



PARKSIDE HOUSE
RESIDENTIAL CARE HOME

Parkside House Residential Home

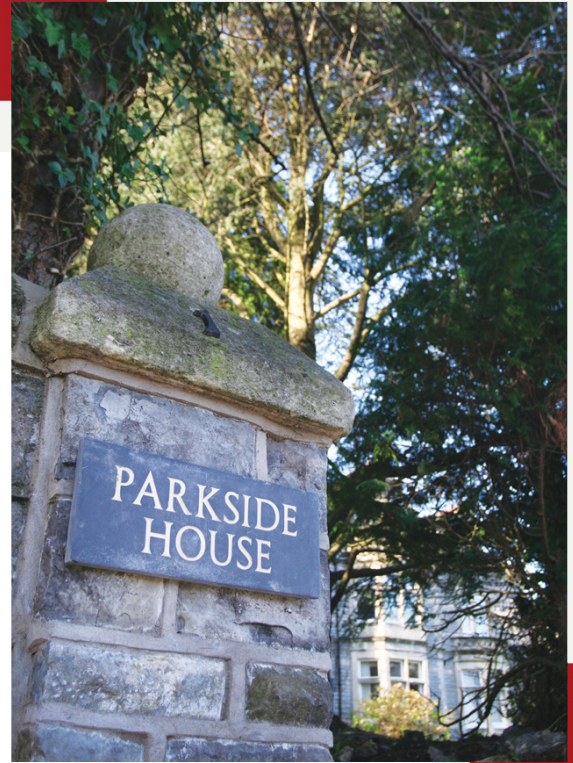
Welcome Brochure

A Warm Welcome Awaits You.

We offer an exceptionally high standard of personal care for our residents.

A family owned, well-established business.

We offer an exceptionally high standard of personal care for our residents.



Parkside House Residential Care Home was established in 1987 and has been re-registered with the Care Inspectorate Wales in 2018 under the new regulations set out in the Regulation and Inspection of Social Care (Wales) Act.

Parkside House is a family owned business headed by the directors Mr and Mrs Watkins and by Mr and Mrs Otto-Jones (daughter and son in law). Sarah Otto-Jones is the registered Responsible Individual. The care team is headed by Registered Manager, Alison Aplin, who is supported by a fully qualified Deputy, Rhiannon Jones and by senior staff. Our friendly staff are trained to provide a professional level of care and, in their gentle, supportive way, help Residents agree the level of independence they wish to achieve. Within the home emphasis is placed on comfort, kindness and friendship. We aim for excellence in the standards of care offered to Residents. We have staff of a mixed age group with a variety of interests which makes day-to-day life in the home interesting, varied and fulfilling. The staff are all fully trained.

The range of needs that Parkside meets.

We encourage all prospective residents and their family to come and visit us to ensure that they are making an informed choice on where they wish to live. We understand that it is a difficult decision to move into a care home and so it is important that prospective residents and their families and friends visit the home and meet our staff to ensure they will feel happy and comfortable in the home and environment they propose to live in to help make the move as easy and smooth as possible.



Situated in Penarth, a Victorian seaside town near Cardiff.

A large Victorian house that looks out onto the Bristol Channel only a short walk away from the seafront, parks and cliff-top walks with lovely views.

There are several restaurants and cafes along the esplanade where one can enjoy hot or cold drinks, a bite to eat or an ice cream whilst enjoying the sea view.

We are conveniently placed near to the town centre and so we benefit from all the facilities and services that are close to hand. Penarth is a busy town with plenty of restaurants, cafes and bars. There are a variety of shops including Boots, Tesco's, Sainsbury's, Greggs, news agencies and plenty of clothes boutiques and gift shops.

In Penarth there is a library, and there are local places of worship for different faiths.

There is a railway station nearby that has a direct connection to the centre of Cardiff, which is only a 10-minute ride. There is also a regular bus service to Cardiff. There are several local taxi services available.



Quality Levels of Care.

