

YOUR BEST IN CLASS *activities programme*



*"We care for the physical, emotional,
social and spiritual needs of our residents."*

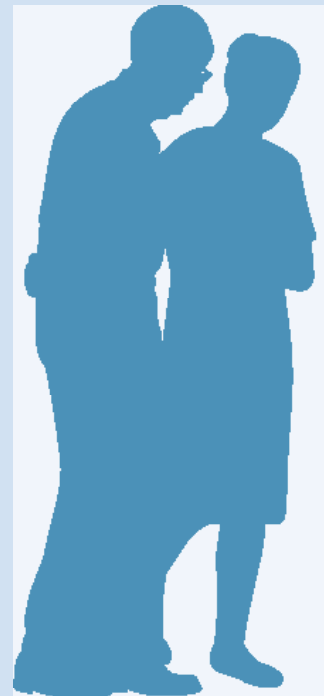


Our commitment to you

We are committed to ensuring that every one of our residents enjoys a happy fulfilling life, with lots of interest and interaction.

Our focus on holistic care means that activities are a key part of life in each of our homes.

- Activities are at the heart of our homes.
- Our dedicated activities teams are trained by leading experts to engage with you, and make sure that every activity is meaningful and individual to you.
- We take time to get to know you, so that we know your interests, and can then organise the best activities for you.
- Our activities are constantly varied, to keep them fresh, interesting and meeting your needs at every stage of your life.



Our activities programme

WE PROVIDE

- Activity programmes which are varied to suit everyone in the home.
- Resident-led activity schedules. Every residents helps decide the activities programme.
- 1:1 activities, often using the internet with tablets to make the experience personal.
- Friends and family are welcome to join in.
- We print every month a new calendar of activities in each of our homes to ensure it meets the needs and wishes of all our residents.

"Every resident has the opportunity to **shape the activity schedule** with feedback on what they enjoy and what is meaningful to them."





Some examples of our

Birds of prey visiting our homes



...using tablets for
online activities!



Gardening club - indoors and out!



outside entertainers come
play instruments or sing

activities...



e and
to us



Minibus trips to Longleat!



Art workshops



Playing cards!

Working with our friends to make our activities the best in class

We have great working relationships with other organisations which help us to keep our activities dynamic and the best choice for you.

- **Alive** – A leading local activities charity. They help us by training and coaching our team, inspiring us with new ideas and regularly auditing our activities programme - www.aliveactivities.org
- **Universities** – help us develop our understanding and practice, especially with developing activities for residents with dementia. We are currently funding a university study to help us better understand the positive impact of our activities.
- **The Bristol Beacon** are our partners in planning and establishing an annual celebratory city care concert in Bristol.

“Regular encouragement, inspiration and training is provided by Alive, a local Bristol charity, to our activities team.”



A photograph of a man in blue scrubs and an elderly woman with white curly hair, both laughing heartily. The man is leaning in towards the woman, who is seated. They are in a brightly lit indoor setting, possibly a care home. A semi-transparent blue box with white text is overlaid on the lower left of the image.

"We ensure that
residents lead the
activity schedule."

Feedback and improvement

We use feedback from lots of sources to help continually improve our activities programme. Here are a few examples of how we get feedback.

- Regular resident and relative surveys.
- Regular resident and relative face to face meetings.
- Our own internal audit.
- Audits by Alive Activities.
- Feedback from our CQC inspections.
- Of course the best feedback we get is the smiles, laughter, fun and joy we see in our residents every day, proving we have a best in class activities programme.



For more information or to arrange a personal visit contact any of our homes
bristolcarehomes.co.uk

YOUR BEST IN CLASS *Care plan*



*"We create individualised
care plans with your
choices and preferences."*



Building a care plan for you

Care plans are essential for us to specify and deliver person-centred care accurately. We build our care plans around you. You have control of your care and all aspects of your life with us by being involved in the planning. We get to know you and plan to meet all your holistic needs. Your care plan will then be personal to you, created with your choices and preferences at the centre of it.

