



A Guide To

Please see

www.carehome.co.uk

<https://roebucknursinghome.co.uk/>

And search Roebuck
Nursing Home for more
information



**Roebuck Nursing
Home**

London Road

Stevenage

Herts.

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Roebuck Nursing Home

About us

Roebuck Nursing Home is an independent care home which opened in 2009, for adults aged over 18 whom require nursing care. The home is set in the outskirts of Stevenage in Hertfordshire.

The spacious environment is lead by our Registered Nurse Manager with our dedicated staff. Roebuck produces peaceful, relaxing, high quality care to everyone who lives in Roebuck.

We provide and promote person centred care. Our care service is tailored around each individual to meet your needs, choices and wishes.

The home comprises 63 bedrooms split between three floors. We provide for residents needing short (over 2 weeks), medium and long-term placements, including emergency and crisis care as an alternative to hospital admission.

We understand that the transition into nursing care can sometimes be difficult for you and your families. Everyone will be supported during this transition by familiar staff to help you settle into your new home.

Our Core Values of Care

Privacy	Dignity	Rights
Independence	Choice	Fulfilment
Security	Respect	Equality
Inclusivity	Empowerment	Diversity

Philosophy, Values and Purpose (including Aims and Objectives)

All care professionals will strive to preserve and maintain the dignity, individuality and privacy of every resident. All care staff within Roebuck Nursing Home will be appropriately qualified to deliver the highest standards of care. Staff training is continuous and implemented to ensure that these high standards are maintained, in line with legislations, regulations and care standards.

All staff will encourage and support you to make choices and decisions, to promote your independence. Everyone has the same right to receive quality care regardless of your background or beliefs. We refer to the 6 C's

- Care
- Compassion
- Courage
- Communication
- Commitment
- Competence

Our care will be flexible and unique to suit you. We will ensure you have access and support to make complaints, compliments and comments. It is the objective of the home that all residents shall live in a clean, comfortable and safe environment and for everyone to be treated with respect.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem and social interaction with other residents.



The Staff Team

Our staff team includes a registered Manager who is a Registered General Nurse, Staff Training and Development Manager, Registered Nurses, Senior Carers, Care Assistants, Chefs and Kitchen Assistants. Domestic/Building and Garden Maintenance, Administrative staff and Activities Team.

We have champions and lead professionals who are all happy to answer any queries on their specific areas within Roebuck who promote;

- Dignity
- Nutrition
- Continence
- Wounds
- Health
- Dementia
- Falls
- Engagement
- Respiratory
- Infection Control
- Safe Guarding

For more information on who to contact on relevant champion questions, see the list of champions next to the staff board on ground floor.





Accommodation

Each bedroom in Roebuck Nursing Home has an en suite and shower. They are all fitted with a hospital bed with control and air mattress if necessary, TV, telephone point and Wi-Fi. We like to encourage and persuade you to personalise your room to suite you. We provide comfortable arm chairs in each room, with drawers and wardrobe. But you are more than welcome to customise your room with your own furniture.



Activities

Activities within the home are always taking place. There is an up to date activity plan in your bedroom to inform you what activity is happening on that specific day. Ranging from exercise mornings, crafts, sweet trolley, pub trolley, quizzes, room visits and religious services. As well as professional entertainment ranging from performances to animal visits. There are posters in reception and around the home to inform everyone of up and coming activities and event within the home.

Activities are based on every individuals needs so everyone can take part and enjoy. Our activities are to help promote your mental and physical well-being. The activities team are always happy to take any ideas of what activity you would like to have and participate in.



Communal Areas

There are many communal areas throughout the home to accommodate everyone. Each floor has a kitchenette, lounge area, dining area and communal bathrooms if you would prefer to have a bath over showering.

Roebuck also has a large garden area accessible to all residents. The garden has been redesigned and now has a large wooden Gazebo, herb garden and wishing well.

Every resident is welcome and encouraged to explore the garden, water the plants and enjoy the many birds we get.



Our communal areas are welcome for all families and friends to enjoy and spend time with their loved ones.



There is also a small indoor garden area for you if you do not want to sit outside, to enjoy a quiet space with lovely flowers.



Menus

Our menus are varied and special diets catered for. We accommodate for everyone's preference regarding meals, where possible including favourite meals/foods. We provide high quality nutritional meals with excellent presentation to meet everyone's dietary needs.

Picture menus are available to assist you in making a choice. There is a request jar on the tables in the dining rooms, for you to put your suggestions in and staff are happy to help you do so. We also have a chef's comment book which the chef checks weekly for feedback. Snacks are available throughout the day and night, along with tea, coffee and other drinks.



Laundry

We have a laundry room on our third floor where we can ensure all of your clothes are washed, dried and ironed. We do ask that all of your items of clothing are labelled clearly with initials or name, to avoid your clothes being mislaid.

Additional Services

Roebuck has access to many other services for example;

- Hairdresser twice weekly
- Chiropodist visits
- Dentists if required
- Beautician
- Physiotherapy by arrangement
- Specific professionals for example, tissue viability nurses, frailty nurse etc.
- Various religious leaders
- Newspaper delivery

If you feel you require more information or need additional services, please don't hesitate to speak to Management.



Medication

Roebuck recognises the importance of medication we ensure that the highest professional standards are adhered to in the storage, administration, monitoring and disposal of medicines. We work closely with Care2Homes Pharmacy, the Clinical Commissioning Group Knebworth and Marymead Surgery to ensure these standards are upheld.

All staff administering medication have received appropriate training, supervisions and competency assessments. Your medication will be reviewed at regular intervals or when necessary, this will be done alongside you or your families.

If you wish to self medicate, providing it is safe and appropriate to do so, we will support you through this.

If you wish to see doctors in private please speak to one of the Nurses or Management, out of hours GP appointments will also be arranged by the Nurse if this is required.

Nurses will ensure you feel comfortable and assist you to understand about your medication. We will support your choices and decisions. If you have any concerns or questions please do not hesitate to speak to our Nurses.

Maintaining relationships and social networks

Visitors are welcome any time. We support and encourage residents to maintain personal relationships with your family and friends. We

do not allow overnight stays in the Home unless special circumstances and agreement with Management. Next to Roebuck Nursing Home there is the Roebuck Inn Hotel which is ideal for requiring overnight stays.

The home also encourages families and visitors to hold celebrations in Roebuck Nursing Home if it is difficult for you to go out of the building. Families have previously celebrated Birthdays, Anniversaries, Reunions and many more. The lounges can be used for this.

A signing in book is kept in the reception which visitors must complete when entering or leaving. There are telephone lines in each bedroom, which can be arranged to be set up for you if you wish. We also have a cordless phone, if you need to make a phone call for when visiting times are not possible.

We are also able to set up Skype for video calls, if your family live across seas or you are unable to see them easily.

You have the right to refuse visiting or contact from individuals. As your choice is important to us, we shall support you in upholding decisions.

Fee's

The fee's do change depending on individual needs and the level of support you require. Specific information on how fee's are paid is available from the Management Team. Here is a list of what fee's consist of;

- Trained staff in 24 hour attendance.
- Medication administration and monitoring.
- Three meals a day including provisions for any special dietary requirements.
- Drinks and snacks
- GP and Consultant visits.
- Fully furnished single room with en-suite and shower.
- Laundry facilities.
- Social celebrations and external entertainers.
- Activities.
- Wi-Fi access.
- Television.

Fee's do not include;

- Personal items, tobacco products, toiletries or clothing.
- Personal trips.
- Taxi services (non NHS transport).
- Hairdressing/Chiropodist.
- Escorting Duty.



Fire safety

We ask if all visitors make themselves familiar with the fire procedure, in the event of a fire please make way to the assembly point. There are posters in reception by the signing in book.

If you are a resident, staff will assist you in an emergency situation. In reception you will find a plan of the home with all the relating fire safety on it.

Smoking and Alcohol

There is a designated area within the garden where smoking is permitted for you and a separate area at the front of the home for visitors. Smoking is not permitted in your bedroom or in any other areas inside the home.

Vape pens and E-cigarettes are permitted in your bedroom as long as you are not on oxygen therapy. If you are requiring oxygen therapy you will not be permitted to smoke unless you are off oxygen and out of an oxygen saturated environment for at least 20 minutes prior to smoking.

Alcohol is also permitted but staff must be aware if you have any alcohol, to monitor and ensure there is not any interaction with medication you may take.

Pets

We allow and promote any family or visitors pets to be brought in to see their loved one, with agreement with the Management Team. We ask that dogs are kept on their lead at all times and are only permitted into the visiting resident's room and the garden; this is because other residents may have allergies.



Religion and culture

Religious services are available within the home, we have church service every week. If you wish to attend other services outside of the home, please speak to management or the nurse to arrange this. You should be accompanied by a friend or relative. If this is not possible an escort can be arranged at a cost.

You have the right to meet clergy of your chosen denomination at any time. We will support you to continue your practice in any religion you have, this will be incorporated into your care plan.



Care planning for you

At Roebuck you will have your own care plan, which shall cover treatment of health, mental and physical problems including outcomes. It will give staff guidance on how you wish to receive care and what you want from us.

You are given the opportunity to be involved in the planning of your care, with your approval your relatives can be involved in your care plan also.

Your care plan will be reviewed every month to check for any changes or updates, this will be in consultation with yourself or relatives if you wish.

We promote and encourage you, your family, relatives and friends to chat with a member of staff if you have any concerns or suggestions regarding the care you are receiving.

How to make a complaint

We aim to deal with any complaints quickly and effectively. To make a complaint please see the Nurse in charge or the Management Team, if you are able to do so please write your complaint down and pass it on to a member of staff.

If staffs are unable to help you or deal with your complaint, the complaint will be passed on to the Home Manager for immediate action.

There are safeguarding posters situated around the building with phone numbers and information on whom to contact if you have any concerns.

Roebuck Nursing Home is registered and regulated by the Care Quality Commission CQC, whom inspects us annually.

You can contact CQC at their National Customer Service Centre in Newcastle.

CQC

03000 616161

<https://www.cqc.org.uk/>

You can make a referral to Herts County Council on;

03001 234042

<https://www.hertfordshire.gov.uk/home.aspx>

Local Government Ombudsman

0300 061 0614

www.lgo.org.uk

