ASHBERRY HEALTHCARE LIMITED

WELCOME TO ASHBERRY HEALTHCARE LIMITED

Ashberry Healthcare is under the ownership of Paul Sednaoui.

Paul is supported in his role by an Operations Director, Mrs Janet Southwood.

Paul presently owns eight homes, three of which specialise in the care of the older person with Mental Health Challenges (E.M.I.). The remaining four homes cater for people with both physical and mental frailties.

ASHBERRY HEALTHCARE LIMITED (WALES)

ALLT-Y-MYNYDD       BLAENOS HOUSE       PLAS
BRIDELL MANOR       LLANYBYDDER       LLANDOVERY
CARMARTHENSHIRE       CARMARTHENSHIRE       E.M.I.
                      E.M.I.

ASHBERRY HEALTHCARE LIMITED (ENGLAND)

HOLMER COURT       BROOMY HILL
ATTWOOD LANE       43 BREINTON ROAD
HEREFORD       HEREFORD
E.M.I. Residential       E.M.I.

HEATHERCROFT CARE HOME       MEADOW VIEW
CARE HOME
LONGBARN LANE
WOOLSTON
WARRINGTON
WA1 4QB
NURSING AND EMI RESIDENTIAL

MOORHOUSE NURSING HOME
TILFORD RD
HINDHEAD, SURREY
GU26 6RA
NURSING AND RESIDENTIAL

4/02/08
Wherever you choose to live, all our homes are warm and friendly places to be, where the emphasis is on you, your family and friends…………..

BROOMY HILL NURSING HOME

Statement of Purpose

Name of Care Home:

Broomy Hill Nursing Home

Address of Care Home

43 Breinton Road, Hereford HR4 OJY

Aims and Objectives

• Broomy Hill Nursing Home is a 40 bedded home registered to provide nursing care to male and female Service Users over the age of 55 with mental disorders or dementia.

• Care can be provided on a needs assessed basis for people over the age of 55 years who have been assessed as requiring nursing care.

• Care will relate to both nursing and social needs associated with ageing and diagnosed illness up to and including death.

• Care will be provided for those requiring long term care. We currently have the ability to care for 3 residents on a respite basis.

• The Home will be staffed in accordance with the staffing notice provided by the Care Standards Inspectorate.

Name of Registered Provider

Mr Paul Sednaoui

Address of Registered Provider

Ashberry Healthcare Limited, 37 Market Square, Witney, Oxon, OX28 6RE.

Operations Director / RESPONSIBLE INDIVIDUAL

Mrs Janet Southwood RGN, RMN

Address for Operations Director

Heathercroft Care Home, Longbarn Lane, Woolston, Warrington, WA1 4QB

Name of Manager

Miss Lorraine Williams

Address of Manager

4/02/08
LOCATION AND DESCRIPTION OF HOME

Broomy Hill Nursing Home is an EMI care home with nursing registered with the Commission for Social Care Inspection to accommodate 40 Service Users, male or female, over the age of 55 with mental disorders or dementia.

Situated in the historic city of Hereford in a pleasant residential area, the home was completely re-designed, refurbished and redecorated prior to it's opening in April 1994 under the previous ownership.

Further improvements have been made, including the creation of a permanent hairdressing salon, Snoezelen equipment, new bathroom, safe garden areas for Service Users and a completely new central heating and hot water system to all rooms and areas of the home during the last five years.

The home is within easy reach of many local facilities, the main shopping area, pubs and other leisure facilities, with a small park area within a hundred yards of the front door. Train and bus services are excellent to and within the city, and local Taxi services are familiar with the Home and our needs.

The newly built County Hospital is a short journey away, and local G.P. surgeries offer us an on-call system, exactly as for any person living in their own home.

At Broomy Hill, we understand that the decision to live in a care home is not an easy one to make. Our Home offers specialist care for those who may not easily settle into either a smaller traditional home, or a larger hotel-style facility, and for those whose difficulties in daily life have proven hard to manage elsewhere. To ensure that Broomy Hill is an appropriate place for you or your loved one to live, we would conduct a full assessment of needs, and abilities, before we would recommend coming for a trial visit.

