



# BALMORAL COURT

CROWN CARE





# WELCOME TO BALMORAL COURT

We want to help you through the experience of choosing our care home for yourself or a loved one

Here at Balmoral Court we appreciate that the decision to move into a care home can be a complex, sometimes confusing and often an emotional time.

Our aim is to give you as much help and assistance in this very important process to ensure that you make the right decision, the one that is the best for you or your loved one.

Our experience has shown that there are many benefits of moving into a care home and the key ones include: 24 hour care and assistance, alleviation of social isolation, promotion and maintenance of independence.

This brochure aims to highlight the benefits of a good care home; round-the-clock assistance, friendly faces every day, companionship and for many residents, the renewed confidence and independence that being supported by our dedicated staff can bring. It also includes a useful checklist so you know what to ask and what to look for in any home you visit.

We hope this brochure gives you all the information you need to start this important journey with us. Of course, if you would like to discuss anything in detail, or have a specific question, please contact our office on **0191 265 2666**.



## OUR VISION

To provide a safe, happy and homely environment for our elderly residents to enjoy a full active life and be well cared for in first class facilities. Residents will be appreciated and valued as individuals, their privacy and dignity maintained at all times.

Crown Care Group is committed to providing the highest possible standards of care where our dedicated team are trained to a high degree and are available 24 hours a day. Balmoral Court is a vibrant, welcoming care home, actively promoting independence and choice.



## Balmoral Court

Balmoral Court is a purpose-built home with 99 en-suited rooms and dementia themed corridors with stimulating lounges and a homely, family atmosphere. It contains a unique mixed younger and older persons unit in which independent and supportive living is promoted with a games themed lounge. Balmoral is led by our award-winning mental health nurse manager, followed by a team of general and mental health registered nurses.

Staff are highly trained in dementia care, as well as mental health needs of residents including; alcohol and drug misuse, personality disorder and resident choice and person-centred care is primary. Balmoral provides one to one support for residents that meet local authority criteria and require additional support from experienced staff members. There are 4 dedicated units including a male only, female unit, a general nursing unit and a mixed unit suitable for both older persons and young.

The award-winning team have an ethos of care that is second to none. Balmoral has a dedicated GP surgery whom complete a detailed GP round once per week overseeing the majority of residents within the home. This includes a dedicated pharmacist team as well as other regular visiting professionals in which the home has a brilliant professional relationship with.

6 well-furnished lounges that are a mix of stimulation and relaxation promoting the homely feel throughout the units. A hairdressing salon and barber shop are just some of the fantastic facilities available. The Balmoral Arms is open 3 times a week for pub games and a pub meal if desired. The Albert unit includes a home gym and the William unit boasts a game themed lounge.

Balmoral activities team provide a mobile tuck shop throughout the units, a monthly newsletter and arrange various outings as well as visitors to the home for the residents. Balmoral is home to chickens, guinea pigs and rabbits, in which residents enjoy caring for as well as participating in pet therapies.

The home is extremely close to the city centre of Newcastle and is well serviced by local bus routes and metro lines.

## Balmoral Court consists of 4 units over two floors

**William Unit** is situated on the ground floor. It is a nurse led unit with care home assistant practitioners and unit manager's support 24 hours per day. William Unit promotes mixed living of older and younger persons whom require support in promoting independence and encouragement on maintaining life skills in order to prepare them for discharge into the community. William Unit has a hub seating area in the centre of the unit with a jukebox for residents to enjoy a range of music from different eras and genres. It also boasts a game themed lounge in which a basketball game, pool table and vending machine are available for the enjoyment of the residents. William unit uses a mix of experienced care and support workers to promote person centred care, and to enable residents to enjoy outings into the community safely and build on their life skills required to do this independently upon discharge.

**Kate Unit** is situated on the first floor. A registered Nurse is available 24 hours per day and is a mixed general nursing unit. Kate units' dedicated nurses specialise in general nursing utilising their clinical knowledge and skill required to provide high quality care along with the experienced care staff. Kate unit specialises in general nursing needs as well as palliative care maintaining dignity respect and choices of individuals. Kate unit accommodate all of our residents with high levels of health and personal care needs. Kate unit is a quiet and comfortable unit with devoted work force and great knowledge of resident's individual and person-centred needs.

**Albert Unit** is situated on the first floor. It is a secure male only unit led by 24-hour mental health nurses, supported by unit managers. Albert unit is a unique unit with a mixture of gentlemen from various age groups and diverse backgrounds. Albert unit supports gentlemen with mental health needs utilising the knowledge and skills provided by our dedicated mental health nurses. Albert unit accommodates various men and provides a safe environment for residents whom may present with behaviours that challenge as well as previous substance and alcohol misuse. The dedicated care staff team are trained and experienced in diffusing triggers and distraction and re direction techniques to ensure residents remain safety. Albert unit is themed with sports memorabilia throughout the unit and abstract wall art (dementia friendly) this allows stimulation as well as encouraging conversation and interactions from residents. It is home to The Balmoral Arms which is open three times per week, with pub meals available at request. It also has a home gym to encourage positive lifestyle and offer an outlet to burn off excess energy in a productive way with support from experienced staff.

