



GIBRALTAR

NURSING HOME



Portal Road, Monmouth, NP25 5FL

Bed enquiry line - 0117 287 2566

Manager: Tanya Nesling

www.gibraltarnursinghome.com

Introduction

Welcome to Your Village

Gibraltar Nursing Home is set within the grounds of Gibraltar Care Village. The village consists of 36 independent living apartments in Alameda Mews and Catalan Court.

The main building, Gibraltar House, is where you will find the reception, village restaurant, cinema, library, hair and beauty salons, hydro-therapy pool and internet cafe. We warmly welcome family and friends to sample our Chef's daily home cooked delights or to watch a film after having their hair and nails pampered.

The home is set in the heart of the breath-taking Welsh countryside, overlooking the Wye Valley and the picturesque town of Monmouth. Situated on the 'Gibraltar Rock' at the entrance to the town, the home benefits from a quiet and peaceful environment, yet is still within easy reach of all the town's amenities.

Whether you choose to come and live with us permanently or just to stay with us for a short period of time, a very friendly and highly experienced team will ensure your stay here is as enjoyable as possible.

Excellent accommodation, lovely home cooked food, and all the help you need to make your life here as pleasant and comfortable as possible, I am proud to not only call Gibraltar my place of work but my second home.

Recently the Gibraltar House team have worked tirelessly to undertake intensive training, which has resulted in a revolutionary model of care being implemented at the home.

Termed the household model, this approach to care has its origins in research completed in Australia and North America. We are the only home in South Wales to have fully completed the training and implemented this approach to care. Fundamentally this model is about creating smaller communities or families within a home and breaking away from institutional approaches to care. This results in a better quality of life for the person receiving the service and their family.

It would be my pleasure to show you around our home and to assist you in any way I can when making the decision to move into full time care.



"I love working at Gibraltar Nursing Home as I can see how happy people are living with us. I also look up and see that the day has gone and I still want to stay and make a difference."

Tanya Hannant
Home Manager



Our Purpose

Our Mission

To be known as a home which is unrivalled in its level of care, with a highly skilled, compassionate and committed workforce which results in clinical excellence all being done with a model of care designed around the individuals living within the home.

Our Vision

To provide the best possible care by attracting like minded individuals with similar values and beliefs who are able to create emotional relationships with individuals who are living within the home.

Our Values

To provide safe, effective and high quality care as a constant.

To support, train and develop the individuals working within the home.

To exceed expectations by providing care designed around an individual's past to enable a meaningful future.

"I have been working for Gibraltar Nursing Home for a few years now. It is full of lovely people. There is always a good atmosphere here. The management is very helpful. Me and my family are so happy to work here."

Noushad - Team Member





Our People

Finding the right team to deliver your care package and fully meet your needs will be the key to your happiness.

Our recruitment process is based on the values and beliefs method of selection. We do not simply employ individuals because they have an NVQ or because they have worked in care before. We select the right person for the right house based on our assessment of their strengths and abilities. An individual who may be able to provide an outstanding level of support to those living with an early dementia may not have the required flair to support those living with a later dementia. In this way our organisation is able to strive to be both person centred when it comes to delivering care and when it comes to selecting and supporting the team who are delivering the care.

"I feel privileged to work in a family care home. It is run by outstanding people and everyday I feel proud to say I have touched someone's life." - Kieran Clarke - Team Member

Whole Team Approach

We have worked hard to put together a very experienced team with a range of specialist skills using our recruitment processes. Many of the team have worked in the care profession for some years and have invaluable first hand experience in supporting older people.

The team consists of nurses, carers, domestic assistants, chefs, admin assistants and maintenance personnel. Our one team approach to work means that people living with us will benefit from all types of support from the different individuals within the team.

Continuous Development

Every member of our team has a personalised development programme. These goals help them exceed expectations in care delivery.

Training courses are delivered both electronically and in the classroom and followed up by shadow working to ensure that lessons learned are embedded into the way we work.