We do occasionally accept emergency admissions to the home, but only after careful consideration with the Home Manager, the person requesting admission and the Nurse in charge of the home at the time. These admissions are usually only for a few days or weeks, while a more appropriate placement may be sought.

After being at Broomy Hill for about four weeks, we will hold a review meeting with the Service User, their family or friends, and any outside agency who may have been involved in arranging the admission. This is an opportunity for any person present to express their views, make any comments, or raise any concerns they may have. At this time, a decision will be made as to whether Broomy Hill is still the home of choice.

Each year (or more often if necessary) thereafter, we meet again to make sure that we are still the home of choice.

The following information is designed to give an overview of life at Broomy Hill. We would like to show you what the home is really like, and hope that after reading this, you and your relatives or friends will arrange a visit. A summary of our latest
inspection report is included but you would like a full copy of the report in addition to this brochure please do not hesitate to contact us.
FACILITIES AT BROOMY HILL

We have 40 beds, 38 single rooms and two double rooms; 3 lounges and two dining areas; we will always try to find you a quiet area where you may receive your visitors, or where you can sit and have your meals and drinks alone, if you prefer. Five of the ground floor rooms have en-suite facilities, all rooms have easy access to one of the five bathrooms and twelve toilets, and every room has a small vanity unit.

We have a fully equipped hairdressing salon.

A small enclosed patio area with raised garden beds is for you to explore - weather permitting, and a lawned garden area surrounds the perimeter of the home, and provides a pleasant outlook, and the facility to grow our own grapes on the vine.

WE ALSO AIM TO PROVIDE YOU WITH:
- Provision of a permanent home through life expectancy
- Registered Nurse on duty 24 hours a day, 7 days a week
- Full quota of skilled carers
- Varied menus with all diets catered for
- Lifts enable all rooms to be accessible to wheelchair users
- All doorways wide enough to accommodate wheelchairs
- Hairdressing salon with professional visiting hairdresser once a week
- Full range of usual and specialist health services
- Privately and state funded Service Users accepted
- Mutual trial period of one month following admission
- Fees are payable in advance

In order to make your room more individual and familiar to you, we would positively encourage you or your family to bring some items of your own furniture and decorations with you.
SERVICES AVAILABLE

HEALTH NEEDS

Each Service User must have a General Practitioner; our Service Users are usually registered with one of several local surgeries, with whom they were registered prior to coming to live at Broomy Hill. Home visits by the General Practitioner can be arranged by the Nurse in Charge of the home at any time.

The following services can be accessed on your behalf as they are required:

- General Practitioner
- Dentist
- Optician
- Chiropodist
- Community Psychiatric Nurse
- Social Worker

Dr Colquhoun is the new nursing and residential home general practitioner. Dr Colquhoun visits the home on a weekly basis to promote continuity of care for the residents. He is also available on an on call basis Monday to Friday 9am -3pm.

You may prefer to visit some of these services yourself, or, if this is not possible for any reason, we will arrange visits by these professionals to the home.

Outside professional staff routinely visits the home every few weeks anyway to help with ongoing checks and treatments.

EVALUATION OF SERVICE

As we are continually striving to improve our services to you, we have a comprehensive quality assurance policy. We would ask that from time to time you agree to complete our satisfaction surveys. We also hold annual review meetings for each Service User, which gives you and your family the opportunity to be involved in your care as much as possible. These meetings are an opportunity to explore any issues concerning your care and its success.

If at any time between these scheduled meetings you or your family wish to raise or discuss any issues concerning your care, then the nurse in charge, one of the home managers, or your social worker or doctor can arrange this quite quickly.

