

The chase rest home

Providing Residential Care for Elderly

5-6 Southfields Road

Eastbound

East Sussex, BN21 1BU

TELEPHONE 01323 722855

A Home from Home

In reply to your recent enquiry, we are pleased to send you our information pack, which should be of assistance to you if you are trying to decide on a suitable home for yourself, a loved one, or a friend.

**The Chase Residential Care Home** is registered to provide care and accommodation for up to 24 older people, not falling within any other category. The premises comprise of two large, three stories Victorian house, which have been converted into one building and have now created an environment that is comfortable, homely and spacious. Of the nineteen bedrooms 14 are used as single rooms and 5 as double rooms and three have full en-suite facilities. All bedrooms have wash basin and a toilet except one which a hand wash basin only. Couples are welcomed to use the shared rooms.

A passenger lift provides easy access to the upper floors. Alarm call bells are fitted in all rooms to which service users have access. Communal areas, including the lounge and dining room are light, spacious and decorated and furnished to a high standard.

The home has two communal bathrooms of which one is fitted with a bath hoist. Hand and grab rails are fitted where required. The Chase Rest Home is situated in the Centre of East Bourne, opposite the Royal Mail depot and close to the mainline railway station and within easy walking distance of the main shopping areas and two minutes' walk from the local library.

Cheerfulness and felinity is reflected throughout the home, from the carefully chosen décor, to the cheery, bright and caring staff that go about their work with efficiency and understanding.

The principal of care means that as far as possible, the resident should feel and behave as they would in their own home. At the Chase Rest Home, we aim to respect the privacy of our residents and actively encourage independence and freedom of speech at all times. We aim to provide each individual resident with a superior quality of care. This is not simply the care of active elderly in a residential home, but practical and emotional support for the resident and their family, when the resident's chapter of life comes to a close.

We at **The Chase Residential Care Home**, take pride in the high standard of care we achieve, and continually aim to improve on, with our progressive approach. The care our residents receive is always of a high standard personally acceptable, and one that we have found equally satisfying for an absolute absence to receive.

Most of our residents range from 65 years to almost 100 years of age, although nobody would think of it to look at them. There seems to be an absolute absence of wrinkles.

We have 12 members of staff here, which includes our cooks, cleaners and Gardner.

All staff receives comprehensive training which includes Health and Safety, Food Hygiene, Manual Handling, Fire Awareness, First Aid, Report Writing, Care Planning and Dementia. Some members of staff have the NVQ LEVEL 1/2 qualification and are offered training.

Whilst visiting hours are very relaxed here, we ask that meal times are avoided, thus saving the residents any embarrassment.

The only things residents will be expected to pay for are the personal clothing, including zips, buttons and name labels. They would also be expected to pay for equipment such as electric razors and TV' etc. their own personal choice of fruits, sweets and items of a luxurious nature. Tickets for arranged outings, should the resident wish to join in are also charged for, as are any incontinent aids, should we feel these are necessary.

We have care attendant on duty all night.

Should anyone be extra worried about a resident's health, we can arrange for a small bed to be put in the room, (providing the room is not shared) so as to enable a family member or friend to stay with them throughout the night if this is requested. There will, of course, be no charge for this and breakfast is available, although I must stress again, that there will be absolutely no smoking allowed in the building.

Our scales of fees for 2009 are ranging from £475 - £965 depending on individual's needs.

Please ask the Manager for more details.

Our garden looks a picture in the summer. On warm days the residents enjoy eating meals out on in the garden and relaxing on the garden furniture with their ice-cream.

We have a varied programmer for the week, which includes all sorts of games, musical entertainment, and outings to shops, library and trips to the seafront in the summer only. Where relatives are welcome to come along and join in.

If you would like the use of a wheelchair, we would be happy to oblige. We are also a very short distance from the shops and have a regular bus service close by for services to Eastbourne Town Centre.

Our home is fitted with an emergency call system, so you can always be sure of immediate attention day or night. We also have passenger lift and are equipped with the latest fire safety precautions. We are registered with the East Sussex County Council and are also members of the prestigious Residential Care Homes Association.

The fees will be reviewed from time to time by the proprietors, but this will normally be in February, with any increase becoming due in 1<sup>st</sup> April of the each year. This increase will be, for example, as a result of inflation, for the provision of extra care and service, increments in staff wages, or as a result of statutory provisions coming into force after the date of the accommodation agreement.