- Your care plan is designed to meet all your holistic needs.
- The plan covers everything you need, including your physical, intellectual, emotional and spiritual needs.
- We build this into your care plans using a state of the art system which makes it available to everyone involved in your care.
- We are then accountable for planning and delivering best in class care.



Giving you the best possible care

We work hard to make sure that we build care plans which will deliver the best possible care to you. We get to know you, your likes and dislikes, to ensure you are happy with the care we deliver.

"They know I like sheets not duvets."

"They know I love carrot cake."

"They always remember my tablets for me."

"I feel in safe hands."

"They know I miss Sid."

"They know when I'm having a bad day."

"They help me contact the children."

"They know when I'm in pain."



A photograph of an elderly man and a woman. The man, on the left, is wearing a yellow and blue checkered shirt and is smiling while looking down at a green folder. The woman, on the right, is wearing a light blue polo shirt and is also smiling, looking down at the folder. A green text box is overlaid on the top left of the image.

"We encourage time with
our **Activities Team** to see
what interests you."

How we get to know you better

Here are a few examples of how we gain a better understanding of your needs as an individual.

- Time with our chef to identify your likes and dislikes and any support you need with your meals.
- Time with our nurse to understand what your health and wellbeing needs are.
- Knowing who is important to you.
- Understanding your medication needs and involving your GP to discuss any concerns.
- Spending time with you and getting to know you.
- Time with our Activities Team to see what interests you.



Using technology to keep you safe

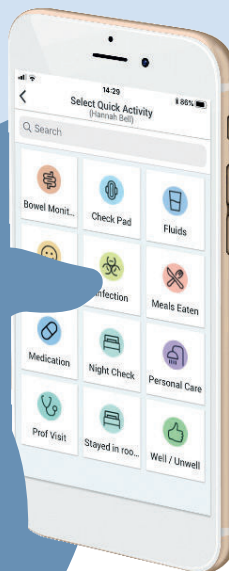
We use state of the art systems for both care plans and medication. This means that your care plans and medication management are both best in class. These systems are designed to ensure that information is up to date, easily accessible by everyone involved in your care, simple to use and update.

ELECTRONIC CARE PLAN SYSTEM

- Our electronic care plan system gives our team access to the most up to date guidance.
- Everyone involved in your care can see the information they need to deliver the right care to you.
- Your care plans are regularly reviewed with you to keep up with any changes.
- Any changes are updated immediately and instantly available for all our care team to see and use.

ELECTRONIC MEDICINES MANAGEMENT SYSTEM

- We use the latest state-of-the-art medication management system to ensure your medication is accurate and safe.
- The system links electronically with your GP and our pharmacist.
- Our highly trained team can clearly see the medication to be administered and when.
- The system automatically orders repeat prescriptions from our pharmacist so you will never run short of medication.



A photograph of three women of different ages looking at a tablet together. The woman on the left is young with dark hair, wearing a light green top. The woman in the middle is middle-aged with brown hair, wearing a blue button-down shirt. The woman on the right is elderly with white hair and glasses, wearing a blue patterned top. They are all smiling and looking at a tablet held by the elderly woman. A semi-transparent blue banner is overlaid on the top half of the image, containing a quote in white cursive text.

"There is a constant programme for improvement, which involves you."



"Staff are trained in lots
of different clinical skills."

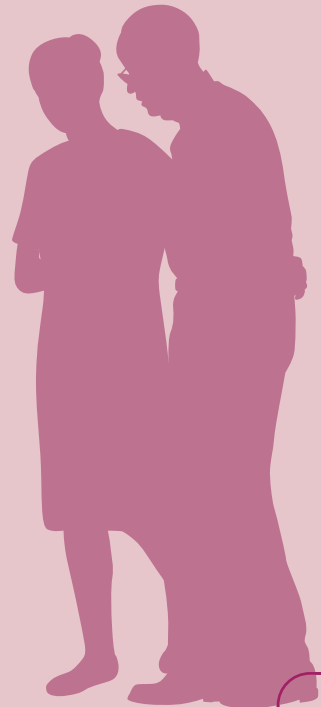
Staff skills and training

We ensure that our team is trained to highest standards.