MENU

A well balanced menu and food that we can enjoy is important to us all. Our cooks offer a varied menu, with alternative dishes always available, and any menu requests are always welcome. If a special diet is required for health reasons, or for personal preference, our cooks will be pleased to accommodate your individual requirements.
Mealtimes are:

- Breakfast  From 07.00
- Lunch  From 12.30
- Tea  16.30
- Supper  20.15

These are the times for our cooked meals, but snacks and drinks are always available when you wish - just ask. Your visitors are welcome to share any meal with you in the home - just let our cook know before 10.00 a.m. please.

**Leisure**

We will work with you to help you to use your leisure time in whatever way you wish, as a wide programme is available for you to choose from, ranging from individual activities such as poetry reading and/or writing, to group activities involving many more people. Please feel free to discuss ongoing activities with the nominated Activities Co-ordinator.

It is necessary for some of our Service Users to have a structured programme of activities. The structure of the programme will be discussed with you and your family, and will be co-ordinated by the Nurse in Charge of the home, and any other people who may be involved.

We also organise larger social events both within the home and in local venues, to which everyone is invited to attend. Watch out for notices or information in our newsletters.

**Spiritual Well-Being**

We have regular monthly religious services at Broomy Hill, and visits from a local minister who will give Holy Communion to any Service User who wishes to receive it. Ministers from other faiths are welcome to visit the home at any time, according to your personal preferences. Or you may belong to a local spiritual group, and health permitting, we will arrange for you to continue to attend your own church or spiritual community, should you wish.

**Personal Care Preferences**

We are a mixed gender community at Broomy Hill, and for this reason we have both male and female staff working here. On your admission to the home, it is very important that you let us know your views on a member of staff of the opposite gender helping you with your personal care. This information will then be recorded in your Service User plan.

The more information that you can give us about yourself, your preferences, likes and dislikes, during the first few days of your stay at Broomy Hill, the better equipped we will be to accommodate your wishes.

4/02/08
PHILOSOPHY OF CARE

The baseline premise for all care activities within the home is one where all people are viewed as complex systems of interrelated parts, the whole of which is greater than the sum of its parts. Our holistic view of people provides direction for considering the individual as an integral part of his/her social systems. Inherently our philosophy indicates that the individual cannot be viewed, assessed or cared for accurately in isolation from the family, the community of which he/she is part and the reference groups to which he/she belongs.

THE AIMS OF CARE AT BROOMY HILL ARE TO ENSURE THAT:

- The Service User always comes first
- All Service Users are assessed within their own life framework
- Needs identified as a result of the assessment reinforce the identity of the individual and their uniqueness and diversity
- We work with the Service Users and their loved ones to ensure the safety, comfort and well-being of all
- Plans of care directly relate to the individual incorporating the right of choice in all things
- The Service User experiences a sense of belonging, feelings of security, a strong sense of personal identity and optimum wellness through their interaction with the home environment, its staff, its culture and the wider community.
- Our service continues to develop, to ensure a service based on quality assurance, which is delivered to Service Users, staff, visitors, statutory bodies and service purchasers

In order to ensure that we continue to provide you with the best care at all times, we review all our care-plans routinely, every month, and any changes to these will, wherever possible, be discussed with you or your family or friends.

We operate under the guidelines set out by the Health and Safety at Work Act (1974) and conduct risk assessments on all aspects of life within the home. Our safety policies include the installation throughout the building of fire safety equipment, fire alarms and smoke detectors in all rooms; at least 30-minute fire retardant doors throughout; emergency call systems in every room and a full programme of training for every member of staff in emergency procedures in the event of a life threatening situation. We have plans in place should we ever need to evacuate the building for any reason, and these include contact details for all Service Users’ families to keep them informed. All equipment is regularly checked for any signs of damage or defect, and machinery is serviced following laid down guidelines to ensure continuing safe usage. The building is also designated a NO SMOKING AREA.
INSPECTORATE

The Home is registered with the Commission for Social Care Inspection at Worcester office, West Midlands Regional Contact Team, 77 Paradise Circus, Queensway, Birmingham, B1 2DT. Inspector for this Home is Mrs Sandy Bromige.