*We offer an **exceptionally high standard** of personal care for our residents.*

Parkside is a sympathetically adapted Victorian house with sea views from the top floor bedrooms, whilst those to the rear overlook beautiful, mature secluded gardens. The home is furnished to a high standard. Accommodation is spacious and attractively decorated. We have two sitting rooms, a number of seating areas, two dining rooms and a conservatory. There is a new patio and a sensory garden at the rear of the house and there is also a beautiful large private garden to the front with benches for residents to sit with family and friends.

In the main house we can cater for up to 35 residents. Each bedroom is individually decorated and fitted with wash hand basins and vanity units and TV aerial points. Some rooms have en-suite bath/shower facilities. All bedrooms on the first and second floor are serviced with a lift and every room has access to our call system.

The Coach House

The Coach House is a separate building within the grounds of Parkside House. This has 3 single bedrooms, all of which are en-suite with showers. There is a kitchen for Residents to make hot drinks, with a fridge in order to store any groceries. The Coach House is designed to cater for people who would like to maintain a greater level of independence whilst benefiting from the services and amenities of the home.





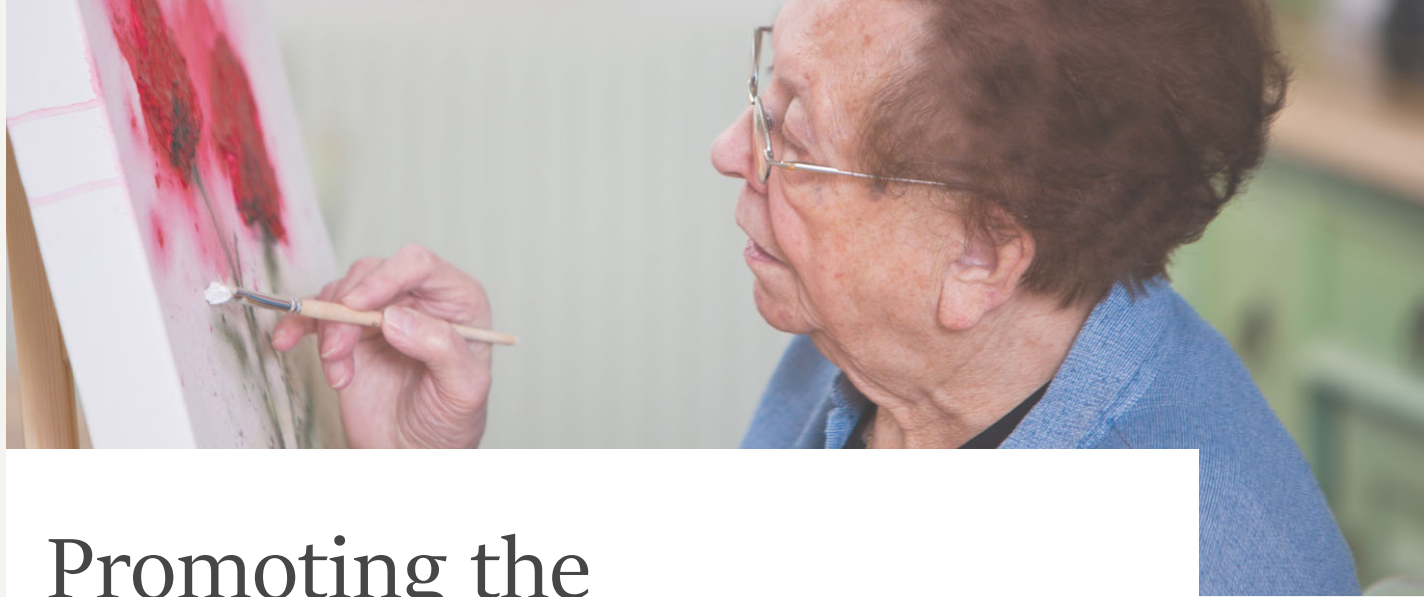
Specialised Dementia Care at Parkside House.

*We have a **secured area** to provide **specialised care** for residents who have dementia.*

We provide care for persons with dementia who require personal care and who have varying health and social needs. We have a special area on the first floor designated to cater for the varying needs of residents who have dementia. (Please refer to our sheet about dementia).

We provide personal care to elderly individuals who are having difficulties in managing daily routines such as getting up, washed and dressed or having a bath and therefore need some assistance to maintain a quality of life. Each resident has a 'key' carer who pays particular attention to their wellbeing, changing needs and preferences. Our aim is to help our residents keep their dignity and independence and to promote their freedom of choice enabling them to live the style of life they wish to lead to the greatest degree possible. Parkside provides a safe and secure environment in which Residents can maximise their freedom of choice and take part in activities of their choice.

We are not a nursing home; however we have a close relationship with and use the services of the community district nurses, we liaise with GP's and ensure Residents have access to all elements of the NHS such as: - occupational therapy, physiotherapy, opticians, dieticians, speech therapy and continence advice. Our trained staff monitor the health and wellbeing of all of our dementia residents and will seek professional advice where necessary.



Promoting the wellbeing of residents.

*Helping residents maintain a **stimulating, active and independent** life.*

We aim to promote the wellbeing of residents in Parkside, so we encourage residents to take part in any activities that are of interest to them to help them maintain a stimulating, active and independent life. Therapeutic activities take into account the Residents' interests, skills, experiences, personalities and mental conditions. This may be a one-to-one or a group decision.

Our Entertainment Manager organises daily activities which include group activities such as armchair exercise to music, quizzes, sing-a-longs, bingo, indoor skittles, board games, cards, reminiscence and music to movement classes. For many, the activities are centred more about maintaining the activities of normal life – doing crosswords or puzzles, listening to music or the radio, watching films and TV, doing some gardening or reading. We are regularly visited by outside entertainers and hold monthly concerts, and hold parties to celebrate notable dates and events.

We consult with Residents on any changes in activities and consult with them on an ad hoc basis on all general matters within the home. It is paramount that everyone should have a voice and be able to give their opinions.

Parkside provides Residents with a full laundry service.

Residents can attend religious services of their choice.

It is the policy at Parkside to promote the continuance of Residents' religious practices. Residents may attend religious services within or outside the home, as they so desire.

Contact between Residents & their friends & Family.

We actively promote involvement of family and friends.

We recognise that the services that we provide to a Resident are only a part of the network of care and support on which the Resident depends. We will always strive therefore to work in partnership with, and help any relatives, friends and carers whom a resident has identified to us. The only restriction on visiting is at meal times to ensure meals are a relaxing time.



We ensure Residents have full and equal access to the National Health Service including for: - occupational therapy, physiotherapy, optician. Any outside agencies which may benefit the wellbeing of the Residents, such as the memory team, social services, or dentist are made available if required. If Residents wish to access and privately fund additional therapeutic services that fall outside the remit of the National Health Service, we can accommodate the visits. We have a chiroprapist and hairdressers who visit the home weekly should residents want to use their services – which are paid for privately. We can also arrange newspapers and magazines to be delivered to residents at the home if they wish.

'After Mum suffered a heart attack followed by a stroke my family tried to look after her ourselves. It became evident this solution wasn't going to work and we made the heart wrenching decision to look for a home. The staff at Parkside were amazing, not only offering support to Mum but also to me, and over the time Mum has been there, through the patience, understanding and kindness of all the staff at Parkside House, Mum has overcome the severe anxiety she was suffering and the time I spend with her now is quality time. Mum is beginning to enjoy life again and the decision to put Mum at Parkside is one I will never regret. Instead of my family feeling isolated and alone whilst trying to provide the best care for Mum I know there is a team around her who are giving her the best possible care and attention, and finally I'm seeing my Mum smiling again'

Mrs SH, daughter of resident

Quality Home-made Dishes.

Using fresh produce for a varied menu residents can choose from each day.

Our team of trained chefs put together daily menus giving residents a good choice of freshly prepared dishes that make up a good balanced diet (see sample menu). If any resident has any particular likes or dislikes, they just need to let us know. All particular needs or allergies are taken into account. Snacks and hot or cold drinks are always available 24 hours a day.

