



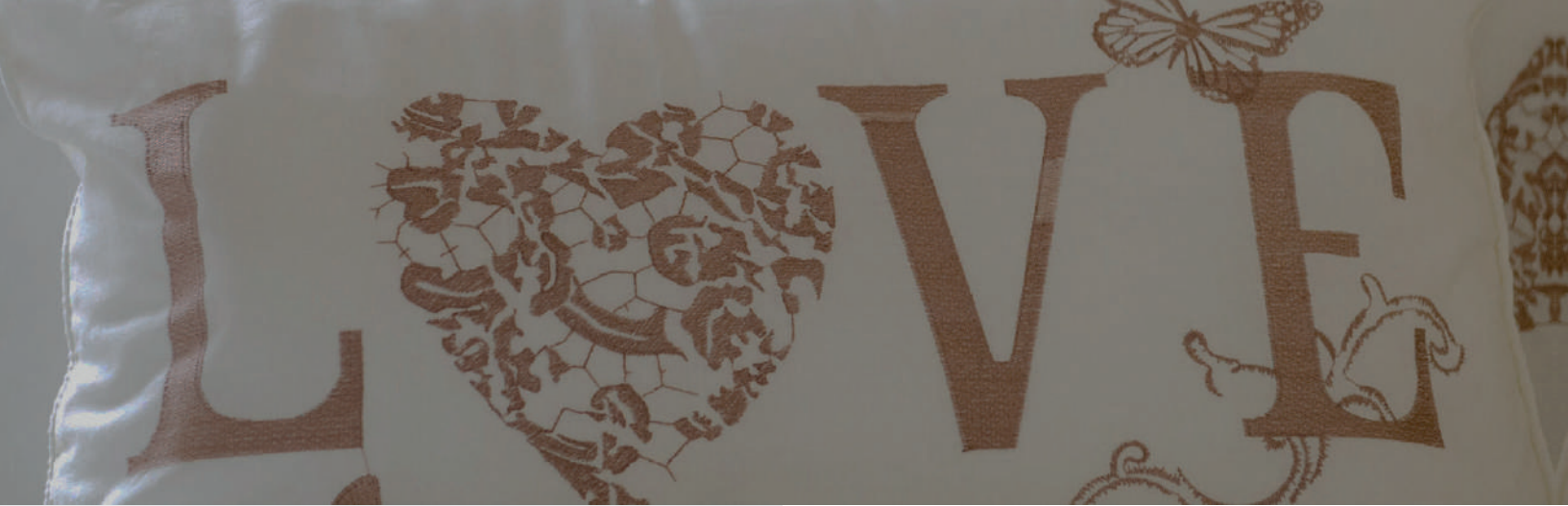
Place Farm House



LUXURY CARE HOME ACCOMMODATION
FOR RETIRED GENTLEFOLK



Place Farm House Residential Home, Ladies Mile Road, Brighton, East Sussex, BN1 8QE



WELCOME TO PLACE FARM HOUSE

Situated in the tranquil settings of Patcham, on the outskirts of Brighton, Place Farm House aims to make your move the right one by providing a homely and caring environment which gives the possibility of genuinely enhanced quality of life and supports you in leading an active and fulfilled life.

Our professional and personal support is bespoke to your needs and we are available 24 hours a day. We encourage our excellent staff to understand in detail your personal requirements and assist you to lead the life you want.

We are confident that our lovely home is the right choice for you and will exceed your needs, both now, and in the future. We want to create a great environment for all our residents, incorporating our resident charter and our five values. You can read more about these further in this brochure.



WHO WE ARE

Place Farm House has existed as a care home since 1992. The care home is at the heart of the local community with many of its residents having resided in the Patcham area for a number of years. The care home has strong links with various community and church groups and this adds to the connection which the home and its residents have with the local community.

From the moment you arrive you will appreciate the warmth and comfort throughout our home. The individuality with which our staff interact with the residents, the fun and lively community that exists between our residents and the character of the building. This environment is the essence of Place Farm House and is unique to the way we provide a home for our ladies and gentlemen.



