



**al** ardenlodge



Blue plaque with text, likely a historical marker.



## Welcome

Please allow me to take this opportunity to welcome you to your new home Arden Lodge. Whether you have chosen to stay with us a short while, or indeed you have chosen to stay with us on a permanent basis we aim to ensure that your stay with us is as pleasant and comfortable as possible.

This guide provides you and your relatives with information as to the services we provide here at Arden Lodge. Myself and the staff team are here to listen, assist and support you settle into your new home.

Please do not hesitate to contact me or a staff member if you have any questions or queries, we are here to assist and support.

On behalf of all the staff team and management, once again let me thank you for choosing Arden Lodge.

*Karen Hancox*

## About Arden Lodge

Previously the home of Birmingham's Olympic Gold Medallist, John Curry, Arden Lodge has been transformed into a spacious and inviting residential care home with excellent facilities and a central location to nearby Birmingham and Solihull.

Life at Arden Lodge is fulfilling and stimulating, whilst ensuring the independence and the rights and choices of our residents is always at the forefront of our care. The outcome is a safe and comfortable environment for our family of residents.

### Residential care and short convalescent stays

Arden Lodge Residential Home provides residential care, and short convalescent stays, for female and male residents over the age of 50 years old.

Arden Lodge has the capacity to accommodate 47 residents across 44 bedrooms, all with en-suite facilities and tasteful decor. The home has three double bedrooms, enabling Arden Lodge to host married couples who wish to live together in our care.

On the ground floor there are 8 bedrooms, 3 wet rooms, large communal lounges with two sets

of televisions, and a small quiet lounge that has sky television facilities.

Towards the back of the home is the Orangery, where residents can access the delightful courtyard – a lovely place to relax and enjoy some fresh air.

The first floor has 22 bedrooms and two wet rooms; one with an assisted bath. The second floor, which had an extension added in 2017, has 16 bedrooms and two large wet rooms.

We understand how important it is for our residents to keep their independence and dignity. Arden Lodge is ideally located close to many amenities that are accessible thanks to transport links close by.

Arden Lodge is situated just a ten minute's walk from Acocks Green village, which is home to shops, cafes, pubs and restaurants. The home is also accessible via a five minute walk from Acocks Green train station, with links to Solihull town and Birmingham city centre.

