



# Quality Dementia Care

## Our Aims....

We aim to deliver the best possible care in a secure, safe and homely environment with dignity, diversity and respect for all our residents and members of our staff team.

At NG Healthcare, we support the core values that we believe are essential for sustained quality of life when living in a residential care setting, regardless of the background of our residents, their religious beliefs, sexuality, colour or creed. Our staff are equally important to us and we operate a truly diverse, equality and value driven recruitment and employment policy.



## Why NG Healthcare?



### Great Care

We offer the highest level of care and support to a variety of people with progressive needs at our Trentham Care Centre. Our team of carers work with Managers and other nursing professionals and together with our retained G.P and other external healthcare workers, provide a comprehensive and highly trained healthcare team.



### Great Support

We provide an environment where family and friends can enjoy being with their loved ones and our Family and Friends Lounge provides an intimate setting to enjoy time together, share experiences and benefit from a wide range of support and education.



### Great Facilities

All our units offer purpose built facilities with generous sized bedrooms, all with en- suites, spacious modern lounges, relaxing and quiet rooms, secure gardens and internal landscaped areas all with the very latest in medical equipment and care support.



### Great Catering

When a care centre becomes your permanent home the quality and variety of food and beverage services becomes a vital part of daily life. All our meals are freshly prepared each day by our chefs and we work closely with the Speech and Language Team (SALT) to deliver the very best in nutritional and dietary needs.





At NG Healthcare we cater for the needs of a wide range of adults across our three specialist, purpose built units, Selwyn House, New House and Mayfield.

Spacious lounges, bedrooms and bathroom areas allow people to bring their own T.V's, computers and specialist equipment. The provision of Satellite TV, Wi fi and other technology can be tailored to individual needs\*.

Kitchenettes and training kitchens allow for independent food preparation and meals that we

prepare are available throughout the day.

For those with one to one care packages we can organise care staff to accompany residents for attendance at College or evening classes, sporting events or music functions, at no extra cost and for those on basic fee packages this can be added on upon request.

\*Some of these services are at an additional cost and are not available in all units/bedrooms.

Mayfield is a modern and spacious single storey unit, catering for residents with a variety of needs. Many residents require 1:1 or 2:1 care who have complex behaviour needs.

Mayfield is full of natural daylight which comes in from the secure garden and patio areas. There are fully adapted wet rooms and each spacious bedroom has an ensuite and fully adjustable beds to ensure a comfortable nights sleep.

Overhead hoists provide the latest in mobility assistance.

Family and Friends are encouraged to take part in life at Mayfield and their input into Digital Care Plans is welcome to help ensure we are meeting their needs. Our dedicated Manager is available at all times and is assisted by our health care support workers.



Relaxing Lounges



Kitchenette



Lift Access



En-suite Bathrooms



Minibus Access



Lounge & Family Room



Secure Garden



En-suite Bathrooms



Wet Rooms



Hoist Systems



Dining Room

## Court Walk Neurological Conditions

Situated at ground floor level and providing care for residents with a wide range of conditions such as Multiple Sclerosis, Motor Neurone Disease and other neurological conditions.

Care is planned and delivered in an individual way and where possible with the input of the

resident. We also encourage family members to help us construct our Care Plans.

The unit is run by a dedicated Nurse Manager, who is assisted by our team of specialist trained Nurses and health care support workers, together with external healthcare professionals.

## Selwyn Gardens Dementia Care

Selwyn Gardens is our specialist dementia unit and is situated on the first floor of Selwyn House, with access to secure gardens. Bedrooms offer en-suite facilities and a personalised decor and furnishings.

Residents can enjoy our TV/ activity lounge, the quiet lounge

or reminiscence room. There is a large dining room with kitchen, which provides snacks and drinks day or night.

Care plans are personal and updated regularly with the help of residents and their families and everyone is encouraged to join in with our activities programmes.

## Court View Male Only Dementia

Situated at first floor level, with access to our internal landscaped court area and providing care for residents with Dementia needs including behaviours that challenge and other neurological conditions.

The spacious bedrooms invite personalisation and every resident enjoys the privacy of an en-suite.

The lift allows access to the inner courtyard garden and residents

can enjoy meals in our dining room where a range of fresh cooked food is served.

Our Minibus assists residents to get around to medical appointments or perhaps just go shopping.

The unit manager runs the unit with our team of health care support workers and external healthcare professionals.





## Services & Facilities

### Family & Friends Lounge

This lounge provides a relaxing and fun environment for residents to be with their loved ones. The lounge offers beverages from a vending machine 24/7.