This means they are the best team to give you the care you need.
We invest in our staff as we believe they are the key to delivery of the best care.

THE BEST TRAINED STAFF TEAM MEANS THE BEST CARE POSSIBLE

- Our team training covers the whole range of clinical skills.
- Fully trained nurses are available in all of our homes 24/7 which means you always have expert clinical care on hand.
- Our team is also widely trained in other skills, like activities, hand massage and communication to make your experience the best in class.



For more information or to arrange a personal visit contact any of our homes
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YOUR BEST IN CLASS *catering*





"Our food is varied, nutritious
and well presented."

Your excellent dining experience

We know that your dining experience is an important part of your day, so we put everything in place to ensure that this experience is excellent.

- Dining rooms which are a pleasant and relaxing environment for you to enjoy your food with other residents. If you prefer to eat in your own room this can easily be accommodated.
- Food which is varied, nutritious and well presented.
- Menus which change and adapt based on your feedback and requirements.
- As we get to know you we will learn all about your preferences for food, the timings you prefer and areas of the home you like to eat. We can easily support you to eat if required and have adaptive equipment available for anyone who requires it.
- We have regular audits of our food, dining experience and kitchen processes from our external partner Papadeli who are a leading local deli and catering school



Our chefs

We ensure that our chefs have high standard through excellent training, learning and development opportunities.

- Our chefs will meet with you when you come into the home to introduce themselves, show you the current menu options, confirm your likes and dislikes and ensure that all food meets your dietary requirements.
- Head chefs have regular away days at the cookery school of our external partner Papadeli to support their learning and development and to share new ideas.
- Our chefs have close relationships with our residents understanding their culinary wishes, making seasonal adjustments and ensuring culinary diversity (Jamaican, Chinese, celebrating customs & traditions).
- They share activities with our residents like growing vegetables in the garden and using those vegetables to make dishes.
- All our chefs are trained to a minimum level 3 in Food Hygiene and all care staff receive food hygiene training.
- Chefs are fully trained in all possible dietary requirements, textures and thickness of food for people living with Dysphagia. This is known as the International Dysphagia Diet Standardisation Initiative (IDDSI).
- Chefs and any staff new to care receive fluid and nutrition training, ensuring they understand what constitutes a balance diet, principles of hydration, nutrition and food safety, supporting people to have access to food and fluid in accordance with their care plan.

"Our chefs have close relationships with our residents understanding their culinary wishes"





How we get to know you better

Here is what you've been saying about the service.

"I like the options on the menu and I can always ask for something different if I do not wish to have the food on the menu."

"The food is fantastic and all homemade"

"The food is great and my husband very much enjoys it."

"I like the roast dinners best and the trimmings served with them."

"My wife speaks so highly of the kindness of the staff and wonderful food."

"My wife says the food is excellent and the staff are very good as well."

"The whole experience including the wonderful food made the home so memorable."

"The food is good and nutritionally balanced, more than exciting."

"The quality of the food is something you would expect in a quality hotel."

Our menus and suppliers

- Chefs update menus regularly to ensure that food is varied and adapted to your needs and feedback.
- Changes are made to make best use of the seasonal produce available from our suppliers.
- We use suppliers who provide the best quality, freshest ingredients to ensure the food is of the highest standard possible.
- We have deliveries of our foods almost every day so that ingredients are at their freshest.
- When residents go on trips, we either prepare a healthy and nutritious lunch or choose venues that serve fresh foods.

"We also make sure all residents receive the dining experience they enjoy"





"We will always look to keep improving our food and your experience of dining with us."

Feedback and surveys

We are always keen to ensure that you are happy with your dining experience.

- We conduct regular residents surveys which includes feedback on food and your dining experience so that we can continually improve our offer to you and meet your needs and expectations.
- Staff anticipate needs and risk to ensure people have support when there are difficulties/discomfort.
- Staff also use technology effectively to report any changes in the diet of our residents.
- Our nursing care teams run regular oral care checks, make sure there are no dehydration risks, provide professional advice for supplements and fortified meals.
- We also have regular visits from our partner Papadeli who give us the professional feedback we need to keep us on track with our best-in-class catering.



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