**Victoria Unit** is situated on the ground floor. It is a secure female only unit led by 24-hour mental health nurses, supported by unit managers. Victoria unit provides home to females of various ages and mixed backgrounds. Victoria unit specialises in women with mental health and complex health care needs, including behaviour that challenges as well as previous substance and alcohol misuse. Victoria unit has a dedicated trained and knowledgeable staff team whom are able to provide appropriate support for residents including re direction and distraction techniques to ensure residents safety. Victoria unit is a busy and energetic unit and is the hub of the home. Victoria unit is very spacious and has a conservatory area leading to the garden where residents are involved in maintaining, watering and gardening activities. The unit is home to the hair dressers salon and has a board room which is utilised for professional and personal meetings, offering privacy.



## Committed to Resident's Wellbeing

Crown Care Group have safe effective systems of care throughout all aspects of service; processes are in place that ensure the people in our care, are valued as individuals and their welfare and happiness are at the heart of everything we do. We are always mindful that we are privileged to be entrusted with caring for your loved ones and we always ensure that we continue to support the close relationships of families and friends of all the people who live with us.

We are passionate about providing bespoke tailored individual care in our services. Creating thriving, vibrant, happy, warm, inviting, all-encompassing and positive environments for older people to live in, so they can enjoy a standard of care that is loving, caring and nurturing, yet encourages independence and promotes individuality in all aspects of daily life and where you can trust we will always put the needs and wishes of those who have chosen to live within our Care Home's at the centre of everything we do and how we do it.

## Crown Care Group

Balmoral Court is part of the **Crown Care Group** - a family run provider of award winning care. Our Care Homes have been family owned and operated for over 30 years.

We are very proud of retaining our unique, dedicated, caring, family values running through all our Care Home Services and within all areas of the daily management.

As experienced operators we fully understand the importance of having close relationships and oversight of our Crown Care Homes across England; as well as with all our Crown Care family, friends and their local communities.

We are recognised in the sector for being a well-established provider of high-quality care services and developers of state-of-the-art, luxurious, care home registered services.

Within our Care Homes we provide beautiful living accommodation for older people who may require:- residential care, nursing care, dementia care; as well as short stay, respite or recuperation care.

All of our Care Home staff work closely with the all various NHS Community Partners and Health and Social Care professionals in their own local areas and regular feedback evidences that our care teams are acknowledged and respected for delivering high-quality residential care services.

## Connecting Communities

We work with a range of outside partners who visit each Home - these include:

- 👑 GPs
- 👑 Therapists
- 👑 Hairdressers
- 👑 Activity Co-ordinators
- 👑 Entertainers
- 👑 Schools and Colleges
- 👑 Nurseries
- 👑 Local Businesses
- 👑 Places of Worship
- 👑 Hospices
- 👑 Charities
- 👑 Pet Owners



## Our Care Services

### Residential

Our suites are designed for residents to enjoy their own private accommodation within small living groups. This allows residents to maintain independence whilst at the same time ensuring 24 hour personal care is available and at hand when needed.

### Nursing

Our homes are designed for residents who need the support and assistance of 24 hour nursing care and have the necessary design features to ensure appropriate nursing care can be delivered as and when required. Our Nurses are highly trained, experienced and nurse with compassion. All nursing care is unique to the resident and the level of care they require.

### Dementia

We recognise the needs of people with dementia and other memory impairments. We work closely with industry experts in creating the right environment that can make a big difference to people with dementia. Our accommodation has been specifically designed to provide surroundings that are homely, safe and stimulating. This includes a number of therapeutic design features created by our dementia care specialists to bring comfort and familiarity to residents. Our staff are specially trained to help manage the unique needs of residents with varying degrees of dementia and at all times we ensure our care delivery remains person-centred.

### Respite Care

Caring for a loved one can be rewarding, but time off for both of you is essential. Respite care is a short break from caring that allows carers the time to recharge their batteries while offering their loved ones the reassurance of 24-hour care. We provide the highest standard of care in a safe and comfortable environment tailored to individual needs. A short stay can be worthwhile for many reasons:

- 👑 You need to take a holiday, a weekend or a few days to recharge your batteries.
- 👑 A relative or patient is recovering from an illness/operation and needs extra support.
- 👑 You are feeling unwell yourself and need time to recuperate.
- 👑 Together you are considering a care home for a loved one and they would like a short stay first.

### Specialist Services

We also provide Palliative Care, Specialist Care Services, End of Life Care and Learning Disability.



## Food & Catering

Good healthy food is at the heart of our homes. All our chefs, cooks and kitchen assistants are fully-qualified, and all our care staff and nurses are trained in food safety.

There is home baking every day and we use fresh ingredients as often as possible to create a range of appetising dishes. Our kitchens are audited internally every month and externally every year by the Food Standards Agency.

There is a choice of dishes at every meal-time but if nothing on the menu takes your fancy, we will always offer alternatives. Special diets are catered for to accommodate clinical or cultural needs and snacks and fresh fruit are available at all times, including during the night.

