

NORMAN HOUSE

NURSING HOME

Specialising in the elderly mentally ill

51-53 Elm Road, Shoebury, Essex SS3 9PD

TEL: 01702 297217

Registered with:
Commission for Social Care
Inspection
Contracts with:
Southend Primary Care Trust
Southend Social Services



MATRON: Mrs Lorna Edwards
RMN

Norman House is a twenty bedded,
family run home. Established in 1986,
it specialises in Dementia and
Alzheimer's disease.

Aim

To enable each individual to function to their fullest potential, physically and psychologically in a happy, homely and therapeutic environment.

Philosophy

The patients of Norman House have limited capabilities and cannot function independently without help and support. With 24 hour qualified nurse cover we provide a high standard of nursing care. We work as a team with the use of the nursing process, ensuring each patient has an individual care plan.

Our patients are individuals who have human needs, rights and feelings. The promotion of dignity and independence and the provision of comfort are high priorities at Norman House. We believe that the relatives and friends must remain an important part of our patients lives. We make every effort to educate and support relatives and encourage visits and participation in patient care.

It is important to maintain a sense of awareness and that of the environment of the patients. In this respect, patients are involved in reality orientation and various forms of socialisation programmes. Spiritual and religious needs are discussed with the patient and relatives on admission to Norman House.





Facilities

Specialising in the elderly mentally ill

Choice of single or companion rooms.

Two main lounges & several small quiet lounges

Conservatory/Dining area

Large garden & patio area with fruit trees

Nurse call alarm system

Hydraulic lift hoist

Bath hoist

Catering: Fresh home cooking with choice of menu

Visiting Optician, Dentist, Hairdresser & Chiropodist

Activities: Music, Dancing, Outside groups, Walks to local park & Shops

Friendly Staff: Qualified R.M.N 24 Hours Care assistant with in house training

Resident's Charter

- To live as fulfilling a life as possible within your capabilities.
- To be treated with dignity and as an individual.
- To have personal privacy for yourself, your belongings and your affairs.
- To do things at your own pace and when you want to do them, independently if you can.
- To perform any activity you feel capable of doing.
- To have your cultural, religious and personal needs respected.
- To be free to make and keep contacts with the community, retaining access to the available facilities and services.
- To be consulted and involved in decisions affecting your daily living arrangements.
- To choose how and with whom you spend your time.
- To take any informed risks without being unnecessarily restricted.
- To be consulted and involved in your care plan and to be given the care appropriate to your needs and wishes.
- To have the right to say "no" and not to be forced to do anything against your will.
- To have unrestricted visits by relatives, friends, guardian etc.
- To have access at all times to a Qualified Nurse by yourself or with relatives, friends, guardian etc.
- To choose all or none of the above as you see fit.

Examples

- We will always address you by the name of your choice
- You may bring your own furniture to furnish your bedroom, if you so wish.
- We will carry out any personal or nursing care that you need, in private, with tact and discretion
- You have the right to participate with staff, relatives, friends etc, in making a personal care plan of your needs and wishes, also the right to review this plan with staff, relatives, friends etc, whenever necessary but at intervals of no longer than one year.
- Staff will inform you of any risks involved in any activities you wish to undertake so that you may decide for yourself what you feel able or unable to do.
- You are free to get up and go to bed at a time that suits you.
- You may dust your room, make your bed or help with other tasks in the home or garden if you so wish.
- Help will be given to you to use the skills and to follow interests that you have had in earlier life, also to aspire to new skills or interests if you so wish.
- You may choose to visit and or stay for short periods with relatives, friends etc, help and advise will be provided including transport as necessary.