As we get older it becomes ever more important that we have a balanced and nutritious diet. It is not uncommon for a person's appetite to diminish as they get older making it important that they have an interest in food. We regularly talk to residents about what they would like to see on the menu and take that into account when putting our menus together.

Sample Menu

Breakfast

Fruit juices, assorted cereals, porridge, white or brown toast & preserve, breads, full English breakfast, scrambled, fried or poached eggs. Pot of tea or coffee.

Breakfast is served in the dining room, or if the resident prefers we serve breakfast in their rooms.

11am

Milky coffee or tea and fruit, yoghurt or biscuits

Lunch

Roast beef with Yorkshire pudding, creamed potatoes, carrots, broccoli, roast parsnips and gravy

Fish and chips with mushy peas

Apple and blackcurrant crumble and custard OR Lemon meringue pie and cream

Supper

Quiche and salad with new potatoes bread and butter

Homemade soup and rustic bread

Cheese on toast

Chocolate profiteroles and cream

Fresh fruit

Cheese and biscuits

Evening snacks

Assorted sandwiches, milky drinks, or biscuits



Tea or coffee or cold drinks and biscuits are available to residents and visitors on request

Our Testimonials.

The team at Parkside take great pride in the services we provide our residents and their families.

Over the years, many families have written comments about the care we have provided for their relatives. Here are just a few examples.

'It gives me such peace of mind to know that Mum is safe and being so well cared-for by A, R and their team at Parkside House. The staff are, without exception, warm, friendly, caring and professional. They keep me informed and respond swiftly to any concerns. I always feel welcome when I come to see Mum and, at Parkside, our visits are more relaxing and enjoyable than I could have imagined'

- J.J, daughter of resident

'The work that you do is exceptional. Thank you all, it has been a pleasure knowing you. I will remember you all for your kindness and patience'

- Mrs E daughter of a resident

'Your team did wonders to make mum's stay with you so absolutely pleasurable'

- Daughter of a resident

'At the beginning I was very apprehensive that my mum had to go into a Care Home and not knowing what Parkside would be like I can say that the time mum has spent with you has been like an extended family. All the staff have made me feel so welcome that I have felt that Parkside has become like a second home'

- Mr W -son of resident

'Thank you to all of you for the great care you gave mum whilst with you. I know she was very happy with being a Parkside. Everyone treated her with great care and dignity that she so deserved in her older years'

- From the family of a resident

One family even wrote a poem -

*This is to say thank you so much more
Than words can ever say
Because you were thoughtful and caring
In such a lovely way*



Choosing the Right Care Home for You & Fees.

*Your preference is a **very important** factor in choosing the **right** care home.*

When deciding on which care home is the right home for you, you should always look at more than one home, talk to the staff and assess which will best meet the care you or your family member need.

The vast majority of care homes are run by independent companies, but in most privately run care homes many residents have either all or a proportion of their fees paid for by their local authority.

At Parkside we have privately funded residents and residents funded by the local authority. If you receive funding from the local authority you don't have to go to the home chosen or run by them. Your rights of choice as to where you would most like to live is a key factor in establishing the home you will move into. If the local authority is paying for or contributing to your fee, you still have the right to choose a home that provides the type of care you need.

If your chosen home costs more than the local authority usually pays for, you can top up the difference between the amount the local authority agrees to pay and the fees for the care provided by the home.

The fees we charge for residential care and for dementia care are based on the specific needs and levels of care each individual has, and on the room they will occupy. We also offer respite care, dependant on room availability at the time. We can advise about fees more precisely when the exact circumstances are known from the preliminary discussion or visit.

We look forward to welcoming you to a visit to Parkside.