Regular supervisions ensure that each person is able to access the necessary level of support in order to complete their personal development plan.

Our transparent culture means that we share any concerns, complaints or compliments with the team. This enables us to celebrate our achievements as well as to learn from our mistakes and to ensure that the same mistakes are not repeated.

The Model of Care

When visiting various homes in order to make your decision about where to live, you will notice that each home is unique. The way in which each home supports the people living there will be different. Gibraltar Nursing Home is the only home in the county to have implemented the household model of care.

The household model of care is distinct from any other model. Fundamentally the household model gives ownership of the home to the individuals who live there by putting them at the centre of each and every decision. The work of psychologist Tom Kitwood identified the six aspects required for an individual to live a full life; *comfort, attachment, inclusion, identity, occupation and love*. These are no different for those individuals living with dementia.

The support packages we offer individuals are designed specifically for that individual, carefully gathering information to allow us to meet all of their holistic needs. We achieve this by seeing the person first and any clinical diagnosis as secondary.



One Home

Choosing a care home is a daunting prospect, there are many to choose from and all can at first glance appear to offer high quality individualised care. Nothing written here can replace coming to experience just being at Gibraltar House. Please feel free to come and see us at any time.

At Gibraltar House we truly recognise that living in an environment shared by many others is not what any of us would call 'home'. Gibraltar house has an approach to life that recognises the values, beliefs and identify of each person. We achieve this by having a number of houses to choose from, as opposed to Gibraltar House being one large house. Each house supports people at differing points of life's journey. The environment, the support and the opportunities are tailored to the individual as opposed to a group of people. This enables us to achieve domestic style living as opposed to a large over bearing institution that expects people to simply fit in.

The word 'home' brings different feelings to all of us. In our approach and design we strive to provide a 'home' that enables each person to feel loved, secure and comforted. this enables individuals to live each day with a real and meaningful sense of inclusion.

Gibraltar has six individually designed houses. Each house has a different look and feel. You will be able to sense the difference in each house and quickly see how the style of the house is tailored and focuses on the people living within. Different items, objects and opportunities focus on the life histories of people and reflect their hobbies, interests and passion.



This way people are supported to feel relaxed and secure within their own home. It is only when people feel secure that they can start to build connections with other members of the house and the team that work there.

"Seeing the journey which the individuals who live here go through and the difference which we can make in their lives is the reason I come to work every day." - Victoria Shergold

6 Houses, 6 Communities

Main Street

Situated on the first floor, Main Street has two houses:

Beech

Beech House on Main Street supports up to 12 individuals with general nursing needs. People living in Beech generally do not live with dementia and may require more support of a physical nature. Individuals living in Beech benefit from independent direct access to a separate garden space specifically for people living within the house.

The team supporting individuals living within Beech are skilled at supporting individuals to live as independently as possible. Some have even found independence and mobility have increased after moving in!



Fernlea

Also on Main Street, Fernlea specialises in providing care for individuals who are currently living within the early stages of dementia. Individuals living within Fernlea are at the beginning of their journey and still retain the strength to complete a number of everyday activities.

Fernlea gives individuals the freedom and choice to enjoy every day life to the fullest, but with the additional security in the knowledge that help and support is there if they need it.

As people living within Fernlea can be very busy, the house is one of the liveliest with in the home.



Central Square

Central Square

Situated on the second floor, Central Square has two houses:

Meadow

Meadow house supports individuals who require residential support only. Nursing input is provided from the local district nursing team. Individuals living within Meadow may or may not be living with some form of dementia.

The team in Meadow look after 12 people who generally have more social requirements, but are able continue to be very independent.

Riverly

Riverly looks after people that may be further on in their dementia journey. Once individuals begin to spend more time in their own reality they may be better supported in Riverly. People who are experiencing this part of their journey may really believe they need their mother, or that they need to get to work.



The team in this house are skilled at interpreting the meaning behind this change in reality and using life history information to create experiences that evoke positive feelings, therefore helping the individual feel loved, needed and valued in the here and now.

