

Welcome to Elmhurst Short Stay



Whalley Road, Whitefield M45 8WZ
0161 253 6838 - info@personasupport.org



About us

Who are we?

Elmhurst provides 24/7 short term care and support for older adults in Bury.

It's an accessible single story building in its own grounds, with good transport links and parking. It has 1 twin room and 26 single bedrooms, each with a TV and full shower en-suite facilities. There are communal lounges, a bistro and 2 fully accessible garden areas.



What do we do?

Everyone needs a break from time to time. Whether you are recovering from an injury or simply need some company or a change of scenery, we are here to help.

We provide respite stays (14 rooms) for a day or for up to 6 weeks. We also have 13 intermediate care rooms for short term rehabilitation after a hospital stay and our team will work with you and social workers, occupational therapists and other professionals to get you home independently.

We want you to feel that Elmhurst is your home from home and it is a chance for your carers to take a break and spend time looking after their own needs.

Your stay can be adapted to meet your needs and can offer you the opportunity to improve your ability to return home. While you are staying with us for intermediate care, you can also have a reassessment of changed needs.

Our Values and Purpose

We support people to live their best life.

You will see our REACH values staff lanyards and badges, as well as on our website and in our brochures and newsletter. They also form the basis of our annual staff PersonAwards which anyone can nominate someone for throughout the year - just speak to a manager for details.

Respectful
Enthusiastic
Adaptable
Caring
Honest





How do we keep you safe and secure?

Our staff will create a person-centred support plan with you and your family and we will do any risk assessments you need. Our on call system is linked to the personal falls pendant you are offered on arrival and there are pull cords in the bathrooms.

Staff are first aid trained and fully equipped with an onsite defibrillator to deal with any emergencies.

We follow the Safeguarding Vulnerable Adults Policy and Procedure. All visitors must sign in and out when they come to Elmhurst and official visitors have to produce ID badges. Staff will wear their name badges at all times.

Your personal information is stored in our online care plans and will only be accessed on a need to know basis, with your consent. You have the right to see the information

that we hold. All the computers that hold your information are password protected and there is a private area for you to discuss any confidential matters you have.

For your peace of mind we advise you not to bring any valuables with you and only to bring a small amount of money. All your money, medication and belongings will be booked in on arrival and we may photograph your belongings. You can take your medication yourself or opt to have it administered by staff, which is regularly audited.

How do we support you?

We consider your privacy and dignity at all times especially during personal care time. There are a range of bathing services including a Parker bath and accessible shower facilities. Other services include a hairdresser, strength and balancing support and a chiropodist. Please speak to a member of staff to find out more about these services and any additional costs. If there is anything you can't see mentioned in our brochure that's important to you, talk to us and we'll do our best to make it happen.

What will it cost you?

Any charges you need to pay will be based on a financial assessment, so that costs are calculated on your individual circumstances. Your Social Worker will discuss this in more detail. If you wish to stay for a longer period and are happy to pay us directly please speak to a member of staff.



Your stay

Your room

Your room will be cleaned and bed linen is changed regularly, with fresh towels provided during your stay. If you need fresh linen or more towels any time, all you need to do is ask. We encourage you to bring some home comforts with you, such as photos, enough of your favourite toiletries and clothes, medication and continence aids for your stay. If you need any laundry during your stay, we can arrange a service wash for you; please ask us about costs.

Each room has a wall-mounted TV with freeview channels. As well as your own en-suite with shower, toilet and basin, you will have access to an assisted Parker bath.



Bistro

People staying with us will enjoy 3 cooked meals a day provided in the Bistro, along with a supper and snacks as required. Your family and friends are welcome to join you at mealtimes. We ask that visitors are mindful of any people we support who need help at mealtimes and respect their privacy.

If you or your visitors would like a drink at any time, our staff will be happy to help or we can show you where to make these yourself. You can also opt for tea and coffee making facilities in your bedroom.



Garden & Communal Areas

Our 2 purpose designed, fully accessible gardens have user friendly flooring, raised beds, bird feeders and a large, artificial lawn with plenty of seating for everyone to enjoy. There are lots of opportunities to get involved in or just to enjoy the garden if you'd like to.