VISITING HOURS

Visiting is encouraged at any time and in accordance with the wishes and best interests of you and your family or friends. Should you and your visitors wish to go out at any time, we do ask that you inform the nurse in charge of the fact, giving an estimated time to return. It may be possible for a member of staff to accompany you, if required, and if sufficient notice is given to allow for appropriate planning of staffing allocation.

PETS

Service Users entering an Ashberry Healthcare Limited Home who may have been used to keeping pets and wish to continue to do so may consult with the Home Manager and the Proprietor regarding the suitability of their pet for communal living and any special requirements for the pets’ upkeep.

It must be recognised that not all pets are suitable for residency with their owners in a care home, and the Proprietor retains the right to refuse admission of a pet to the care home following consultation with the Manager of the home.

In the event that your pet may not come with you into the home, the Cinnamon Trust may provide assistance to pet owners who need to enter a care home. The Trust provides a permanent sanctuary for animals in such circumstances. A pet fostering service is also available for those Service Users requiring temporary or respite care. The Cinnamon Trust can be contacted on 01736 757900 and at:

Cinnamon Trust
Foundry House
Foundry Square
Hayle
Cornwall TR27 4LT

Your own pet, if being cared for by a friend or relative nearby, is welcome to visit you at the Home.
SMOKING POLICY

Our aim is to provide a safe working and residential environment for staff and Service Users, in line with the Health and Safety at Work Act 1974.

To achieve this, the management of Broomy Hill Nursing Home, including all its’ staff, will ensure the enforcement of the following policy.

SMOKING WILL ONLY BE PERMITTED IN THE OUTSIDE DESIGNATED AREA. UNDER NO CIRCUMSTANCES WILL SMOKING (BY STAFF OR VISITORS) BE ALLOWED IN SERVICE USERS’ BEDROOMS.

No smoking signs are erected in prominent places and cigarette disposal bins are placed in the appropriate places.

Any member of staff breaching these rules will be subject to disciplinary action.

All cigarette ends and wrappings must be disposed of in the containers provided.

Any Service User who smokes cigarettes, pipes or cigars, may use the designated area available, under the direct observation of a member of staff.

Any member of staff who objects to being in the presence of a Service User smoking has the right to refuse this duty.

4/02/08
**Service Users’ Charter of Rights**

1. **Rights**

As someone who lives in a Nursing Home, you should enjoy the same rights and freedoms as any other person of your own age who lives in the community.

The owner, Manager and staff recognise this, and wish you and your fellow Service Users to know just where you stand in issues important in your daily life - your privacy, rights, choices, friends, interests etc. It is therefore within this charter that we set out our policies in these areas, and how they might affect you.

2. **Responsibilities**

Your personal choices and actions have consequences which may affect other people. No one has complete freedom to do as they please; we all have to take account of the needs of others. A Nursing Home is no different in this respect. Staff in Nursing Homes promote the delivery of safeguards to health, safety and well being of clients by providing skilled nursing care and support whenever it is needed.

3. **Risks**

Those living in Nursing Homes are encouraged to enjoy as much independence as their particular circumstances permit. It is important to acknowledge the risk which independence brings especially to those already affected by illness, age and/or disability, whether physical or mental. The risk should be defined, as to avoid all risk would lead to a very unhealthy existence. Some degree of risk is entirely normal for everyone - and because you may be a client in a Nursing Home, it would be wrong to limit your freedom.

4. **Restrictions**

Some individuals, including those with severe disabilities, may be unable to exercise their rights in full. The commitment to a process of advocacy on behalf of those so affected enables their rights to be promoted in full.

