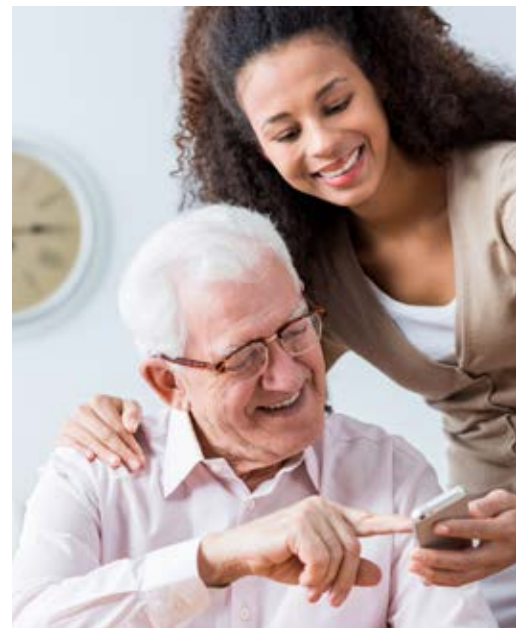


Residential & nursing care

A more flexible range of care services



Our services at a glance

- Individualised care plans structured around the person
- Flexible residential and 24 hour nursing care tailored to the needs of the individual
- Service user and family involvement initiatives
- Flexible day care services to help people maintain their independence
- High quality and supportive end of life care in a comfortable environment
- Respite care and reablement plans



Enhancing quality of life

Priory Adult Care provides residents with the highest standards of care, comfort and support, within a safe and homely environment.

Priory Adult Care offer residential and nursing care to older people with varying levels of need. All of our residents have their own personal care plan, recognising their individual needs and wishes.

Our friendly, experienced and trained teams ensure the social, physical and emotional requirements of residents are met through a person-centred approach to care.

We aim to enhance quality of life by enabling people in our care to make informed choices about their daily life and we actively engage with residents and relatives, encouraging regular feedback to ensure people in our care maximise their independence throughout their stay.

Each home has a dedicated team of care staff who work alongside an activities co-ordinator to engage with residents and ensure they are treated with dignity and respect.



A more supportive range of services

Residential care

Our residential care services cater for people needing support with daily living activities, for example, washing, dressing, eating and mobility. Our trained carers are on hand 24 hours a day, 7 days a week, to meet the individual needs of our residents.

Nursing care

Priory Adult Care's nursing homes offer peace of mind due to the support offered by a combination of Registered Nurses and trained carers. The homes are designed for individuals requiring nursing care as well as support with daily living activities.

Day care

Some of our homes have day care facilities providing varied, stimulating activities, companionship and care, within a safe environment. The services are suitable for older people with varying levels of care needs, including those who have dementia.

Attending day services helps to relieve the loneliness and isolation of people living on their own and assists people in maintaining independence. Day services are also suitable for people who live with relatives, enabling family carers to have some respite with the peace of mind that their relative is being cared for.

Individualised activity plans are designed for our day care members taking into account personal interests and hobbies. A free "taster day" is offered to anyone considering using our day care services. Contact us for further details.



“ We feel very lucky to have got her a bed here. ”

Relative of a resident



Respite care

All of our homes offer respite care for people who require a short stay in a residential or nursing home. Our respite care allows those in need, and their carers, a break whilst providing quality care and support in a homely environment.

Reablement and convalescence care

Many of our homes offer reablement and rehabilitation services for people needing support following an injury or illness. We offer short term packages of care tailored to the individual needs of our residents, which will help enable them to move home and live independently.

End of life care

At Priory Adult Care homes, the best quality of care is given to the people we support at all stages of their lives. This is particularly important in our end of life services for people who are not expected to recover.

Our experienced staff work closely with residents, friends and families, carers, GPs and community nurses to provide a holistic package of care. We focus on wellbeing while controlling pain and other symptoms in a comfortable and reassuring environment.



Quality is at the heart of what we do

We ensure quality is achieved to maintain a caring and safe environment for all residents, which gives them their dignity, respect and independence at all times.

Our approach is underpinned by investment in staff training and quality assurance. Our Head of Quality and support team work hard to ensure continuous improvements are made in all our homes.

All of our services are regulated by independent authorities and we also have rigorous internal audits to monitor quality in our documentation and care planning, staff training and competence, medications management and service provision.



