CHARING HEALTHCARE

committed to care and support

Welcome to Charing House

Charing House is known in the area as being the former Municipal Buildings, Canterbury Street and has been tastefully converted into a care home to an extremely high specification whilst retaining its original architectural beauty. The home stands in its own grounds and has the added benefit of being adjacent to Gillingham Park. There is a good bus service with a bus stop immediately outside the home, a train station less than a mile away from the home and a variety of shops just a 5 minute walk away.

Opened in 2010, Charing House has 88 beds divided into 5 separate wings, all of which are named after former mayors and lady mayors of Gillingham: Bessie Parr, William Griffin, George Smith, Freddie Cooper and Four Seasons. Thanks to this layout, we are able to provide residential, dementia, nursing, learning disability and physical disability care within a safe environment.

Care

At Charing House, we provide personalised care that is tailored to meet the needs of individual residents. Every resident in our care is treated with dignity and respect at all times, and made to feel as comfortable as possible.

Charing House, Canterbury Street, Gillingham, Kent ME7 5AY

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To provide our residents with a home-from-home experience and make it easier for them to settle in, we encourage residents to bring their own pets from home wherever possible but this is at the discretion of the Manager. We also encourage residents to bring in items of their own to personalise their rooms. To help our residents make new social connections, as well as to promote physical and mental well-being, we encourage them to take part in the wide range of activities that we organise.

Staff

Every member of staff at Charing House has completed extensive training in first aid, safe handling of food, moving & handling, fire awareness, best infection control practices and the specific skills needed to care for those living with dementia as well as completing many other relevant training courses on a regular basis. Our staff members are fully qualified and dedicated professionals, committed to providing the highest level of care possible to all residents.

Facilities

We have a passenger lift to all floors for those who are unable to manage stairs and we also have a separate service lift. Charing House Care Home in Gillingham has been designed to provide easy wheelchair access to all rooms, and all bathrooms contain either a static bath or a shower tray and are large enough to accommodate lifting aids. We also have a wide variety of specialist equipment, enabling us to provide the best care possible to all residents.

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All rooms are fitted with a nurse call system, with pressure mats in some rooms which are linked to the call system, aerial point, and a suite of furniture, including a lockable cabinet where valuables can be stored. The home benefits from a large courtyard patio area where residents can go out and enjoy the good weather. Within the courtyard, there are raised flower beds where residents can plant their own flowers and a pagoda, which provides excellent shelter from the sun. Within each wing of the care home is a library/quiet room should residents prefer to relax in a peaceful area. We also have a hairdressing salon that is used when our professional hairdresser visits.

Food & Drink

We provide 3 meals a day – breakfast, lunch and high tea – along with snacks and refreshments throughout the day. Residents can choose what they like from our seasonal menu, which includes a variety of dishes for each meal and operates on a 4-week cycle. All food is freshly brought in, home-made and nutritionally balanced. Our menus can be adapted to meet the specific dietary needs of individual residents. Our menu's may vary slightly depending on the client's needs/likes.

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Guide to Facilities

- Wi-Fi
- Private Access to Gillingham Park
- Fire Sprinkler System Throughout the Home
- Hydrotherapy Room
- Multi Denomination Prayer Room
- Hairdressing Salon
- All Rooms with En-suite Facilities
- Library/Quiet Rooms on each Floor
- Lounges and Dining Rooms on each Floor
- Large Communal Lounge for Special Occasions
- Board Room for Multi Professional Meetings
- Safe and Secure Outside Areas
- Roof Garden
- Court Yards
- Planting Areas for Clients
- Sensory Room
- 50's Room
- Maintenance Team