Place Farm House is closely connected to our sister home Abbey Lodge which is situated in the beautiful tranquil surroundings of the market town of Hythe in South East Kent. Abbey Lodge has been owned and run by Elizabeth Bown since September 1996 and defines the quality and philosophy of care which we aim to provide to our residents.

OUR TEAM



OUR STAFF are our greatest asset. They are on hand 24 hours a day to provide outstanding person centred care to each of our residents. We train our staff to embody our philosophy of care and we believe this sets us apart from other homes. Getting to know the residents is paramount in supporting them to enjoy all the little things that turn a good day into a great day.

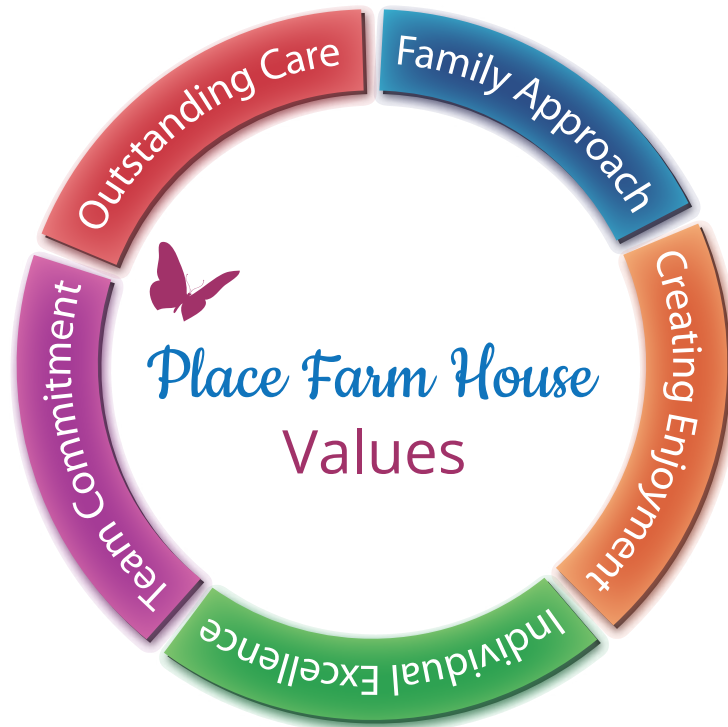


Aligned with our values, we aim to create a culture within our team which is family focused so the staff feel part of a special environment at Place Farm. We also have a strong focus on commitment to the wider team because supporting each other in our work is vital to enable us to provide the high quality of care to our residents and work together closely as a team.

Place Farm House is managed day-to-day by Andrew Bown, who lives locally in Brighton. He takes a highly active role in the day-to-day running of the home and is personally on hand to provide support to the residents and the care staff. Andrew is supported by Karen Reid who is our Deputy Manager. Karen has a wealth of care experience and brings a genuinely caring ethos to her work and how she supports everyone in the home.



OUR VALUES



Our Family approach transcends our environment at Place Farm House. We provide care to our residents with a personal touch and treat them as if they were family. Our Resident Charter (overleaf) is at the forefront of how we provide care. Creating enjoyment in the lives of our residents adds quality to their life and stimulation to interact with each other. Creating enjoyment for staff them to provide the best care and enjoy their work.

We have high expectations on the outstanding care we want to provide. This includes our person centred approach, our safe practice, maintaining good notes for relatives and other staff to see and being polite and respectful at all times. In time, we are aiming to achieve an 'Outstanding' rating with CQC which is the pinnacle of care home ratings in the UK.

To enable us to provide outstanding care, our team are committed to working together professionally. This includes small aspects such as recognising and praising each other's work, promoting compassionate and empathetic behaviour to one another and communicating with each other to support our work and strengthen the relationships within our team.



RESIDENTS CHARTER



Our Resident Charter was designed based on feedback from our residents in June 2018. These expectations underpin the high quality care that we aim to provide to our residents and we regularly listen to their feedback to judge how we are doing against these.