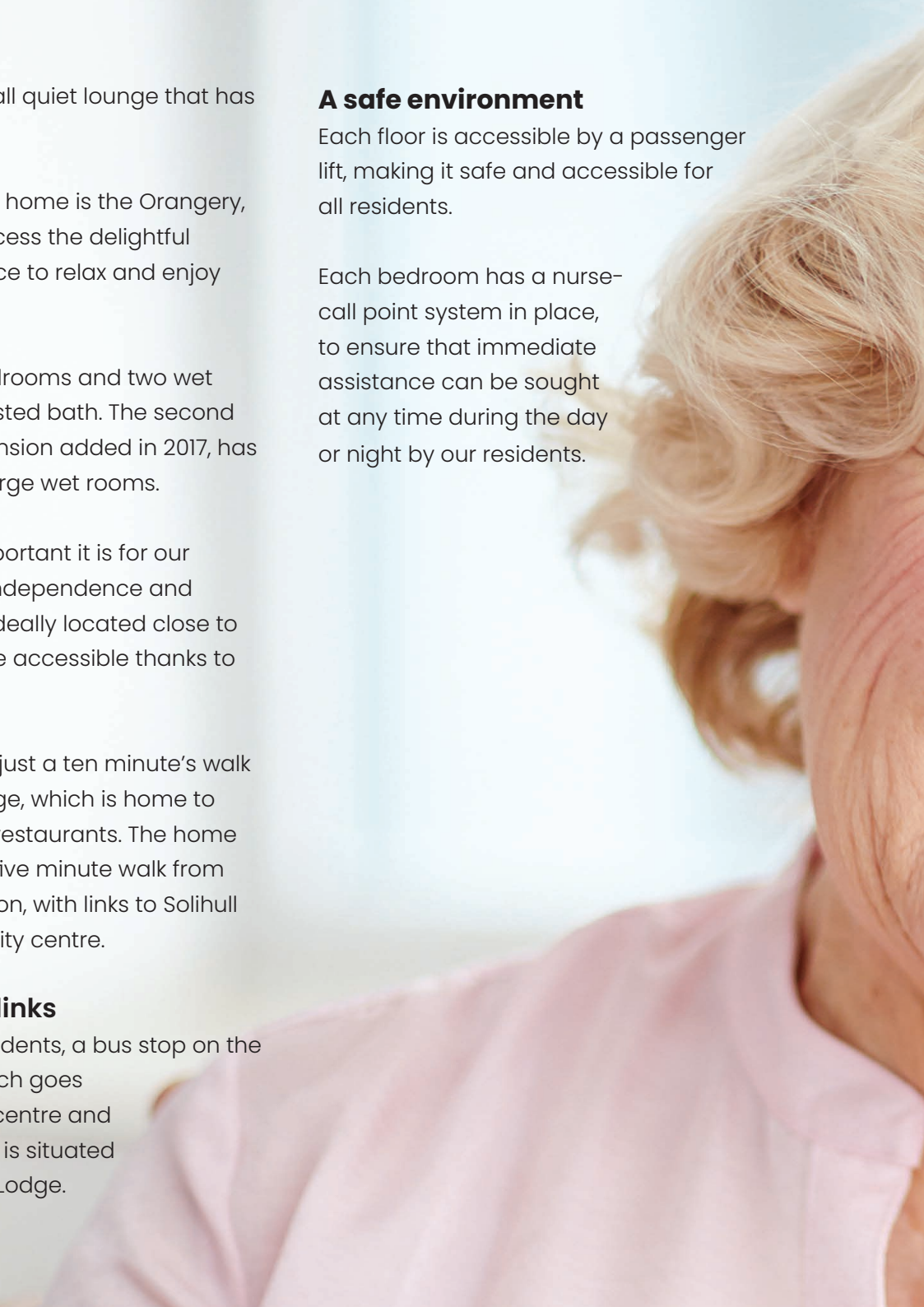
### Excellent transport links

Conveniently for our residents, a bus stop on the number 4 bus route which goes directly to Solihull town centre and Birmingham city centre is situated directly opposite Arden Lodge.

### A safe environment

Each floor is accessible by a passenger lift, making it safe and accessible for all residents.

Each bedroom has a nurse-call point system in place, to ensure that immediate assistance can be sought at any time during the day or night by our residents.







### **Qualified Staff**

Members of staff are supported by the home to complete additional Health & Social Care Training.



### **Time Management**

Enable residents to manage their own time and not be dictated to by set communal timetables.



### **Resident Support**

Arden Lodge senior carers are all qualified in the safe administration and management of medication.



### **Lounge for Visitors**

Residents feel comfortable in their surroundings and are able to maintain relationships with family and friends.



### **Resident Support**

All members of staff have the skills and knowledge to support and deliver person centred dementia care.



### **Provide Healthy Meals**

Providing meals which enable residents to decide for themselves where, when and with whom they consume food.



### **Recreation Activities**

Provide a full complement of social, recreational and cultural activities that meet the needs of the residents.



### **Medicine Administration**

Regular medication competencies are undertaken by the homes manager ensuring staff remain competent.



## Mission Statement

Our mission at Arden Lodge is to provide the highest quality of life, through high standards of care, daily fulfillment, love and most of all compassion.

- Arden Lodge provides personalised care with respect to our resident's privacy, dignity, safety and security.
- We encourage and assist our residents in maintaining a high quality of life with respect to their individuality, independence, confidentiality and privacy.
- By providing 24 hour care, the home strives to encourage our residents to fulfill their emotional and social needs. This is delivered through a unique plan, catered solely, for the individual.
- Arden Lodge prides itself in its ability to safeguard our residents from discrimination on any grounds, whether it is age, gender, sexual orientation, disability, language, race or religion.
- Above all, we aim to provide a quality service of a consistently high standard that is appropriate and responsive to the individual needs of our residents, in an efficient and effective manner.