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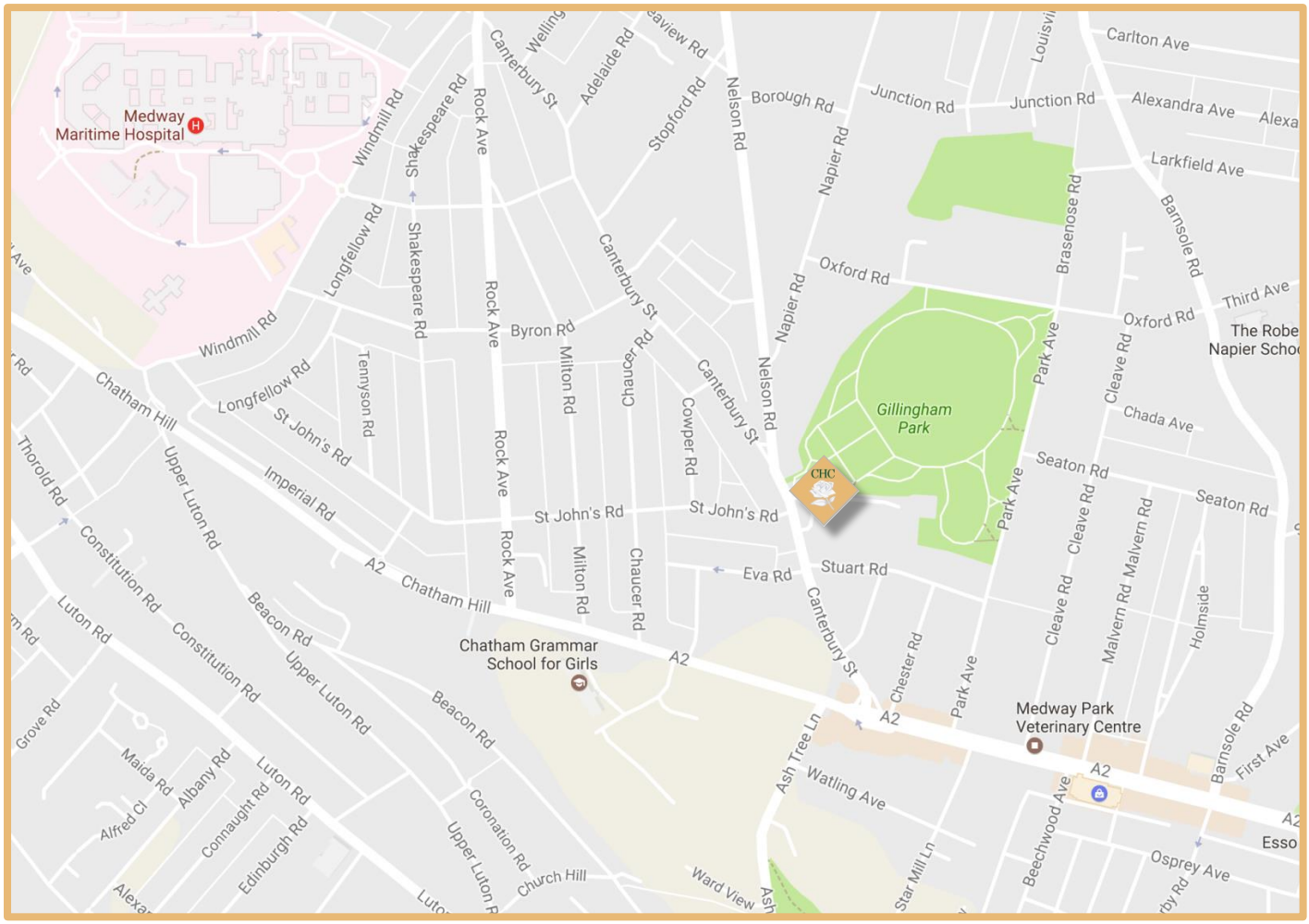

Address

Charing House Care & Nursing Home
Canterbury Street
Gillingham
Medway
Kent
ME7 5AY

Contacts

Tel: 01634 584600
Fax: 01634 584650

Home Contact

Mrs Karen Ditch

Email

karen@charinghealthcare.co.uk

Website

www.charinghealthcare.co.uk

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Making The Right Choice

Our Aims and Objectives.

- We aim to provide a home from home environment with appropriate care and support from a well trained staff team to enable you to continue living your life in a safe and happy home 24 hours a day for as long as you need to..
- We will ensure that we work with you and your family, friends, advocates and other professionals involved in your life in gathering all the information we need to make sure we can meet your needs.
- We will build your Plan of care or Support Plan to reflect the information gathered so that everyone who needs to know can support you in your care needs as an individual.
- We will strive to meet and indeed exceed the Fundamental Standards of Quality and Safety as detailed within the Health and Social Care Act 2008 by:
  - conducting regular reviews and close monitoring of our services
  - welcoming complaints and compliments
  - listening to your views
  - acting on your views and comments in a timely fashion
- We want our residents and their families to be reassured that they are in a "Home for Life" but only where we can demonstrate that we can continue to meet that individual's needs.
- Where an increase in needs is such that we cannot realistically and safely continue caring for an individual we will ensure that all the appropriate professionals are involved, we will support that resident and their family in finding alternative accommodation.