We hold a regular Family & Friends Forum; dates are displayed on the noticeboard on each unit. This is a chance to meet each other and

discuss what is happening and listen to your ideas and requests. If we have got it wrong we want to put it right and this is the ideal opportunity to let us know.

More importantly this is a chance for you to make new friends and to share experiences and support each other.

## Pet Centre

A really fun facility where our residents can enjoy the proven therapeutic benefits that animal petting and care has been shown to provide.

The Pet Centre is home to a range of mainly rescue animals – from rabbits, guinea pigs and chickens in our outside complex and birds, fish and a friendly dog or two that live in doors.

The centre will also provide information and videos about all forms of wildlife and will have a range of cuddly toy animals for residents that are not able to interact with the real thing! The centre will be staffed by volunteers from members of our team and residents and their relatives.



## Catering Services

Our catering department is overseen by dedicated chefs who ensure all the dietary needs of our residents are met. Our catering covers 24 hrs a day, with snacks and drinks available at all times.

Rotating weekly menus reflect not only the seasons, but help us

to celebrate special occasions throughout the year, and we carry out regular surveys of residents opinions and preferences.

We work closely with colleagues at SALT ( Speech & Language Team) and hospital dieticians.

## Hygiene/Laundry Services

Our dedicated hygiene manager oversees both our hygiene and laundry teams, which operate a 7 day a week service all year round.

NG Healthcare was one of the first care centres in the country to purpose build a revolutionary Otex laundry system that allows us to wash all our clothes and bedding at

low temperatures, allowing fabrics to remain soft and last longer, whilst still eradicating all bacteria that can cause conditons such as MRSA.

Our hygiene teams are dedicated to individual units and work to ensure our environment stays clean and smells fresh all day long.



## Hairdressing/Beauty Salon

Our Salon caters for both male and female residents alike and is run by our qualified hairdresser and beautician.

Situated at New House it is easily accessible to residents from all our units and for those who prefer a

home visit can be arranged in the privacy of the resident's bedroom.

If you would like more information on this service, or book an appointment, please contact our reception or speak to a member of our staff on your unit.



## Our Team Dedicated Nursing & Care Staff

NG has a Care Director and Registered Home Manager who guide and lead the whole team.

Our nursing staff come from a wide range of clinical backgrounds including General Nursing, Psychiatric and Learning Disability. Each of the units has a Registered Nurse on duty 24 hours a day. This not only aids the delivery of services, but it brings a wealth of experience and expertise.

Each unit has a Manager who is part of the duty rota and works to guide the whole team. We are now proud to be part of the new innovation in providing trained Nurse Support Workers on each unit.

Our Nurse Support Workers are trained here on site and develop their skills in an active learning process on the units. The Nurse Support Workers and Senior Carers direct and guide our Carers.



## Retained GP

We have a retained General Practitioner which ensures regular provision of medical advice. This enables us to ensure that a proactive and caring approach is maintained with both our own staff and that of the G.P.

We have a ward round style visit every Tuesday and Thursday and with the G.P.'s surgery being less

than a mile away, it allows urgent assessments/ consultations to be carried out between these times.

More details about the G.P. Surgery itself can be found at:

### Brinsley Avenue Practice

Tel: 01782 657199

[www.brinsleyavenuepractice.co.uk](http://www.brinsleyavenuepractice.co.uk)



## Training

Here at NG Healthcare we pride ourselves on investing in our staff and supporting them in their choice of career wherever possible.

We have an onsite purpose built training facility with the majority of our training carried out onsite by our own 'Train the Trainers'

this enables people who know NG Healthcare and have actually worked in the roles to be the ones imparting their valuable knowledge and skills in a way that is relevant and appropriate.

All Care Assistants have to have a minimum of or be working towards the Care Certificate.



## Contact Us



**Email** [enquiries@nghc.co.uk](mailto:enquiries@nghc.co.uk)



**Phone** 01782 644800



### Address

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## How to find us

New House, Selwyn House, and Mayfield form part of NG Healthcare, a purpose built Nursing Care Complex, situated in the heart of the Midlands, in the highly regarded residential area of Trentham in Staffordshire.

Served by the M1 and M6 motorways and within easy reach of Birmingham and Manchester, together with other major cities to both the North and South, the NG Healthcare Centre is ideally located. Rail links provide an additional means of access, with Stoke-on-Trent main line station within easy reach by taxi or public transport and the 22/22A First bus service directly outside.