# Core Values

## Independence

At Arden Lodge we have full insight and understanding in promoting independence within the confines of residential services. We fully appreciate the sacrifices our residents have had to make; therefore, we want to support all our residents through a person-centered ethos of care and support.

- Staff will ensure that care and support is delivered in a kind, caring compassionate manner, providing person centered or technical support as and when required.
- Promoting independence with personal care, daily living tasks, and social and vocational activities.
- Supporting residents in making informed decisions.
- Supporting residents to continue to retain existing friendships/relationships and develop new relationships/ friendships both inside and outside of the home.

## Choice and Control

Arden Lodge aims to support residents to have choice and control over all aspects of their lives. We achieve this by:

- Supporting individuals to decide as to what they would like to eat and drink, where they would prefer their meals and whom they would like to share their dining experience.
- Supporting and enabling individuals as to how they would like to structure their days, for them not to feel obliged to adhere or be instructed by others as to how their day should materialise.
- Supporting the individual through staff ascertaining as to how they wish their needs, views, preferences and wishes should be met. Remember from time to time we all change our minds; therefore, we will always revisit this with you.
- Staff will ensure that they are flexible in their approach as this is paramount in meeting the individual's needs.

## Dignity

We know how important it is for residents to obtain their dignity. Our team members achieve this through understanding of the resident's needs and treating them with respect.

- The staff team will ensure that the resident's autonomy is upheld, ensuring that the individual is supported through enablement and empowerment to make informed choices.
- Staff having insight and understanding as to the resident's views, needs, preferences and wishes.
- To develop caring, positive, and professional relationships.
- To ensure that person centered care identifies the individual's aspirations and that they are supported through personalised care planning.

## Mealtimes

At Arden Lodge we understand how important it is for our residents to eat a well balanced and nutritious diet, which is always delicious and varied.

That is why our meals are carefully and lovingly prepared on-site with fresh ingredients.

Residents will love the choices provided each meal time, and all dietary requirements are catered to. Soft and bite size options are available, along with vegetarian options and ethnic needs are catered for too.

To ensure we are flexible to the needs of our residents, they are given the choice of when and where they would like to enjoy their meals. We can also arrange for family members that may wish to join their loved ones for lunch to do so, free of charge.

The dining experience is an ideal opportunity for positive interactions and socialisation, and our lovely staff members enjoy lunch alongside residents, creating a sociable atmosphere at lunchtime.

Our Head Chef manages the on-site kitchen, along with a cook who also has support from the kitchen assistants. To ensure resident's safety, our kitchen facilities are not accessible

### Serving Times

#### Breakfast

8.15 am - 10.30am

#### Lunch

(main meal of the day)  
12.30 pm - 2.30pm

#### Tea

(light meal)

We're proud to have obtained a five star Food & Hygiene rating. Inspections take place annually to ensure we meet all regulations and we strive to always maintain the highest rating possible.

Menus are displayed in the communal dining room, allowing residents to decide on their choice. Allergens for each meal are also clearly displayed.

If residents would like to enjoy a drink with their meal, limited quantities of alcohol are offered on request and at special occasions.





“

I enjoy being here I often go for pub lunches and meals out most days staff are all very nice I have lots of fun here at Arden lodge. I have always enjoyed fine dining.... food is ok here but not to my high standard

**Anthony Corcoran**

Resident

“

Curabitur semper urna triagna tincidunt gravida ac sed dolor. Nulla justo nunc, hendrerit et diam ullamcorper, suscipit porta lectus. In tempor tempor ligula, sed varius ante aliquam sed. Etiam vel placerat elit, et tempus tellus. Pellentesque habitant morbi tristique senectus et netusa pretium, accumsan porttitor nunc”

**Jayne Dowe**

Assistant Chef

## Social Activities & Engagements

Each resident we welcome into our home will have their own interests and abilities. We understand the importance of providing activities at the home that will interest our residents, whilst keeping them active and sociable.

