



If you have any queries not covered in this publication please contact the Manager or Administrator who will make every effort to assist you. Quality of care is very important to us if we have met or exceeded your expectations please tell everyone, if in any way we have fallen below the standard you expected from our home.

PLEASE TELL US

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Meadow View Care Home
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MEADOW VIEW CARE HOME



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CARE HOME

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Moving to a new care home is a very stressful event, and the staff at Meadow View will do all in their power to make the move as stress free as possible. We want you to be happy and comfortable, and this leaflet is designed to give you information that will be useful to you during your stay. Should you require clarification on any of the points, please do not hesitate to ask a member of staff. This brochure is only a guide, and you may well have other queries not covered here, we will be happy to assist you with. If at any time you have any queries or concerns, please talk to the Manager or her Senior Team.

KEY WORKER

On admission, you will be allocated a key worker. This person will assist you with any problems you may have, and will make themselves known to you shortly after admission. Key workers will ensure that your wardrobes and drawers are tidy and will be happy to shop for any small items you may require, and will assist you in any possible way.

GENERAL PRACTITIONERS

The residents will, where possible retain the services of their own doctor. If Meadow View is outside your doctor's catchment area, however, you will have to change to local doctors. Staff will guide you through the process of changing doctors.

VISITORS

There is no set visiting times at Meadow View, visitors are welcome to join you for a cup of tea or coffee and stay for meals at a nominal cost and by prior arrangement.

DENTISTS

The home has a visiting dental service, and advice on this service can be obtained from the senior staff in charge.

OPTICIAN

An optician visits the home regular, and will be happy to undertake your eye checks. The senior member of staff will be happy to arrange this for you.

CHIROPODY

A chiropodist visits regular and the senior member of staff will arrange appointments for you, if you wish to use this service. NHS chiropody is also available.

LAUNDRY

Laundry services are provided at the home seven days a week. One of the most troublesome problems are clothes going missing this can be avoided by labelling of clothes correctly this will help clothes being returned to the right residents. Families are able to take washing home if they wish to do so the laundry staff will be happy to assist you if you have any queries.

HAIRDRESSING

If you wish to have your hair cut, permed or styled the home has a hairdressing salon, and our visiting hairdresser will be pleased to arrange an appointment for you. Please see the administrator for an up to date list of charges.

ACTIVITIES

The home employs an activities organiser who arranges day trips and events. Day trips are arranged as often as possible. We have lots of different activities to suit all residents' interests. We also have a lot of outside entertainers coming in to our home and putting on a show for us. Please feel free to make any suggestions as to activities or places you would like to visits for trips out.

TELEPHONE

There is a pay phone for the use of the residents and visitors. If you wish you may have a telephone installed in your own room. This can be done via British telecom. There is also facility to send a fax, and residents with family's abroad may wish to know that emails can also be sent, residents are also encouraged to make use of the activity room computer and use social networking sites to keep in touch and share photos with family and friends.

ADMINISTRATION

The administrator is available between 9am to 4.30pm to assist residents and their relatives with any queries they may have, she will be happy to store any valuable items or money in the safe and you are strongly advised to use this facility.

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