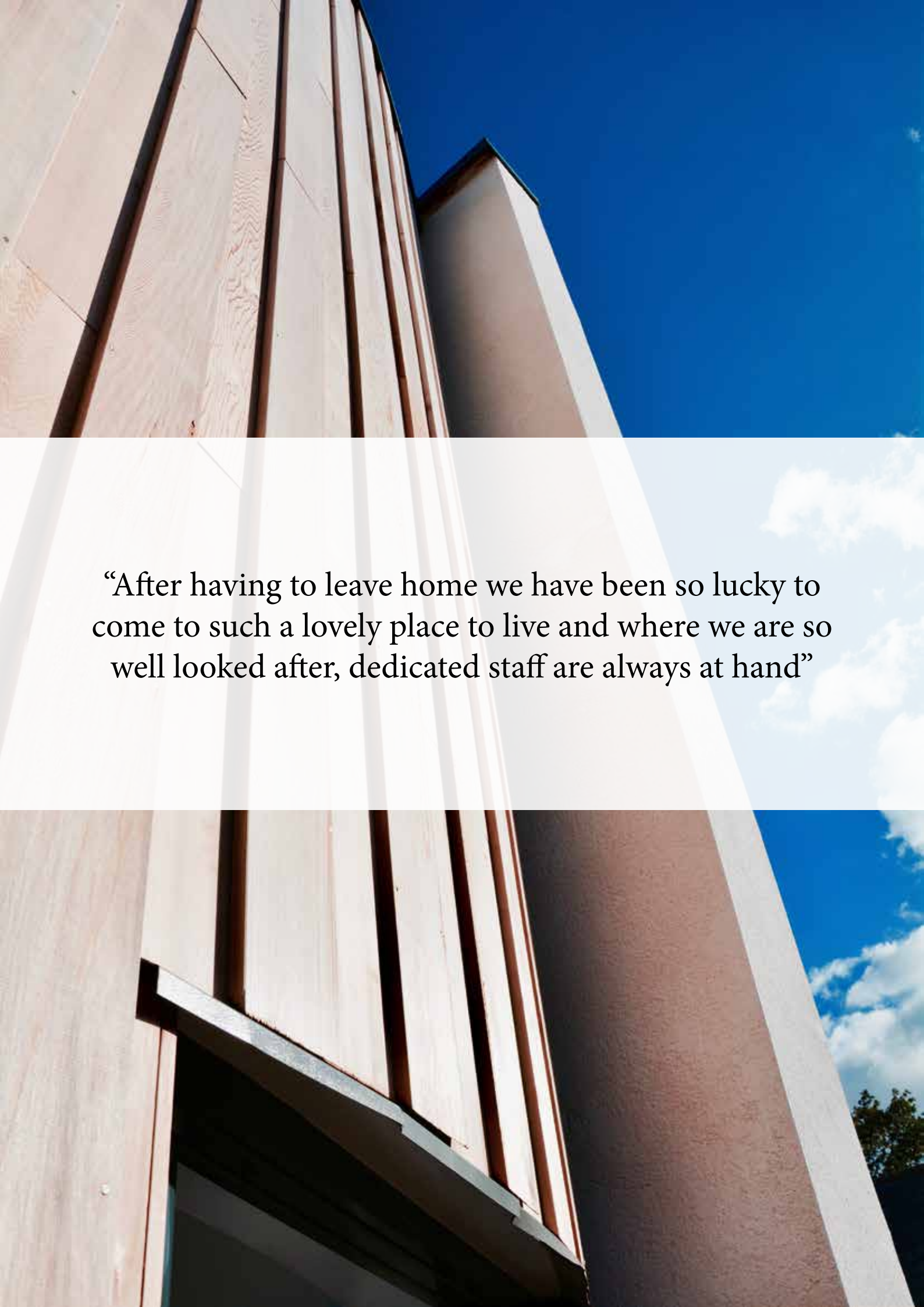
Helping residents to get essential hours of sleep is an important part of the 24 hour care given to all residents. This is achieved by: administration of any prescribed drugs, ensure comfort, relief of pain and practical measures to aid sleep e.g. warm drink. Recognising that sleep doesn't come easily to everyone and to identify why a resident cannot sleep.

## Leisure

Assess residents abilities and interests. Provide opportunities for relaxation and recreation. Encourage group activities e.g. shopping trips and outings. Talk to residents as individuals...it can be quite surprising what some like to talk about or what they would like to do.

## Welcome and enhancement

To maintain a homely and welcoming environment for residents, their families and friends. To promote the move into the Manor Residential Home as the start of a new beginning and enhance the quality of life.



“After having to leave home we have been so lucky to come to such a lovely place to live and where we are so well looked after, dedicated staff are always at hand”

# About our staff



Happy Staff and Happy Residents



## The Manor Staff

All staff at the Manor go through an extensive interview process and CRB checks before employment commences. Staff are encouraged to gain formal qualifications and are trained as per the mandatory requirements laid down in the Health & Social Care Act 2008 ( Regulated Activities) Regulations 2014 and the Care Quality Commission (Registrations) Regulations 2009.

## Management Team and Staff

We have a strong management team to ensure the home is well-led. We are only one home and not a group of homes and therefore take pride in ensuring we have happy staff and happy residents.

