

MOORHOUSE NURSING HOME

Hindhead, Surrey

Welcome

Moorhouse Nursing and Residential Care Home is a homely country house, set in two acres of mature gardens with stunning views overlooking the National Trust's Golden Valley and Surrey countryside. Built by the famous English architect Sir Edwin Lutyens, the home retains many of its original features and continues to display porcelain plates from its time as a hotel for the affluent Edwardians escaping London for the weekend.



Nowadays, our home-from-home is the residence for a maximum of 36 elderly men or women who require general living, or for those that need more specialised nursing care on either a long-term or short-term basis.

Facilities

- 36 bedrooms
- 24-hour call button, telephone & TV in all bedrooms
- Wi-Fi throughout the home
- Lift and stairlift to all floors
- Dining room
- TV lounge
- Sun lounge
- Activities room
- Hairdressing salon
- Extensive gardens
- Own private minibus
- Range of activities & social events



Caring for you

Ensuring you are given the quality of care you'd expect from a care home is what we are extremely proud of. We live by our ethos that every resident is an individual and treated as if they were our own family. That is why we ensure that each member of our team, from registered nurses, qualified carers to housekeeping & dining, has the compassion, respect, and empathy to deliver great care every single day with warmth and a smile.

Before moving in, we carry out a thorough assessment to understand the care services you require daily, and what your interests and hobbies are so we can ensure your days are filled with what you love to do.

We use an electronic care system to capture and record your care plan, which the team instantly update as and when care is provided. This system also allows us to ensure we have the correct level of staffing 24/7 from our team of 6 registered nurses and 18 trained carers. Whenever possible, you may be able to choose whether you'd prefer a male or female member of staff to take care of your needs.

Services available

We are registered to offer the following services:

- Residential care – assisting you with daily living
- Nursing care – supporting both simple and complex nursing needs
- Respite stays – if your loved ones are planning a holiday or you need a little extra care after a hospital stay, a short stay may just be what you need
- Palliative care – providing the compassion and support to you and your family

Our team

Our home is managed by Julie East, a Registered General Nurse, with over 20 years' experience within the social care sector.

In addition to our qualified nurses and carers, we also have housekeepers, maintenance, dining teams and an activity co-ordinator to help deliver your personalised care.



Your room

Our bedrooms are located across three floors – all of which are easily accessible by stairs, stairlifts or lift. Each floor offers a range of bedrooms that are individually decorated and varying in size and features to suit your budget.

Many of our rooms offer fantastic views over the Surrey countryside, and almost all the ground floor rooms have patio doors opening direct into the garden.

Rooms are furnished, but you are welcome to bring in your own furnishings and personal belongings to make it your home.



Dining

Nutrition and hydration are an important feature of our care, and we make dining as enjoyable as possible. Using fresh ingredients – and wherever possible local produce – our award nominated chef creates homemade well-loved classic dishes and tempting cuisines that are nutritious, balanced, and tasty.

Three main meals are served a day, with mid-morning and afternoon snacks in between - served with freshly baked biscuits or cakes. Hot & cold beverages are always readily available, or you can relax with a glass of wine or your favourite tippie.

Family and visitors are welcome to join for meals by prior arrangement.

Most dietary requirements can be catered for, however if you have a severe allergy, please discuss this with our Manager prior to moving into our home.

Our food rating hygiene is 5 stars out of 5.



Activities & social events

Physical and mental activities are important for staying healthy. Our dedicated Activities Co-ordinator plans a varied programme of indoor, and (weather permitting) outdoor activities to suit your needs. We also have regular visits from speakers, musical groups, and entertainers.

If you like gardening, you're more than welcome to plant and potter in our vast garden. We have a greenhouse ready and waiting for you!

We also have our own private minibus which we use for social outings to local garden centres, shopping centres and attractions.

Funding arrangements

We are a private self-funding care home but if your financial circumstances change while you are with us, we may be able to provide guidance for alternative funding. In certain circumstances we will accept local authority funding, but depending on the bedroom chosen, a top-up by a third party may be required in addition to the local authority payment.

Faith and culture

We have a close relationship with most local cultural and religious communities, but please speak to our Manager on your requirements before moving in.

Pets

We do not have the facilities to permanently home your pet cat or dog but subject to approval by our Manager, you may be able to bring in a small pet. We do however, welcome visiting pets with family and friends.



Contact us

To contact us please call **01428 604381** or email jeast@ashberry.net.

www.ashberry.net

Tilford Road, Hindhead, Surrey, GU26 6RA



Our care home rating

Our home is regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England.

At Moorhouse Nursing Home, our overall rating is Good.

COVID-19 update

We are delighted to be able to invite visitors back into our home and as outlined by the Government, each resident can have unlimited named visitors, as well as a nominated essential care giver who will be able to visit should there be an outbreak.

The safety of our residents and staff remains our top priority and we continue our compliance with public health guidelines to reduce the risk of COVID-19 infection entering our home.

Visitors are tested using rapid lateral flow tests before entering the home and are required to wear the appropriate personal protective equipment, as well as following other infection control procedures.

We also have set-up a protective viewing suite so other family members and friends can continue to see their loved ones. All visits must be pre-booked direct with the Manager to ensure everyone's safety.

For those unable to visit, we continue to support residents to contact their loved ones by internet and phone.



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