City Gate

City Gate

Situated on the third floor, City Gate has two houses:



Oakleigh

Once an individual enters the later stage of their journey with a dementia, they may benefit from moving to Oakleigh. This house is able to support 15 people at any one time. It may be the case that once an individual enters the later stage of their journey that they require more physical, as well as, continued emotional support. The team in Oakleigh are experienced in reaching out and comforting people at this stage of their journey. You will see in this house there is more use of non verbal interaction techniques. In this way we can ensure that even at this stage individuals continue to experience positive emotions on a daily basis.

Poplar

Poplar provides care for those individuals who may have more complex needs. The team within Poplar are skilled at meeting both the emotional and physical needs of individuals who require more intensive support.

Individuals living within Poplar may have a variety of needs and hence support packages are extremely individualised with many of those living with the house receiving one to one targeted support.



"My mother is a resident in this home and has been for the past two years. When it was necessary for my husband to need placement in a care home I did not hesitate to place him in Gibraltar Nursing Home. He has difficult and complex care issues and the staff who care for him have done their best to meet all his needs and also take time to communicate with my family and myself on our visits to the home."

Zelda P - Wife of Philip Pritchard & Daughter of Cora Paine

My Assessment

Each person that may require our support is unique. We have all been through a personal journey in life. By trying to understand the twists and turns of that journey, we hope to better support an individual today and pave the way for a positive and happy future.

We recognise that we may not be able to support every individual that may require care. It is through our assessment process that we are able to fully understand the individual and work with them and their family to determine if we have the skills, expertise and experience to positively support them.



In order to be able to fully understand the nature of support that an individual requires, one of our specialist team will need to meet with the individual concerned and speak to all of their existing care givers. The input from family and friends is invaluable in building a picture of the individual requiring our support. Our team will also need to review medical and other records. In this way we are able to gather the foundations of a successful support package.



All the information collected is recorded in our pre admission pack. This will be considered by the Manager and House Leaders at a preadmission conference to confirm if Gibraltar Nursing Home can support the person in the right way. If the team decide that we can provide the right level of support, this information will also help determine which house is able to provide that package of support.



A new home, an existing family

Whilst the choice of a specific house is a clinical decision, we do of course welcome the involvement of family and friends in this process in order to ensure that, collectively, we come to the right decision for the person receiving our support.



Should we be able to provide the required support package the information will be then used to complete the Evolve Assessment Tool (EAT). The EAT will calculate the cost per week for living at Gibraltar House and receiving the assessed support package. As the level of support each person requires will be unique, similarly the price for person will vary depending on the information collected and the level of support required. In addition to the clinical care cost, a household cost is levied. This is determined based on the room that the person occupies. Together the clinical care cost and the household cost form the weekly fee.

We recognise that sometimes individuals may require some financial assistance in accessing services such as Gibraltar House, especially where a more intensive support package is required. If this is the case, there are a number of options available. Individuals living at Gibraltar House are lucky to have access to a subsidy fund. Applications made to the fund are means tested. We will be happy to support you to make an application to the fund if the circumstances should require one.

"The care my mother received from the Carers was outstanding - she was unable to tolerate solids for the last 7 months of her life but due the dedication of the Carers she was always well hydrated and nourished with fortified feeds - she was treated with respect and dignity and the staff became very fond of her and demonstrated true affection"

How likely would you be to recommend Gibraltar House Nursing Home? "Extremely Likely"



My Life Story

A key part of our assessment is understanding as much information about the individual that requires full time care as we can.

Each person's identity is a combination of their family, work and community life. Our experiences and relationships build our sense of 'self', who we are and where we fit into our different roles in life. It is by understanding a person's unique experience that we have the opportunity to create connections between us and build relationships.

Some stories are easy to share, and other we can only share when we trust the other person. They make us laugh, cry, angry, happy, some stories fill us with pride or inspire us. Without sharing these stories it's more difficult to make those connections that promote an individual's sense of self which helps improve well being.