Residents can choose to eat meals in our home's sociable restaurants or privately in their own rooms dependent on their personal preference at any period of time.

We can also help you celebrate special occasions such as birthdays, anniversaries and family events.



## Activities Programme

We have a vibrant activities programme at Balmoral Court that promotes inclusive participation. Our activities co-ordination team are committed to offer residents a varied itinerary of activities that is both beneficial to well-being and enjoyable. We also embrace resident's hobbies and pastimes allowing them to continue the things they enjoyed prior to moving to our home. A summary of the activities available at Balmoral Court are listed below.

- 👑 Board Games
- 👑 Pamper Days
- 👑 Exercise Classes
- 👑 Horticultural Activities
- 👑 Day Trips & Walking
- 👑 Reminiscence Sessions
- 👑 National Event Celebrations
- 👑 Cookery & Baking
- 👑 School & Nursery Visits
- 👑 Pet & Music Therapy
- 👑 Singing
- 👑 Knitting, Sewing & Needlecraft
- 👑 Art & Crafts
- 👑 Outdoor Games
- 👑 Community Involvement
- 👑 Hobbies and Pastimes



## Safer Admissions

The health, safety and well-being of our residents, visitors and care teams is absolutely paramount. We can assure you that we take this responsibility very seriously and implement strict procedures across all of our care homes as standard.



Deep cleaning procedures



Robust infection control



Good PPE supply chains



Robust staff training



Separate rooms and floors



Video calling facilities

*“We appreciate that the decision to move into a Care Home can be a complex, sometimes confusing and often an emotional time. We have in place many more robust procedures and processes that we must adhere to, but our aim is still to make this transition into care easier and less complex. We have a ‘residents first and foremost philosophy’ that ensures the Home Manager leads by example, supporting and overseeing the care that is delivered to all our residents is of a high quality. Our dedicated care teams are available to give you as much help and assistance in this very important process.”*

# Choosing Your Care Home Checklist

## LOCATION

- Are you familiar with the area?
- Can the home be reached by your relatives and friends to make visiting easier?
- If you enjoy an active social life and going out in the evenings, is the home near to your friends and the places you like to go?
- Is the home on a bus route?
- Is the home near to the park, local shops, post office, and any other services you might need?

## LIFE IN THE HOME

- Do you know any of the other residents in the home?
- Do residents seem happy, cared for and interested in what is happening?
- Are residents' meetings held?
- What are meals like?
- Are the menus on display for me to choose from?
- Are special diets catered for?
- Is there a choice of food?
- Can I make drinks and snacks for myself?

## DAILY ROUTINE

- For example, can I please myself about what time I go to bed and get up?
- Can I make private phone calls?
- Are there any restrictions on making or receiving phone calls?
- When can people visit and can they stay overnight?

## PERSONAL NEEDS

- Can I bring my possessions and furniture with me to make it homely ?
- Will my pictures be put up on the wall?
- Can I use my room any time of the day?
- Can I have a TV in my room?
- Is there somewhere to keep my valuables safe?
- Can I have my own telephone?
- Will my own doctor still be able to visit me in the home I choose?
- What happens when I have a hospital, dentist or optician's appointment?
- How often can I have a bath?
- Will I be encouraged to do things for myself?

## APPEARANCE

- Is the atmosphere homely and welcoming?
- Do I like the look of the home?
- Is it too luxurious or too basic?
- Is it too big or too small?
- Is it clean?
- Is there a lift?

## LEISURE ACTIVITIES

- Are outings and holidays arranged and is there an extra charge?
- Will the staff take me out if I want to go to the shops or out for a walk?
- Is a library service provided?
- What is the garden like?
- Is there a garden that I can access easily?
- Will I be allowed to help in the garden or join in general household tasks?

## THE STAFF

- Does the person in charge make me feel at home?
- Are the staff friendly?
- Do the staff talk to the residents and how do they talk to them?
- How do staff and residents address each other?

## RULES AND RESTRICTIONS

- What is the policy on smoking?
- Would I be able to deal with my own money? If not, what arrangements are made?
- Are there any house rules, for example, about visiting times or returns from outings?
- Is alcohol allowed in the home?
- Can I bring my pet with me?
- Can I spend a trial period in the home before I decide?
- How long is the trial stay?
- Are there any extra charges for services such as laundry, hairdressing, chiropody?
- What happens if I become more dependent, for example, ill, incontinent, or lose my sight?

## FURTHER QUESTIONS TO ASK

- Does the home offer day care to non-residents? (some homes do this)
- What would happen if the home could no longer meet my needs?
- What happens to my room if I am on holiday or in hospital?
- What would happen if illness meant that I could no longer manage any stairs to my room?
- How would I make a complaint?
- Will I get a transition plan to help me with moving in?
- What is included in the cost and what is extra?
- Will someone help me change my address?
- Can I have a key to my room - and if so, am I free to lock the door?

NOTES: .....

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For room enquiries and further information

**Telephone: 0191 265 2666**

or register your interest in our home via email at [balmoral.admin@crowncaregroup.co.uk](mailto:balmoral.admin@crowncaregroup.co.uk)

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