We have a friendly, open lounge area with an Alexa and TV, where we also do most of our activities. There's a TV free quieter space in the conservatory which has a stereo.





Activities

We plan daily activities such as movement to music, visiting entertainers, puzzles and quizzes, movie nights, crafts, cookery and more and get involved with events in other Persona locations like bingo and music events. We have a library area which is restocked every few weeks by the local library. There is a hair salon and zen room offering holistic therapies (please ask for details, charges apply) and Minnie, our miniature dachshund, comes in most days and is available for cuddles.

Optional trips are offered at an additional charge (with costs kept to a minimum) such as cabaret lunches in local pubs or trips to local attractions and we regularly hold parties and events for people we support, families and staff. If you'd prefer not to join some or all of these, that's entirely up to you - it's your break, after all.

Local Information

There's a local Co-op and Morrisons close by and an Asda at Pilsworth; our staff will be happy to help you find what you need. There is a park, chemist and a post office as well as pub in walking distance from the centre. There's a tram station nearby and we are on a main bus route.

If your faith is important to you, we can help you find a local place of worship or even arrange for it to come to you.



Visitors' Information

During the day visitors are welcome in your room, the main bistro and main lounge. They can also make use of our side lounges if you prefer more privacy and we will provide drinks for them if you like. In certain circumstances, family may make arrangements to visit in the evening and throughout the night. We ask that visitors do not enter anyone's rooms unless they have already arranged this at reception.

Pets are welcome to visit, please keep dogs on a short lead.

About you

Care Quality Commission (CQC) Registered

The CQC inspects Elmhurst regularly to make sure we are

Safe

Effective

Caring

Responsive

Well-led

Our latest inspection report is on display in reception for you and your visitors to read.

Alternatively you can view it online here: <https://www.personasupport.org/quality>



Your Opinion

We value your opinions and ideas and we have a range of methods of how we collect this:

- quarterly committee meetings which feed back to the Persona Your Voice Committee
- regular customer satisfaction surveys
- verbal and written feedback
- individual contact with families
- reviews of your care whilst you are with us, to make sure we support you if your needs change. You will be fully involved and can have a relative, carer or advocate present as well.

We would love to know what you think

At Elmhurst we really value your feedback, so we can continue to provide good services that meet your needs and make changes if you feel the service could do better.

Compliments and Comments

It's great to hear what we do well so that we can carry on doing those things for you and also for other people we support. We also like to hear any suggestions you or your visitors may have. Simply fill in our form at the back of this brochure or online at: <https://tinyurl.com/TellUsP>



Complaints

We do our very best to meet your expectations. However, we take complaints very seriously and will deal with anything you are not happy with quickly, fairly, confidentially and impartially.

In the first instance we would ask you try and resolve with a member of staff or their manager.

If you are still not happy then please contact our Head Office:

Persona Care & Support Limited
Grundy Hub
Wellington Road
Bury
BL9 9AH



www.personasupport.org



0161 253 6000



notifications@personasupport.org

Please ask if you would like to see a copy of the complaints procedure which is also online here: <https://tinyurl.com/TellUsP>



Tell us what you think

We are always looking at how we can make our services even better, so we want to hear from you, whether your experience has been positive or negative. You can use this form to share a compliment, complaint or feedback with us.

If you have a bad experience of any Persona service, please speak to a manager first, who will try to resolve the issue quickly, confidentially and impartially. If you still feel your issue has not been resolved, please use this form or go online to give us more details.

If you'd like to read our complaints policy, please visit our website and search 'complaints policy', speak to a member of staff or call 0161 253 6000.

Please return your paper form to: To register your feedback online, visit our website here:

The Compliance Manager

personasupport.org/quality-new/tell-us-what-you-think-form

Grundy Hub

Wellington Road

Bury BL9 9AH

Your name:

Your address:

Your contact number:

Your email address:

Is this (please tick):

☐

Feedback

Date completed: _____

☐

A compliment

☐

A complaint

Please provide more detail:
