

Ashcroft

Nursing Home



Ashcroft
48-50 London Lane
Bromley
BR1 4HE

Telephone: 0208 460 0424

Fax: 0208 289 0496

Email: info@ashcroftbromley.co.uk

Website: www.ashcroftbromley.co.uk

Care Home with Nursing Registered with the Care Quality Commission

GOLD STANDARDS FRAMEWORK – BEACON STATUS HOME

Director: Mr K Keaveny Manager: Mrs S Barnes

Welcome to Ashcroft

If you are looking for a care home for yourself, a friend or relative, you will want to know that the decision you have made is the right one.

Ashcroft provides 24 hour high standard nursing care in a comfortable, homely, warm, welcoming and comfortable environment by experienced qualified staff.

Ashcroft has recently been awarded Beacon Status on the Gold Standards Framework, being one of 40 Homes to have achieved this level of accreditation in England of the 2,00 Homes that have applied.

Ashcroft; where you matter

Ashcroft is situated in a residential area, relatively close to Bromley North, and is easily accessible from all parts of the Borough. Public transport is just a short walk from Ashcroft, which will take you to all local towns.

Our facilities meticulously clean and all areas are frequently monitored throughout the day and night, by staff who take pride in their work.

The Team at Ashcroft consists of registered nurses, senior care workers, care workers, activities coordinator, chefs and ancillary staff and they are supervised by the manager of Ashcroft who has over 12 years experience in the management of a nursing home.

Care is individually planned with residents and their families. Our nurses and senior carers will work with our residents and their families to ensure that their care is reviewed at least monthly.

At Ashcroft we know it matters that relatives feel confident in the team that are providing care to their relative and this is why all our staff are provided with training to meet the needs of our residents.

All residents are provided with a copy of our terms and conditions and although we need some regulations, we do try to keep the rules to a minimum.

Ashcroft has successfully achieved Beacon Status on the Gold Standards Framework for Care Homes, being one of 40 homes in England with this level of accreditation.

Whether you are looking for long term care or a respite break, Ashcroft will always offer you a very warm welcome.

“we are always welcomed by staff with a smile and tea”



Our Home

Ashcroft was adapted from two residential properties in 1993, to create the home as it is today. Ashcroft had a change of ownership in 2000 and the new owners have made several improvements to the interior of the home to provide single en suite rooms based over three floors, each of which is served by a lift.

Ashcroft has a small garden with a sun patio which is accessible by all residents and their guests.

Communal Areas

Ashcroft has a large, bright and spacious lounge in which our residents can socialise and join in with the various activities being offered during the day.

In addition to the lounge we have a quiet room, where residents can entertain their guests or if they just wish to read or have some time to themselves without having to go back to their rooms.

Bedrooms

All of our bedrooms offer single occupancy with en suite facilities. The top floor of the home offer 6 premier rooms; these rooms offer microban toilet and showers plus fittings, which help prevent infection and therefore protecting our residents further.

All rooms have a TV point and a nurse call bell alarm should a resident need help when in their room. The home also has a biometric system in which night staff need to demonstrate their attendance in residents' rooms both by request and in observational checks. This system records the identity of the person making the

check and the time it was undertaken. This can be monitored during night hours by both the manager and the Proprietor and offers additional comfort in knowing that all residents are safe and cared for during the whole of the 24 hour period.

Residents are able to personalise their rooms by displaying wall hanging pictures and or photographs, ornaments and small items of furniture. Small pets are accepted at the discretion of the manager and at the owners / families expense.

“mum’s room is very pretty and comfortable and she has all her pictures around her”



Activities

Ashcroft recognises that people need to continue to participate in their hobbies and maintain the interests that they had prior to coming into the Home.

Activities and outings are planned with the resident, and their family, and offer a choice of venues to cater for all needs.

Daily Activities

Activities planned for each day are varied and assistance is offered to our residents to help them participate should they wish to.

Daily activities include:

- Exercises
- Quiz's & Crosswords
- Flower Arranging
- Church Service
- Art and Crafts
- Life Histories, Reminiscence
- Newspaper Discussions
- Bingo
- Films
- Board games, Jigsaws etc.

For residents who are not able to participate or who choose to stay in their rooms, the activities coordinator takes activities to them.

For residents who are on an end of life programme and are not able to come to the lounge area or who are unable to participate in activities, we offer therapeutic activities e.g. hand massages, reading and music.

Visiting Entertainment

To provide a variety of entertainment Ashcroft also book local drama groups and musical performers who come to the home and provide a show. Relatives and

friends are welcome to join in the fun.



Visiting Entertainers

Outings

Our activities coordinator plans outings throughout the year, taking into consideration access to venues and facilities.