It is wrong to deny anyone their essential rights, and any restrictions should be strictly limited and reviewed regularly.
BROOMY HILL NURSING HOME

SERVICE USERS CHARTER

AS A SERVICE USER AT BROOMY HILL NURSING HOME, WE COMMIT ALL PERSONS WORKING IN OR ASSOCIATED WITH THIS HOME:

• To ensure that your personal dignity and privacy is respected
• To ensure that you are treated as an individual
• To ensure that you have personal independence, choice and responsibility for actions
• To enable you to undertake for yourself those daily living tasks which you are able to do
• To ensure you have privacy for yourself, your belongings and your affairs
• To ensure you have your cultural, religious, sexual and emotional needs accepted and respected
• To ensure you have the same access to facilities and services in the community as any other citizen
• To ensure that you maintain and develop social contacts and interests
• To enable you to manage your own financial and personal affairs, or to offer you the opportunity to delegate that authority lawfully to an individual with the appropriate skill, education and expertise to carry out your wishes correctly and in sympathy with your intentions
• To ensure that you have and may participate in, regular reviews of your individual circumstances, and to enable you to have a friend or advisor present if you so wish
• To ensure that you can make decisions about your medical treatment and medication in conjunction with your own trained first level nurse.
• To ensure you have a named qualified nurse responsible for co-ordinating your nursing care
• To ensure that you receive care planned by a trained first level nurse, and participate as fully as possible in the formulation of your own individual care plans before and during your stay
• To ensure that you are fully informed about the services provided by this home, and are kept informed of any circumstances which might affect your well-being
• To ensure that you take part in making decisions about daily living arrangements in the home and are consulted about any proposed changes

4/02/08
• To ensure you are represented by an advocate, if you so wish, or if you are unable to make personal representation
• To ensure that you have access to your personal file in line with the Department of Health policy and procedure and Data Protection guidelines
• To ensure that you have access to a formal complaints procedure and are represented by a friend or advisor as you so wish
• To ensure you have a planned discharge

To achieve this, we train all our staff in the specific needs that all our Service Users may have, and how best to help you to manage your own affairs, wherever possible.

The environment is designed to protect your privacy in situations where it might be compromised, and doors and curtains will be shut when tending to your personal hygiene needs. Each bedroom door is fitted with a contact alarm point connected to the nurse call system, which alerts the staff on duty should anyone enter your room without authority. Locks may be fitted to your door at your request after completion of a full risk assessment. For your safety, such locks must be fitted with an override system to allow authorised staff to enter your room.

Religious or cultural officials are welcome to visit you at the Home at any time, to enable you to maintain contact with those people in the community, or we can arrange for you to continue to attend any meetings or clubs that you may identify to us.

If you have an appointed advocate outside the home, they are welcome to visit at any time, and will be invited to attend any reviews or meetings which may affect your ongoing well-being.

At times, though, we may have to step in on your behalf to ensure that you are not inadvertently placed in a position where your safety, privacy, dignity or self respect may be compromised, whether by your own actions, or the actions of other Service Users in the home; or where you are incapable for whatever reason of acting or speaking for yourself. Such decisions will take into account your previously expressed wishes, the opinions and judgements of your family and/or friends, and the opinion of an external agent such as your social worker or advocate, and will always be taken in what we believe to be your best interests.
The Staff of Broomy Hill Nursing Home

Broomy Hill is staffed by Registered Nurses and Care Assistants who have particular skills and knowledge in mental health care, specifically in caring for the older person with complex health needs. There is a skill mix of both Registered Psychiatric Nurses (R.M.N.) and Registered General Nurses (R.G.N.) which allows us to share our knowledge and skills to provide holistic nursing to all our Service Users.

Care Manager:  
**Miss Lorraine Williams.** Lorraine has 28 years experience in EMI care and has worked at Broomy Hill for 8 years.

Of Broomy Hill's care staff, approximately 50% are qualified to or are currently working towards a minimum of N.V.Q. level 2 in Direct Care.

We were recognised in September 2000 as Investors in People, and our commitment to development and training of all our staff continues to grow. Our Investors in People status was reconfirmed in September 2006.

All our staff receives mandatory training in Fire safety, Moving and Handling or Load Management, and all new staff undergo a period of induction into the working practices at the home.