Each person will react differently when presented with the same environment or same experience. If we truly understand the individual and their identity, we are able to understand how the person we are supporting is feeling. This level of understanding allows us to promote situations that might generate positive emotions and avoid those that may spark negative emotions. In this way we are able to improve an individual's well being.

Individuals living with dementia

For people who are living with a dementia it can be hard to communicate what they need, leading them to become frustrated and afraid. Our person focused approach is particularly helpful at times like this because we will already have an in-depth understanding of the possessions, people and places that are important to them, so we can better understand their actions.

Developing life stories

The collection of good information to enable us (or any care provider) to achieve the above is time consuming and cannot be achieved overnight. It requires the input from a number of individuals which in itself can cause a delay. There are a number of very useful online tools such as remindme.com

Food Glorious Food

There is nothing better than a hot home cooked meal. This is exactly what people living at Gibraltar can expect.

Nutrition is taken very seriously when it comes to planning an individual support package.

Meals and snacks are available throughout the day and night. Some of our households prefer more formal mealtimes, whilst others prefer a more informal approach to food. When and where to eat is down to individual choice. Pillars restaurant, the house dining room, your personal bedroom, - or infact visiting a friend in another house – are all possible locations for people to choose from to have their meals.

Whilst the Head Chef sets menus in advance, catering for individual choice either in advance or on the day is usually not a problem. Prefer beef instead of lamb, or sweet potatoes instead of new potatoes – just let your key worker know and this can be incorporated to the meal.

Ingredients are sourced from local suppliers, in the main, and come fresh from local farms.

We also love catering for special events. With the benefit of space around the building to host larger parties, our team can help you celebrate a special family occasion. Birthdays, anniversaries, christenings have all been celebrated at Gibraltar house recently. If you would like to know more about this please speak with a member of the team.



Making the move

The places where we live and work have a profound effect on our wellbeing as individuals. At Gibraltar, there are a number of ways in which we can support you to make the move less stressful and for the person moving in to settle in much faster. It is important to make your new a house a new home and we are here to help.

Menu

The more we know about you before you move in means we can tailor our package to you. Let us know your favourite meal, your favourite tv programme and what time you like to wake up and we will make it happen

Toiletries

There's nothing quite like a nice hot bath with your favourite bubble bath. Having familiar smells around can really help you settle in. Let us know what your favourite toiletries are and we can order them through our extra services system.

Arrive Early

Arriving early gives us the whole day to make sure you are settled and comfortable with your room decorated and your favourite meal ready and waiting.

Clothing

Sit back and relax or roll up your sleeves and get the ironing board out. We have the facilities for all your washing needs and for those who wish, are more than welcome to help out. Just remember to label your clothes!

Visitors

Sons, Daughters, Brothers Sisters, Mothers. Fathers, friends or families. Day or night they are more than welcome to visit and always encouraged to partake in the homes fun events.

Belongings

Photos on the wall, alarm clock on your bedside table and your favourite book waiting to be read. Coming into a room full of personal belongings makes all the difference.

Events

Throughout the day we provide a range of events and meaningful occupations for the people who live with us. This helps to engage their mind, body and soul. All meaningful occupations are tailored to the needs of the individuals. Where possible we can relate these needs to previous occupations or hobbies.

At Gibraltar we recognise that each individual is unique. As such, the approach of the team is person centred as there is no blanket rule for everyone. The people who live with us may want to take part in activities whereas others may prefer not to, ultimately this is their personal choice however we will always offer and encourage participation.

For those who wish, there are a wide range of activities available all day every day. We also have visiting entertainment professionals who come to the home on a regular basis. There are also special outings and day trips arranged. Additionally, where possible all requests for activities will be catered for.

Religious/ Spiritual Needs

We encourage people who had particular religious allegiances prior to coming to the home to maintain these and actively encourage visitors from a variety of religious groups to maintain contact with their 'flock'. If you have a particular cultural or spiritual need that you think may not be covered, please speak to one of the team and we will do our best to accommodate your request.