Recent outings which have been enjoyed include the Reminiscence Museum, Hastings, Downe House plus trips to Bromley, local parks etc.



Hastings

Meal Times

Ashcroft offers a variety of menus, all of which have been chosen by residents of Ashcroft. All meals include a hot or cold choice as well as alternatives to the main menu.

Food is freshly prepared on the premises. Meat and vegetables are sourced from local businesses and are delivered fresh to order.

Appetising meals

The head chef and his assistants speak with the residents daily to offer them choices for their main meal. Care workers will take orders for breakfast and supper from the residents after discussing the choices available.

All meals are balanced and freshly prepared each day in the home. Menus are reviewed on a quarterly basis and on a 4 weekly rota to ensure that residents do not become bored with the choices on offer.

Ashcroft believes that residents should choose where they wish to eat. We have a small dining area should they wish to sit at the table and socialise with others. They may choose to eat in their rooms or the lounge and on warm sunny days the garden is also available.

Staff will go to every resident and offer them a choice of cold drinks, this includes squashes and cold water. Tea and coffee are readily available, as are snacks, throughout the 24 hour period.

Sample menu's are available should you wish to see a typical weeks selection or you are welcome to see the kitchen at work. Our kitchen is located by the dinning room and appetising smells can tempt even the poorest of appetites.

Special Events

We like to celebrate at Ashcroft and will make a bit of a fuss for birthdays unless the resident would rather we did not.

We have made good use of our garden when celebrations have taken place in the summer and even our resident chickens, Ada and Martha, join in the festivities hoping for the odd dropped snack.

Our activities coordinator arranges for the green fingered residents to do some pot gardening and these are then enjoyed by all when in flower.



Ada & Martha



Harvey our PAT therapy dog

Fees and Types of Stay

Ashcroft offers both long stays and respite subject to availability. All rooms at Ashcroft are unique as no two rooms are alike.

Several rooms enjoy a view over the back garden, whilst others look onto the road offering views of everyday life as it meanders past.

Whilst in house entertainment is included within the pricing structure, outings, hairdressing, chiropody and dry cleaning are not and are only provided if paid by the resident.

Fees

Our fees vary depending on the level of care required, type of accommodation and length of stay a resident requires.

Fees include full board, 24 hour nursing care and laundry. The manager will undertake an assessment of needs prior to offering a placement at Ashcroft. Although Fees start at £886.70 per week, this may change dependent on needs and the manager will be happy to discuss this with you further.

Extra services are available at cost for example hairdressing and chiropody; the manager will be happy to give you the cost of these services, which are payable at the time they are provided.

Complaints

All concerns are taken seriously and can be made to any nurse at any time. The nurse can assist you in completing a complaint form. This will be followed up by the manager and you will receive a written response within 14 days of the initial complaint. A full complaints procedure is included with the admission pack. Our latest CQC Inspection Report is always available in house or on line.

Ashcroft's Commitment

The Director and his team at Ashcroft are totally committed to providing the highest standard of care to our residents. We achieve this by employing dedicated, trained staff and providing a clean, comfortable & homely environment for our residents.

All care staff are trained to a minimum of a Level 2 in Care or its equivalent. RGN's are checked against the register for their continued fitness to practise and all staff are CRB checked.

Gold Standards Framework

Ashcroft has achieved the highest level of accreditation, Beacon Status, on the Gold Standards Framework (GSFCH) in June 2011.

The GSFCH is the biggest and most comprehensive end of life programme which enables staff to be knowledgeable and skilled in providing end of life care. Staff develop an Advance Care Plan recording the wishes and preferences of the individual as they near the end of their life.

We are totally committed to providing care to reduce the effect of any present symptoms and we ensure that staff are able to provide care and medication to enable the resident to die within the care home if this is their wish.

This will prevent any inappropriate hospital admissions, therefore providing continuity of care for the resident with staff they have come to know and trust.

Ashcroft works closely with the specialist palliative care team from St Christopher's Hospice, who provide shared care, support and advice.

The team share daily information regarding change of treatment, appointments, change of care needs and will always keep the next of kin informed.

Further information about the GSFCH can be found on their web site, or by the notice boards within the home or by asking staff.



The Team at Handover

What do other Relatives say about Ashcroft?

"Thank you for caring for my mother so well and in looking after us, especially in those last few days"

"Dad was never the easiest of people but we loved him, thank you all for looking after him so well"

"mum did not want to go into a nursing home, but once she was at Ashcroft she settled in quickly and then gave us days and times to visit around her activities"

"mum had really gone down hill, then you kindly gave her a place for 4 weeks so we could sort out the house and care, when mum came home she was back to her normal self, walking and able to make a cup of tea, thank you"

There are many more thank you letters to see and read, come and see us and see what we have to offer you.

Location Map