We are also able to offer training to NVQ levels 2, 3 and 4, to which end we offer many training sessions on Dementia Care, Elder Abuse, Personal Care, Continence Care, Pressure Area Care, Medication and Administration, Record Keeping, First Aid and Basic Food Hygiene. Attendance at external training sessions relevant to the care of our Service Users is also encouraged. Other topics are planned for future introduction.

You are welcome to participate in any such training activities, as you are able. Should you not wish to participate in the training of new staff within the Home, please let us know so that your wishes may be respected?
COMPLIMENTS, COMMENTS AND COMPLAINTS PROCEDURE

The Proprietor and Manager of Broomy Hill welcome comments of any nature from Service Users, and all are encouraged to express their views about the way in which the Home is run, and about their personal needs. Should Service Users be unable to do this, the Proprietor/Manager would welcome such comment from others acting on behalf of the Service Users.

If there should be a problem, please bring it to the attention of the Manager, in person, or Nurse in charge. Misunderstandings do happen and the person/persons concerned should be given the opportunity to put things right as soon as possible.

Hopefully, most matters can be dealt with in this manner, but if you wish a complaint to be considered please observe the following procedure:

1. Make the complaint in the first instance to the Manager of Broomy Hill, using an official Compliments, Comments and Complaints form, a copy of which is now available from the Reception foyer or from the Administrators’ office (see reverse of this page). As stated on the form, you may send your complaint to the CSCI if you prefer and you may also make a complaint verbally by phone or in person if you prefer.

2. Once the complaint has been received, the Proprietor/Manager will start an investigation and ask people for their reports.

3. You will receive written acknowledgement within 2 working days.

4. The Manager will ask to meet you to discuss your complaint in detail.

5. Within 28 days of the date on which the complaint is made or such shorter period as may be reasonable in the circumstances you will be informed of the action (if any) to be taken.

6. If the matter should not be resolved, you have the right to take up your complaint with the Commission for Social Care Inspection. If you should be dissatisfied with the manner in which the Inspector has investigated your complaint, you may pursue the matter through the Local Ombudsman.

The address of the Care Standards Inspectorate is:

West Midlands Regional Contact Team
77 Paradise Circus
Queensway
Birmingham
B1 2DT

TELEPHONE: 0845 015 0120 OR 0191 233 3323
TEXTPHONE: 0845 015 2255
EMAIL: ENQUIRIES@CSCI.GSI.GOV.UK
COMPLIMENTS, COMMENTS AND COMPLAINTS FORM

Service User’s Name: .................................................. Date:......................................

Name of Home: ............................................................

Name of Person Making Submission: ......................................

Address: ........................................................................
........................................................................
........................................................................
Post Code.............. Tel No(s)..................................................

My Complaint/Comment/Compliment is (please delete as appropriate):
...................................................................................
...................................................................................
...................................................................................
...................................................................................
...................................................................................
...................................................................................
...................................................................................

When completed, please hand/send this form to the Proprietor/Manager or, if not available, to the Nurse in charge, unless you would prefer to send this form directly to the Commission for Social Care Inspection (address overleaf). The procedure detailed in the Complaints Procedure will then be commenced.

----------------------------------------------------------------------------------------------------------------------------------------

-----

For Office use only
Received by.................................................. Date...............................:

Follow up procedure/Notes ..............................................................................................
...................................................................................
...................................................................................
...................................................................................
...................................................................................
...................................................................................