Do I have to be involved?

Involvement in activities is a personal choice and there are those individuals who prefer to spend time

reading, watching TV or simply enjoying the quiet of the surrounding countryside. No one is forced to partake in any of the activities.



"This is a respected home within the town. There was a room available at a time of great need. Gibraltar was very welcoming for my mum & myself."

Penny J - Daughter of Kathleen Margaret Coates

Luxurious Space

Whether you're staying for a week or making Gibraltar your home, the onsite facilities combined with the friendly and professional team are waiting and ready to support you, meaning you have the perfect ingredients for a first class care package.

Café & Restaurant

This is a space where the people who live with us and their relatives are able to relax and socialise in an informal atmosphere. The café area also doubles as a more formal restaurant in the evenings.

The room is bright and fresh with doors opening out onto the grounds of the Care Village. The kitchen is well equipped which enables our chefs to exercise their culinary expertise and provide interesting and diverse meals that cater for the unique needs of the individuals living within the home.

Internet Facilities

The computer access stations in the café area and library allow individuals and their visitors to keep up to date with family and friends and to keep themselves abreast of goings-on in the wider world.

Swimming Pool

We also have a hydrotherapy swimming pool which helps all who use the facility to increase their day-to-day mobility and activity.

Library

The library, complete with internet connectivity, houses an eclectic mix of books and magazines to satisfy the hunger of any bookworm. Doors lead from the library out onto the landscaped gardens.

Cinema

The cinema is situated on the ground floor. Many individuals enjoy relaxing and watching films, sporting events and documentaries on the 'big screen' which provides a more sociable alternative to watching TV in their individual bedrooms.

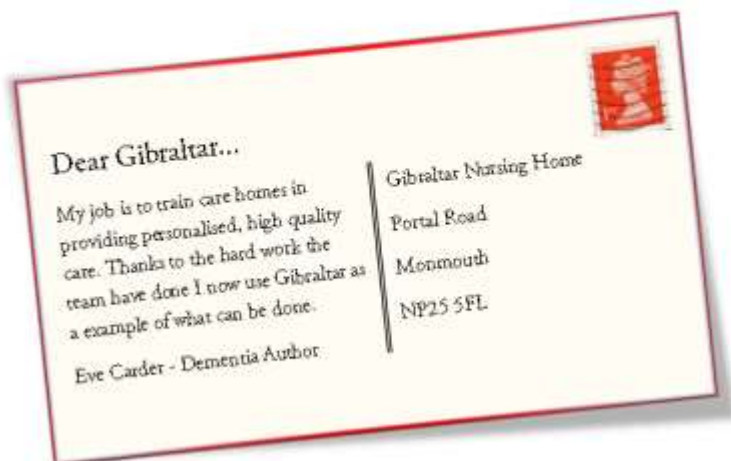
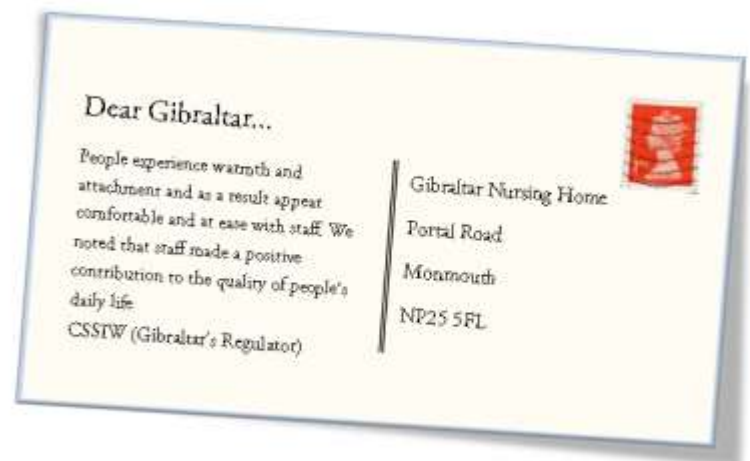
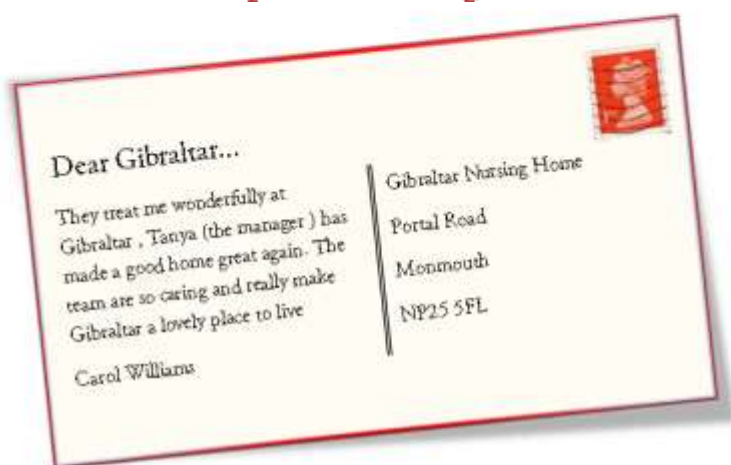
Hair Salon