The owners are actively involved in the business and have an ongoing refurbishment programme.

Senior Staff are all NVQ3 Certified

All other Care Staff are NVQ2/ NVQ3 Certified or are Studying NVQ2/NVQ3





“...a most friendly environment, the rooms,  
food and seating areas are all first class...”



# Complaints



Hear to hold your hand all the way



## Complaints policy statement

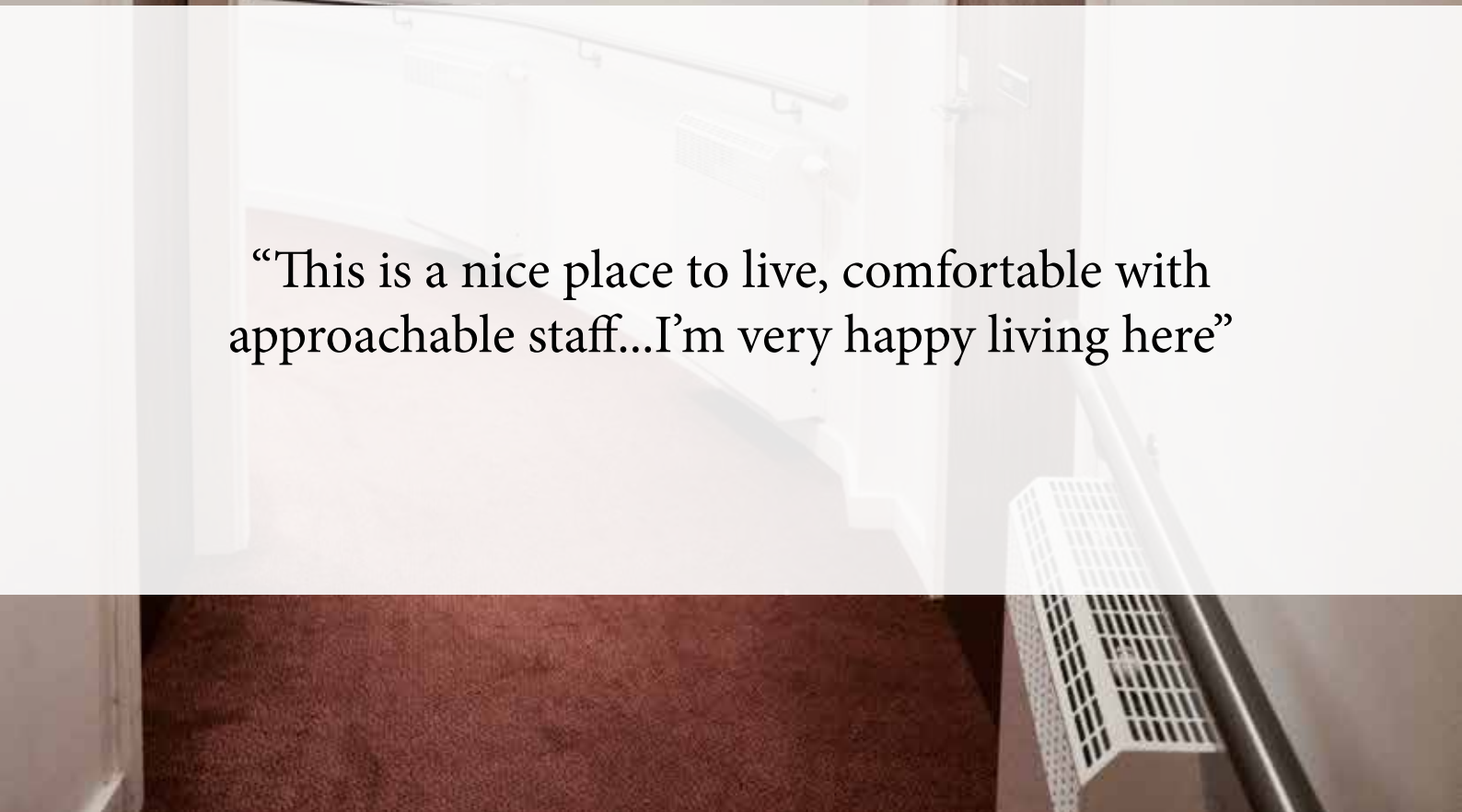
The home believes that if a resident wishes to make a complaint or register a concern then they should find it easy to do so. It is the home's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by The home believes that failure to listen to or acknowledge complaints will lead to an aggravation

of the problem, residents dissatisfaction and possible litigation. The home supports the precept that most complaints, if dealt with early, openly and honestly can be resolved at local level between just the complainant and the home. If this fails the complaint will be referred to the Care Quality Commission and legal advice will be sought if necessary.

The home fully adheres to Regulation 16(3): Receiving and Acting on Complaints, Health and Social Care Act 2008 (Regulated Activities) Regulations 2014).



“This is a nice place to live, comfortable with approachable staff...I’m very happy living here”





This welcome pack is available in electronic and large print format.  
Please ask for details.

The Manor Residential Home  
28 Church Street  
Arnold  
Nottingham  
Nottinghamshire  
NG5 8FB

 +44 (0)115 9 53 55 77

 [care@themanorcarehome.co.uk](mailto:care@themanorcarehome.co.uk)

 [themanorcarehome.co.uk](http://themanorcarehome.co.uk)