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Further Questions & Answers

Information is essential to enable us to make informed decisions. In 1998 the Office of Fair Trading surveyed nearly 1000 residents of care homes, they found that fewer than 1 in 4 had received, or remembered receiving, any written information about the home before they moved in. Leaving your home and its familiar surroundings to move into a care home is a big step. It is therefore important that you look at all the choices that you have available to you first and find one that suits your needs before you make a decision

Frequently Asked Questions

Personal Possessions	Meals	Personal Care
Communal Areas	Leisure	Other Important Points
Residents' Rooms	Staff	The Fees

The questions and answers under the categories below aim to help you make an informed decision about which care home to choose. The answers below are applicable to all Charing Healthcare homes.

Personal Possessions

Q: How much furniture or personal possessions can I bring with me?

A: It is your personal choice, we will provide bedroom furniture and would encourage you to bring in any smaller items to personalise your room, like photographs, pictures, clock, soft furnishings and nic naks. If you wish to bring in a larger item please discuss this with the manager.

Q: Can I bring any pet?

A: We are more than happy to consider you bringing your pet into your new home but the manager would need to assess the situation taking into account a number of other factors.

Residents' Rooms

Q: Are Bedrooms single or shared?

A: Throughout all our homes a minimum of 95% of rooms are single, our shared rooms may be suitable for couples or friends who wish to share, there is a partition curtain to respect privacy and dignity in these rooms.

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Q: Are there any en-suite w.c's?
A: A majority of our rooms have en-suite facilities, there are some rooms due to the nature of the building and layout we could not incorporate an en-suite facility, but all rooms have a vanity unit. For rooms with no en-suite, toilets are easily located within a short walk from all bedrooms and communal rooms.

Q: Can I lock my room?
A: Yes, everyone has the right to have a lock on his or her door.

Q: Can I have a telephone installed?
A: Any resident can have a phone installed, this will be the responsibility of the resident and all bills must be sent to them direct or to a relative. We will be happy to make arrangements for the installation of a phone should you wish to have one in your room.

Q: Can meals be taken in my room?
A: Yes, it is possible for residents to eat their meals in their rooms if they wish, however, we do encourage residents to join in for lunch and dinner.

Q: What can you tell me about your bedrooms?
A: All our bedrooms are tastefully decorated with full matching furniture and carpeted, a nurse-call conveniently located, heating can be adjusted in your room, all windows open to a safe point and a television point; should you have any other requirements we would be happy to accommodate, if possible.

Communal Areas

Q: Are there different sitting areas including quiet rooms?
Q: Is there a separate dining room?
Q: Are there smoking and non-smoking areas?
Q: Is there easy access for frames or wheelchairs to get to communal areas?
Q: Is there a lift?
A: All our homes have a number of day rooms and a private room for residents who may wish to spend time with their families but not in their bedroom. All homes have separate dining, T.V and quiet rooms. All our homes have a no smoking policy inside the building, but residents and families are welcome to smoke in the designated area, all homes have a lift and corridors / walkways have easy access to wheelchairs and frames and corridors all have handrails.

Meals

Q: Is there a choice of meals provided?
A: Our meals are varied and nutritious, the menus change frequently and choices are available for vegetarian, diabetic residents or any other dietary requirements. Wherever possible, we take time with our residents to find out what they like, what they would like to see on the menu in the future and if they are happy with the choices they are given.

Q: Can I have a guest eat with me?
A: We would happily accommodate relatives or friends at meal times, but would ask you to inform us in advance so that arrangements can be made.

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Q: Before I move into the home, can I go there for a meal to see what it is like?
A: This is something that we would recommend; it enables you to get to know the staff and other residents.

Leisure

Q: Are there any organised leisure activities or outings?
A: Yes, leisure activities take place within our homes. Our homes often have outside entertainment such as singer's etc. come in and perform and outings are arranged.