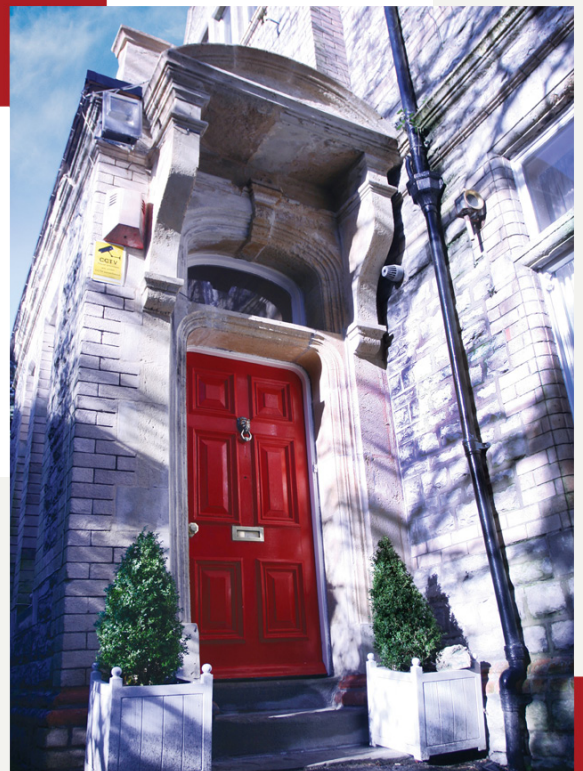
Understanding the needs of people with Dementia.

*We know how to **care** for people with dementia and meet any **special requirements**.*

Moving to a residential home is a tough decision and is a difficult time in everyone's life for the individual and their family. The development of dementia in a member of the family is often the cause for families to have to consider doing this. The more we understand about the problem, we can make a decision about future plans with greater confidence. This sheet aims to help families have insight into dementia and how Parkside meets the needs of residents who suffer from symptoms of dementia.

What is dementia?

Dementia is a syndrome (a group of related symptoms) associated with the decline of the brain and its abilities. Symptoms include confusion, mood changes, memory loss and communication problems, although each person will experience the progressive symptoms of dementia in their own way.



Symptoms of Dementia

Memory loss

Memory loss – particularly short-term memory is the most common early symptom of dementia. Forgetfulness is usually mild at first, but deteriorates over time. The long-term memory is not affected in the same way.

Communication

Dementia causes people to forget simple words or to substitute one word for another. This can make speech or writing hard to understand.

Mood, behaviour and personality changes

Someone with dementia may experience rapid mood swings for no apparent reason. They may become very emotional, and at times be frightened, depressed or angry about having dementia. Delusions and hallucinations can occur.

Disorientation

A person with dementia can feel lost in familiar places such as the road they live in. They may forget where they are or how they got there. They may not believe where they live is home. At Parkside we aim to create an atmosphere and environment designed to enhance the quality of life of our residents who have dementia and to maintain their dignity. We also aim to help their families deal with their moving to a new home and to feel involved in their care.

We have a unit in the home that caters specially for those who have dementia. The seating area is bright and open with a large window looking out onto the front garden. It is set out in a way that is designed to ensure resident's safety whilst living in a warm and homely atmosphere. The decoration contains pictures and photos designed to help provoke comforting memories of the past. In the corridors and in the different rooms we have signs and pictures helping them orientate themselves, and to understand the function of where they are.

Nutrition

As dementia progresses the person may lose their interest in food. Weight loss can occur as their memory worsens as people forget to eat, or are simply disinterested. At Parkside our daily menu choices ensure that our residents have a balanced nutritious diet. Each resident has a key member of staff dedicated to look after them and to monitor and continually check on their mental, physical wellbeing and ensure nutritional requirements are met. This means that snacks are always available and staff are able to assist residents with eating if they need such help.

Jobs of daily living

It is the requirements of daily living at home that are often the cause of people realising that they need some help. The small basic chores such as getting up and getting dressed, shopping, making a bed, washing clothes and preparing a meal can become overwhelming. By removing the stress of these responsibilities from the individuals and their families Parkside aims to improve the quality of life of everyone concerned, so that they can focus more on enjoying their time together rather than coping with practicalities. Families and friends are welcome to come and visit residents at all times and treat Parkside as their own home whilst with them.

Activities

Whilst the requirements of daily living may become a trial, taking part in physical and social activities can help one feel more independent and maintain a level of self respect. We encourage and assist residents to take part in or perform as many activities of daily living as they would like to or are able to so that they will continue to maintain a meaningful life.

A Warm Welcome Awaits You.

Where to find us...

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