Submission satisfactorily resolved? YES/NO

4/02/08
### BROOMY HILL NURSING HOME
#### ROOM SIZES

<table>
<thead>
<tr>
<th>Room No.</th>
<th>Sq. Meterage</th>
<th>Room No.</th>
<th>Sq. Meterage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ground Floor</strong></td>
<td></td>
<td><strong>First Floor</strong></td>
<td></td>
</tr>
<tr>
<td>1B</td>
<td>11.92</td>
<td>18</td>
<td>12.48</td>
</tr>
<tr>
<td>1A</td>
<td>12.56</td>
<td>19</td>
<td>12.48</td>
</tr>
<tr>
<td>1</td>
<td>11.92</td>
<td>20</td>
<td>23.17</td>
</tr>
<tr>
<td>2</td>
<td>12</td>
<td>21</td>
<td>13.71</td>
</tr>
<tr>
<td>3</td>
<td>12.42</td>
<td>22</td>
<td>13.71</td>
</tr>
<tr>
<td>4</td>
<td>14.43</td>
<td>23</td>
<td>14.78</td>
</tr>
<tr>
<td>5 (en suite)</td>
<td>12.65</td>
<td>24</td>
<td>12.09</td>
</tr>
<tr>
<td>6 (en suite)</td>
<td>12.05</td>
<td>25</td>
<td>12.27</td>
</tr>
<tr>
<td>7 (en suite)</td>
<td>13.11</td>
<td>26</td>
<td>18.64</td>
</tr>
<tr>
<td>8</td>
<td>12.20</td>
<td>27</td>
<td>12.23</td>
</tr>
<tr>
<td>9</td>
<td>12.54</td>
<td>28</td>
<td>12.61</td>
</tr>
<tr>
<td>10 (en suite)</td>
<td>12</td>
<td>29</td>
<td>10.98</td>
</tr>
<tr>
<td>11</td>
<td>12</td>
<td>30</td>
<td>12.20</td>
</tr>
<tr>
<td>12</td>
<td>13.35</td>
<td>31</td>
<td>12.20</td>
</tr>
<tr>
<td>14</td>
<td>14.89</td>
<td>32</td>
<td>16.46</td>
</tr>
<tr>
<td>15</td>
<td>12.34</td>
<td>33</td>
<td>21.97</td>
</tr>
<tr>
<td>16</td>
<td>13.72</td>
<td>34</td>
<td>12.00</td>
</tr>
<tr>
<td>17 (en suite)*</td>
<td>15.81</td>
<td>35</td>
<td>11.60</td>
</tr>
<tr>
<td>Lounge/Diner 1</td>
<td>67.05</td>
<td>36</td>
<td>13.33</td>
</tr>
<tr>
<td>Circular Lounge</td>
<td>21.436</td>
<td>37</td>
<td>11.92</td>
</tr>
<tr>
<td>Lounge Area Unit 2</td>
<td>49.724</td>
<td>38</td>
<td>12.06</td>
</tr>
<tr>
<td>Dining Area Unit 2</td>
<td>25.919</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The home has four bathrooms with toilets, of which 3 have fixed bath hoists. Two of the bathrooms are on the ground floor and two on the first floor. There are a further 8 toilets for the use of service users. In addition the home has a hairdressing room and activities/training room for use by service users and staff. There are separate offices for the Manager, Administrator and Housekeeper. On the ground floor is a nursing office and clinic. There is a lift which ensures that all areas of the home are accessible to all service users and doorways and corridors are wide enough to accommodate wheelchairs.

* Room 17 has a restricted view due the proximity of the wall of the neighbouring property. However if, despite this problem, a prospective service user should choose to occupy this room we will endeavour to brighten the aspect to the best of our abilities.

**Date rooms measured:** September 1993/October 2003

I confirm that the measurements of the rooms indicated on this sheet are an accurate record of their size.

Signed  Paul Sednaoui, Proprietor

4/02/08
SERVICE USER FEEDBACK

ASHBERRY HEALTHCARE LIMITED are constantly reviewing the usefulness of their documentation, and we would welcome your assistance with this. This Service User Information Pack is a new development, and we would welcome your comments about it.

Please complete the form below and send it to:

THE MANAGER
BROOMY HILL NURSING HOME
43 BREINTON ROAD
HEREFORD HR4 0JY

Please comment on how helpful you found the pack in making an informed choice about residency in one of our homes: - 

Please comment on any areas that you found particularly useful: -

Please comment on any further information that you believe should be included in the pack: -

THANK YOU