Q: Can I carry on doing the activities that I currently do?
A: Our homes enjoy many trips out, depending the location of the home, we have trips to the seaside, theatre, themed lunches with a sing-a-long and many more. Where possible we would encourage residents to carry on with activities that they enjoy, we also have constant organised in-house activities. All our homes have gardens which are constantly maintained for the benefit of the residents and should they wish to do some planting of their own we have no objection to this, and if cooking is your desire you are welcomed to help prepare meals. This would be subject to the home manager being satisfied its safe for all.

Q: Does the home celebrate days or festivals that are important to me?
A: We enjoy celebrations of any kind, Christmas, New Year, Easter and especially resident's birthdays. If you have a personal reason to celebrate, please tell us and we will be more than happy to celebrate with you.

Q: What are visiting hours of the home?
A: All our homes hold an open door policy and welcome visitors at any time, however, should your relative or friend wish to visit very late at night, it would be helpful if a member of senior staff was informed during the day as all night staff are not familiar with the residents families or friends.

Q: Do the spiritual pastors of any religions visit?
A: We can arrange for a pastor from most dominations to visit the home should you wish.

Staff

Q: Are there enough staff?
A: We always run within the expected guidelines of staffing levels, we always aim to have extra staff on hand to cover for sickness and holidays; as a company policy we believe it pays nobody to be understaffed.

Q: Does the staff have time to sit and chat to the residents?
A: Yes, this is a big part of our staffs' duty, which is enjoyed by the residents and staff.

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Q: Do the staff take any interest in the resident, their past, their family, their interests, their likes and dislikes?
A: Care plans are devised to do just this, with the help of the resident and family when a resident joins us; this gives staff the basis to form a good relationship with the resident and an opening to find out more about each other.

Q: What training is available to staff?
A: Staff have access to a verity of training courses to ensure they are able provide good care. Some of these training courses are: Fire Awareness, First Aid, Diabetes, Infection Control, Food Hygiene etc.

Q: Are the staff trained in handling techniques?
A: Yes, all our staff go through Moving & Handling training.

Q: Do they have any formal qualifications?
A: Our extensive training program ensures that staff are trained and have every option available to them to educate themselves, many of our care staff are qualified to NVQ 2, 3 and 4 levels. From January 2011 we will support and guide our un qualified staff in undertaking the new HSC Diploma courses at differing levels. All our staff receive some form of qualification including kitchen staff, whether its first aid or food and hygiene diploma, the company has on-going training programme's in all homes.

Personal Care

Q: Do staff handle bathing, incontinence and give medicine in a sensitive way?
A: Our staff are highly trained in all aspects of personal care and respect the residents rights to privacy.

Q: Can I get up and go to bed when I like?
A: The simple answer is yes. We want you to do as you would have done in your own home.

Q: Can choices be made about when residents take a bath?
A: We would accommodate each residents preferences.

Q: Can I keep my own doctor?
A: Yes, whenever this is possible.

Other Important Points

Q: Is there a waiting list or a current vacancy?
A: As this changes please ask for the latest information on the home you are interested.

Q: Can I have a trial period?
A: Our residents are always offered a trial period.

Q: Will I be able to vote at elections?
A: Yes, this is always possible for residents that wish to vote.

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Q: Will the home regularly look at my needs?
A: Each resident have their own Care plan which are regularly updated so that resident's needs are always being met.

Q: Is there a complaints procedure?
A: There is a complaints procedure and we encourage you to discuss any concerns you have with the manager of your home in the first instance.

Q: Is a contract offered to me?
A: A contract is always given to the resident or family member.

Q: Is the home well equipped?
A: All our homes are equipped with assisted baths, lifts and hoists.

Q: Does the home have outside professionals come in?
A: Yes, we have regular visits from the chiropodist, hairdresser, optician and when necessary a physiotherapist.

Q: Will you store personal valuables?
A: We cannot store personal valuables i.e. jewellery, we can hold a small amount of cash for residents for personal expenditure if they wish.

The Fees

Q: What do fees include?
Q: How much are they?
A: Our fees include: meals, laundry, 24-hour care. Our room prices vary from home to home and the type of care you are looking for, whether it is for residential or nursing care, each home has its own room price and the home manager can help you with this. Fees are paid monthly in advance and they are reviewed once a year, the review will be based on inflation and the resident's needs.

Should you require any further information please either contact the Home Manager or Heather Viggers, Director of Care.

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