- ✦ This is our home and we want to have a happy, warm and safe environment
- ✦ To have fun and stimulating daily activities
- ✦ To have enthusiastic, caring and approachable staff
- ✦ To have nice, delicious food which we can enjoy
- ✦ To have clean, tidy rooms throughout our home
- ✦ We want you to help us avoid falling over
- ✦ To have our own clothes returned to us in a clean and neat condition
- ✦ To be offered choice in the clothes we wear each day
- ✦ To have our personal dignity and independence promoted in our home, regardless of our health
- ✦ To be spoken to with respect and understanding
- ✦ To have our medication given to us at the correct times.
- ✦ To know when our hospital and GP visits are and for this to be communicated between you



YOUR ROOM

We aim to create a homely and cosy atmosphere in every one of our rooms at Place Farm House and it is important you have a sanctuary to retreat to whenever you wish. Your bedroom comes with an en-suite toilet and there is easy access to bath/shower rooms, as well as television and wifi access. We also encourage our residents to personalise their bedrooms by bringing with them their favourite pieces of furniture, mementoes and artwork.



YOUR DINING CHOICES

We know good food makes people happy and is essential to health and wellbeing. We have a wide and varied choice of delicious food on our menu and we like to ensure everyone's personal and dining preferences are met, using freshly cooked and appetising meals. As well as serving complimentary alcohol with our lunch, residents have access to drinks and snacks throughout the day and night. We are happy to discuss any particular dietary requirements you may have.

GARDEN AREA

Separate to the main building is an annex "summerhouse" which is comfortably furnished and accessible all year round, where residents can relax and enjoy the peaceful surroundings within the tranquil space in the front garden. Residents are supported and encouraged to spend time outside enjoying the fresh air on sunny days.



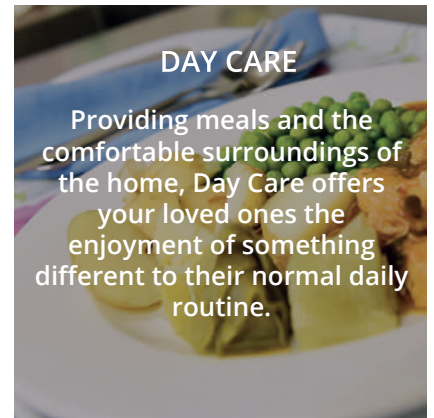
YOUR PERSONAL CARE

In order to fully understand our residents' specific needs and expectations, we work closely in partnership with our residents and their families to develop a bespoke plan of care before any admission. Each aspect of your care includes identifying how we can enhance your independence.

You may wish for assistance with bathing and dressing or someone to help you in your daily life. Above all, we will be looking after your wellbeing, supporting you in enhancing your quality of life, whilst having an enjoyable social life and companionship.

Residents care plans and notes are logged electronically by our staff on an accessible but secure online system. This system also provides relatives remote access (via an electronic device) to view the care you are receiving. This provides reassurance, transparency and improves the quality of your care. You and your family will also be invited to 1-2-1 meetings with our management to discuss your care and identify how we can make it more individual for you.

TYPES OF CARE



WHY CHOOSE US



- ✦ Family run home with unique character and homely surroundings.
- ✦ An outstanding, professional team with identifiable values which strengthens our desire to provide the best for our residents.
- ✦ Electronic care system which allows you to stay in touch with your loved one's care.
- ✦ En-suite bedrooms furnished to create a homely and cosy retreat for you.
- ✦ Home cooked delicious food choices.
- ✦ Comprehensive diary of daily activities and professional entertainers.
- ✦ Services such as weekly Hairdressing, Chiropody and Newspapers all included within the fees.
- ✦ The very best individual, personalised care.
- ✦ Clear Residents Charter which puts our residents at the centre of everything we do.

TESTIMONIALS



"I would most certainly recommend this place to anyone. The management and staff really do care for each and every resident personally, taking every need to the highest level! It's kept spotlessly clean and food is always home cooked, varied and on time. It's so good to have peace of mind that my friend is well looked after and lovingly cared for!"

(J-A Whitton)

"I was very worried about going into a home as I felt I would be giving up my independence but it was the best decision I ever made the home is a wonderful place and the management and staff are so caring. There is a wonderful range of activities that take place every day and we go out on lots of outings throughout the year. My health is so much better since I became a resident at Place Farm House."

(N.Langridge)