

Residential Care Welcome Pack



Nothing about me, without me!

'Nothing about me, without me', is a popular slogan at The Grange. It means that people we support are personally involved in any decision-making process that impacts directly on their lives. People living here know that support staff value them and promote their independence.

A residential care home is a place where personal care and accommodation are provided together. People may live in the service for short or long periods. For many people, it is their sole place of residence and thus becomes their home, although they do not legally own or rent it. Both the care that people receive and the premises are regulated.

Frequently Asked Questions (FAQs)

How many people live in Residential Care at The Grange?

We have capacity for 16 people to live in Residential Care at The Grange in Bookham. Accommodation is in three individual lodges: Maples, Willows and Cedars, all of which have en-suite rooms and are wheelchair accessible.

What makes Residential Care different from Supported Living?

Residential Care provides housing, care and support, which differs from Supported Living where housing and support services are provided separately. Residential Care accommodation is regulated by the Care Quality Commission (CQC). In Supported Living, only the personal care and support elements are regulated, not the accommodation.

How often can relatives visit?

There are no restrictions to visitation rights and visits are arranged in agreement with the resident. Visitors sign in and out using the visitors book kept at the entrance to each of the lodges. Family and friends are always welcome.

Are pets allowed?

No pets are allowed in Residential Care, due to the group home being shared with other residents.

What about the formalities/contracts etc?

The Grange will issue a contract when someone joins its services. There are separate contracts for Residential Care contract and Skills & Activities so it may be that two contracts are issued. Having a contract is deemed good practice as it outlines the terms on which we operate our services. If someone is funded by a Funding Authority and any of the terms of our contract conflict with the terms of the Funding Authority's contract then the terms of the latter take precedence.

How is time spent in Residential Care?

- Household tasks, e.g. healthy menu planning
- Personal care
- Taking medication, visiting the GP
- Money management
- Building relationships with friends, family, and the community
- Social and leisure activities, e.g. Zumba, swimming, golf, etc
- Skills & Activities (including Makaton). Sessions take place on- and offsite, Monday to Friday 9.15am-4.15pm
- Work experience opportunities. Local employers with whom we have links include Bocketts Farm, Bookham Library, and Polesden Lacy National Trust property
- Social life and outings, e.g. social clubs, restaurant visits, outings and many more

Are transportation services offered?

We are a 15-minute walk from Bookham village for the shops, and there is a wider choice of shops, entertainment and leisure facilities in Leatherhead, which is a bus ride or 10 minute car drive away. Local taxi companies are an option, although they can be expensive. The Grange has cars onsite for transportation (a fee for mileage is charged), subject to care staff or volunteer drivers being available. Bookham rail station with links to London is approximately a 20 minute walk from The Grange.

Is the facility close to medical services?

Yes, there are local GP services within walking distance and Epsom General Hospital is approximately 15-20 minutes' drive away.

What are the dining options?

All meals are provided or residents may choose to self-cater. An emphasis is put on healthy options and healthy meals in Residential Care, and residents are encouraged to have input to the menu planning, shopping for food and cooking.

Can people give a gift to a member of staff?

We would rather gifts were not given to staff at all. If, however, a relatively expensive gift such as wine or a gift box is given by family carers, then it will be passed onto The Grange Fundraising department where it can be used for tombola and raffle purposes which raise funds to everybody's benefit at The Grange. Occasionally (especially around Christmas time), 'consumable' gifts such as boxes of chocolates and biscuit tins are often given to staff. These can be accepted so long as a) they are deemed to be of insignificant value, e.g. less than £10, and b) they are shared amongst other Grange employees/volunteers/teams.

What other amenities and onsite services are offered?

Many of the Day Skills & Activities that residents have the option of taking up, are on the same site as Residential Care: Horticulture, Woodwork, Catering, Creative Arts & Textiles, Communications Group and the Enterprise Group. There are also other Skills & Activities carried out offsite, e.g. our Shop at No. 5 in Bookham village, our Café in Dorking and Inspirations, another retail outlet in Dorking. Onsite there is a pool that people can use with support, an IT room, a large ballroom, a Victorian conservatory, sensory garden, Victorian Walled Garden and spacious grounds. There is free WiFi for residents across the site.

Does Residential Care offer health and wellness programs to keep residents active?

Outings and other activities are arranged onsite on a regular basis, e.g. Zumba, music therapy, drumming etc. The local leisure is approximately 5-10 minutes away and offers personal training services as well as a special sports evening for people with disabilities.

What is included in the room?

All the bedrooms have en-suite shower rooms. Rooms are unfurnished so that residents can bring their own furniture with them, although The Grange can help with provision of a bed and other furniture if required. Bedding (i.e. pillow, duvet, sheets etc.) is considered to be a personal item and is therefore the responsibility of residents. Residents need to obtain their own contents insurance for any valuable items kept in their bedroom. There is a cupboard/wardrobe in each room as storage space. If people have their own TVs then these can be set up in their room and The Grange has a TV licence that covers that. Residents can access the free WiFi from their room and the communal areas. Communal areas include living rooms, dining rooms and kitchens.

How are emergencies handled?

All staff are trained in what to do in an emergency including fire and house evacuation. Residents are provided with a personal emergency alarm in their room to allow them to summon help day or night. Two staff are available in Residential Care each night and are available to assist when required.

Is the facility fully licensed and sanctioned?

Our Residential Care Service is registered with the Care Quality Commission (CQC) and has maintained consistently high standards, with a Good Rating awarded in 2016. We have our own Quality Assurance Advisor to help us maintain the required standards. Sheila Cassidy is the Registered Manager for our Residential Care Service; Sally Lines (CEO) is the Nominated Individual for CQC and has overall responsibility for quality and standard of service at The Grange. We will ask you every year to say what you think in a survey and always welcome feedback from you regarding the services we provide.

What residents say about The Grange

'I get help to make changes in my life'
'Staff help me live a more independent lifestyle'
'I choose my friends and relationships'
'I'm really happy with the staff here'



Makaton

We are a Centre of Excellence for Makaton. This signing and symbols language allows people we support to participate in decision making



Key Contacts

Registered Care Manager:

Sheila Cassidy

Email Address: sheila.cassidy@grangecentre.org.uk

Phone: 01372 455239

Deputy Care Manager:

Fiona Smale

Email Address: fiona.Smale@grangecentre.org.uk

Phone: 01372 455239