That is why we have a full-time Activity Co-ordinator who is on-site from Monday to Friday. Sarah provides a varied programme of activities to cater to all needs and interests.

An exercise class by Sarah also takes place every Friday afternoon in the Orangery, where residents can take part in the comfort of their armchair.

Arden Lodge also welcomes in visits from furry friends, including Pet Therapy sessions, the lovely donkeys, Tinkerbelle and Lollipop, reindeers at Christmas, Alpacas, and the Animal Man.

We also have numerous singers and theatre productions come into perform to our residents too.

Sarah offers one to one sessions, including nail care and beauty therapy sessions. Fortnightly therapeutic massage sessions also are provided by our lovely masseuse Tina who uses herbal therapies to maintain healthy skin and tissue viability.

To keep our residents inspired to be motivated, we host motivational classes which include gentle exercises, co-ordination skills, general knowledge and musical quizzes.

## Religious Faith Services

For those practising a faith, we have a member of the local Catholic Church visit the home fortnightly on a Wednesday. During this time the residents that follow the Catholic faith, receive Holy Communion.

Religious Services are performed every Month in the Large Communal Lounge for those that wish to participate.

Special Services are performed at Easter and Christmas and the home also works in close partnership with the local churches.

## Laundry Service

Our laundry service allows residents to have the convenience of having their clothes laundered on site. The laundry service is managed by a Laundry Assistant, who can arrange for dry cleaning at an additional cost for clothing that requires it.

Bed linen and towels are provided by the Home, although Residents that wish to can bring in their own items can do.

## Hairdressing / Chiropody Services

Each week, the hairdresser visits the home on a Wednesday. Julie is a trained hairdresser and has a salon within the home.

Residents get the full salon experience within the comfort of the home. Julia will provide a cut, wash and blow dry, and even a perm, if the resident requires it.



# Mental Capacity Act & Deprivation of Liberty Safeguards

There may be occasions where Arden Lodge has to apply to the Local Authority for permission to an individual of their liberty. Please be reassured that this will only happen when the individual lacks capacity to make an informed decision as to where they should be to receive the identified care and treatment they require, or where decisions have to be made for them.

## Key Worker

Key working is a system which aims to team up a resident with a carer. The idea is that the resident and the carer develop a positive, caring professional relationship, with the carer having special responsibilities for their resident(s). Your key worker can be trusted to support you with running errands, for example, shopping for your toiletries, assisting with writing and posting letters, accompanying you on outings etc. Not every wants a key worker however the option is available to you.

## Quality Assurance

Elliott House Management Team undertake monthly audits of our services, for example we will audit care plans, risk assessments, infection control, mealtime experience, environment and

maintenance of equipment. A comprehensive survey as to residents, families, staff and visiting professionals views and opinions of the service is conducted annually. These are evaluated and any identified actions as to improving the service is implemented.

## Policy & Safeguarding

Arden Lodge will uphold the right of all residents to protection from harm and exploitation.

This will be achieved through policies and procedures that aim to:

- Prevent the abuse of vulnerable residents
- Increase awareness and recognition of the problem by ensuring that all staff receive the appropriate training
- To take immediate action and when abuse is suspected or identified.
- To inform the relevant agencies when abuse is identified or suspected, Local Safeguarding Team, Care Quality Commission and the Police – telephone numbers are located in the senior care office
- All staff have prompt cards re: safeguarding
- Staff identified as causing harm or placing a vulnerable resident at risk will have their employment terminate the manager will complete a Disclosing and Barring Service.

## Definition of Abuse

The abuse, by a person(s) who has power over the life of a vulnerable adult, (physical, emotional/psychological, sexual or financial) which may take the form of: physical assault, threats and intimidations, neglect, imposed isolation financial exploitation and sexual assault.