The hairdressing salon on the ground floor offers various treatments in a modern room complete with a backwash basin, styling chairs and mobile drying units.



Quality

One of our values is to provide safe, effective, high quality care. Thankfully, our friends, families and professionals agree...



To ensure that we provide the highest level of care possible, we have implemented policies and procedures, audits and reviews to ensure that the highest quality standards are not only met but superseded.

Regular Team, Family and People who live with us meetings are held to gain the views, impressions and thoughts of everyone at the home. Additionally, we send out surveys for all the "friends" of the home to fill in anonymously. All the information gathered from both the surveys and meetings is collected and reviewed by the senior management team. This is then drafted into actions plans to ensure the home is responding to the needs of the Gibraltar family.

Complaints Procedure

Whilst we always strive to achieve the highest of standards, we acknowledge that there may occasionally be times when you will wish to make suggestions about our service.

We recognise that occasionally there are ways in which we could have performed better. It is important that these are brought to the attention of a member of the team in order that they can be rectified appropriately and that we learn from your feedback.

We hope that most issues can be resolved by simply bringing them to the attention of a member of the team. However, if the matter is more serious then we request that it be brought to the attention of the senior management team.

Subsequently if the matter is still not resolved to your satisfaction then please feel free to speak to:

Tanya Nesling - General Manager
01600 775 880

Michelle Jones - Operations Manager
0117 982 2919

CSSIW South East Region:

Government Buildings,
Rhydycar,
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E: cssiw.southeast@wales.gsi.gov.uk
W: www.cssiw.org.uk

Please be assured that raising queries or problems will in no way impact on the care of your loved one. We welcome issues being raised as this aids us in our endeavour to deliver the best possible care. We try to ensure that all complaints are responded to in writing within a period of 28 days.

Terms & Conditions

Gibraltar prides itself on having full disclosure regarding its fees and the services which it provides. If you have any queries or questions surrounding payments or terms & conditions please don't hesitate to ask.

The basic fee quoted is inclusive of the following items:

- Accommodation
- Support package as assessed
- Standard equipment
- All meals for a balanced and nutritious diet
- Laundry of named personal clothing
- Most activities and entertainment
- Cleaning services

Fees are required to be paid in advance for each month, by standing order.

The fee quoted does not include the following chargeable services and facilities

- Hairdressing
- Opticians, Dentist & Chiropody
- Massage & reflexology therapies
- Newspapers
- Physiotherapy
- Toiletries
- Dry cleaning
- Transport & escort duties
- Specialist equipment
- TV Licence
- Telephone & Internet Access

The above chargeable services are all classed as 'extra services' and will be deducted from the £100 payment on account which is requested on admission. A fully itemised statement is provided for this expenditure.

For a full set of terms and conditions please refer to the contract of residency.

All admissions will be subject to a £75 administration charge.



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