A more person-centred approach

Our approach to care for our service users is based on the principle that each person is an individual with particular needs, likes and dislikes.

We actively encourage service users, their families and carers to be involved in care planning, their environment and daily activities.



100% of our homes are inspected regularly by regulatory bodies

Protecting and safeguarding our residents

Priory Adult Care is committed to protecting all our service users and ensuring safeguarding best practice is followed at all times. We strive to maintain a transparent and open culture where everyone feels safe and able to share any issues. Concerns relating to safeguarding are always listened to and taken seriously, and we work in partnership with the relevant agencies across a full range of services.

Activities

Activities are a key part of the daily life at Priory Adult Care's homes. Our activities co-ordinators assist in developing individual activity schedules tailored to the personal lives and interests of residents in each home. With our staff on hand at all times, each activity is designed to not only mentally stimulate and physically motivate our residents, but to enhance their quality of life and wellbeing.

The activities co-ordinators work alongside care staff to get to know each and every resident, and take pride in listening, understanding and responding to their needs. All our activities and care staff encourage residents to engage in meaningful and varied activities.

Music

Music is a key part of everyday life at Priory Adult Care's homes. Residents often enjoy listening to and participating in musical activities. We have music playing in communal areas and often hold concerts and invite community groups to entertain residents and visitors who wish to join them.

Community involvement

Home managers and their teams understand the importance of community involvement and encourage residents to remain active members of the local community. Churches, local schools and other organisations are regularly invited into our homes to provide activities for residents.

The homes often hold events and welcome the local community to open days, garden parties and festivities.

Trips and outings

All of our homes have access to a mini-bus and use this to arrange regular trips for residents including shopping, local visitor attractions, cafes, libraries and more.

A more welcoming place

Priory Adult Care homes are designed to ensure comfort and safety. We help residents to feel at home by providing them with a friendly and welcoming environment.

All homes have comfortable lounges with relaxing seating and residents are encouraged to bring in their own belongings to make their bedrooms feel like a home from home.



Home cooked food

All of our in-house Chefs consult with residents and staff to ensure they provide high quality and varied menus every day. We provide nutritious and wholesome food and always ensure there is a choice of meals, taking into account the dietary requirements and preferences of residents.

All Priory Adult Care homes also have 'protected mealtimes' which enable all staff to focus their attention on making this an enjoyable experience for residents. Relatives are welcome to inform staff if they wish to join the residents for meals.

“

The staff cannot do enough for me, they are all caring and respectful.”

Current resident

Shaping our services

We believe it is important to involve service users in the day-to-day activities at Priory Adult Care's homes and we have a number of initiatives to ensure that residents can express their views and opinions.

We conduct annual satisfaction surveys with all residents and hold regular residents, friends and family meetings where any suggestions and actions are discussed.

Staff are encouraged to engage with residents on an individual basis to ensure their every need is met throughout their stay.

Working in partnership

Priory Adult Care's homes operate across England, Northern Ireland, Scotland and Wales. Within the local area of each home we build strong relationships with Local Authorities, Regulatory Bodies, Health Trusts and GPs to ensure that we provide the best continuity of care possible.

Fees and funding

Every Priory Adult Care home gives high quality care and support to people with varying levels of need. Each home has its own individual style and range of facilities and therefore pricing varies across the homes. They will be discussed on an individual basis. Some people may be eligible for financial help towards the cost of care, however, individual circumstances and care needs will determine the level of funding and further advice can be given on this matter.



About our Group

Priory Adult Care is part of the Priory Group of Companies, the leading independent provider of behavioural care in the UK. We have established an unrivalled reputation for providing individual care, innovative services and positive outcomes for our patients, residents and service users.

From education to hospitals, care homes and secure facilities, the Priory Group of Companies offers individually tailored, multidisciplinary treatment programmes for those with complex educational needs or requiring acute, long-term and respite mental healthcare.

The integrated strength of each service provides a seamless transition for the individual as they progress between higher and lower dependency care and across services. This unique approach ensures that every individual has the opportunity to achieve the best possible outcomes and quality of life.

At the Priory Group 85% of our services are funded by the NHS and other public bodies, our clinical teams work closely with commissioners across the country to provide transparent pricing models and evidence-based care packages along every stage of the service user's journey with us.



Contact us

To make a referral or for enquiries and further information, call us on **0808 231 9425**, send an email to **adultcare@priorygroup.com** or visit our website at **www.prioryadultcare.co.uk**

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