The following categories of abuse can be identified:

**Physical** – this may include: hitting, slapping, punching, pushing, kicking and inappropriate restraint

**Emotional/Psychological** – this may include: intimidation, threats, humiliation, racial abuse, blackmail, verbal abuse and other forms of psychological abuse. For example, denying choice, deprivation of dignity, privacy and other human rights.

**Sexual** – this may include: physical, sexual assault, inappropriate touching, rape, emotional, being subjected to sexualised comments and remarks

**Neglect** – this may include: deprivation, failure to ensure proper care, for example, lack of food/drink/warmth/comfort, clothing, with holding use of aids, call bell, walking aids, hearing aids, glasses, and continence aids. Imposed isolation or confinement of the person, not allowing others to meet or speak with them

**Financial** – monies being withheld, bills not being paid, property be taken/transferred prevention

## Finances

Our administrator will be pleased to discuss your requirements. Arden Lodge cannot be held responsible for monies or valuables not handed in for safe keeping, we recommend that they are kept by a family member. Where you have any items of value and you want to keep them with you at the home please ensure that you have the required insurance cover. We do administer personal accounts for accounts for residents, and of course these receipts are issued accordingly. Accounts we do administer are audited by a management.

## Fee Arrangements

Listed below are the two types of fee arrangements available at Arden Lodge:

### Self-funded residents

You will be informed of the fee before you come to live at the home, soon after your admission two copies of you of your contracts will be given to you, or your representative to sign. A copy must be retained by yourself and one to be returned to the manager. The contract details services we for the stated fee, together with arrangement during absence or hospitalisation



an invoice will be sent to you at the beginning of each month and this should be paid no later than the 28th day of the month.

### All other residents

Prior to admission, you or your representative would have been notified of the fee, your Social Worker will have carried out a financial assessment of your capital assets, to determine the contribution that you will make, and the difference which the local authority will agree to pay. This process may take a few weeks, during which time we are prepared to wait for payment. An invoice will be forwarded to you as soon as we have been notified by the local authority, and then it will be sent too you routinely at the beginning of each month.

## Fee Reviews

Fees are reviewed on an annual basis for implementation in April. You will be notified one month before any fee change as per agreement in our residents' contract, and explanation for the increase will be provided.

### Fees – What is Included

Accommodation
24-hour care staff on duty
All meals drinks and snacks
Provision for special diets
Laundry and housekeeping service

### Fees – What is not included

Weekly visits from the hairdresser to the home
Private Chiropody
Private phone installation to your room
Private care of your choice

# Complaints

A complaint can be done in person, telephone, email or in writing to the above address.

In the event the Manager, be unable to resolve the issues then please address your concerns in writing, (stating Private & Confidential) to:

**Nominated Individual:** Lee Baillie  
Arden Lodge Residential Home (Office)  
946 Warwick Road  
Acocks Green  
Birmingham  
B27 6QG

If you believe that the complaint has not been dealt with accordingly, then you can take your concerns to the Local Government Ombudsman:

**Telephone:** 0300 0610614.  
**Email:** [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Concerns can also be raised with Care Quality Commission:

**Telephone:** 0300 0616161.

Where you have concerns regarding a breach of your data information the data protection officer is Alex Keegan, Telephone Number: 07961498084, or in writing,

Arden Lodge,  
946 Warwick Road  
Birmingham  
B27 6QG.

Or contact the information commissioner's office on 0300 123113 WWW. ICO.ORG.UK, ref no: ZA421693

Arden Lodge also welcomes compliments and suggestions if you wish to compliment the service, or make a suggestion please feel free to do so. A compliments book and suggestion box are located in reception.

## Registration & Inspections

Arden Lodge is registered with Care Quality Commission. The regulator makes periodic and unannounced visits to the home, and produce a written report, wherein the home is provided with a rating as to how well it is providing services residents, relatives and representatives can request access to the reports at any time.

Where a home has been inspected the rating has to be displayed in an area of the home so as it can be viewed by all residents, visitors' staff and external professionals





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