

The Glen Private Nursing Home Limited is a small nursing home that was established in 1987. In 2018 Assistant Matron, Kathryn Ferris, and her family became the owners of the home, following the retirement of the previous owners.

The home is registered with the Care Quality Commission for Accommodation for Persons who require Nursing or Personal Care, Treatment of Disease, Disorder or Injury, Caring for Adults over 65 years.

Our Aims and Values

We are a small home committed to providing a warm, friendly and welcoming environment with experienced nursing and care staff delivering person-centred care. As a premier home we aim to be the first choice for those seeking the very best for their own family.

We are a member of the Registered Nursing Home Association.

We value our residents and staff as individuals. Dignity and respect are central to the way we communicate with each other. Our Equal Opportunities Policy ensures we operate fairly. We encourage and promote choice and independence in every aspect of care.

We recognise the importance of promoting physical and emotional well-being. Each resident is continually assessed and care is planned to their wishes and needs. Recreational activities are organised throughout the week which residents are encouraged to take part in. The Activities Co-ordinator tailors these to the residents' personal preferences and past interests. Regular activities include exercise sessions, craft and music. Two touch screen computers adapted for use by the elderly allow residents to SKYPE and use the internet. A hairdresser visits weekly and a chiropodist 6 weekly. Aromatherapy and manicures are provided. Every room is equipped with a colour TV, telephone and wifi. Entertainments, trips and visits are arranged on a monthly basis. Relatives and friends are invited to join in. All carers are also trained in activity provision. Visitors are welcome at any time. Clergy from local churches visit regularly.

All these facilities are provided within our all-inclusive tariff.

Regular Resident and Relative meetings are held to gather feedback from the residents regarding life at The Glen. More formal questionnaires are sent out periodically to allow anonymous feedback and comments. We value feedback which helps us to improve our service. The home has a formal complaints procedure which is displayed in the reception area.

Health and Safety

The home is fully equipped with regularly maintained fire alarms and firefighting equipment. Staff training is carried out in line with regulations and the alarm is tested weekly.

The home maintains high standards of cleanliness and recently was awarded an "Excellent" hygiene rating by the Food Standards Agency.

A varied menu is offered, catering for special dietary requirements. All residents' likes are involved in menu planning.

All staff and volunteers are fully vetted by the Disclosure and Barring Service and trained in safeguarding issues, falls prevention, infection control etc.

The home managers are committed to being flexible and approachable. We create a highly motivated team of staff, through regular training and supervision, which is apparent in our very low rate of staff turnover.

Admissions

Prospective residents and/or their representatives are invited to view the home and spend time with existing residents. Prior to admission a thorough assessment of needs is carried out by Matron or Assistant Matron to ensure that the home can provide the necessary care.

On admission a Care Plan is developed after discussion with the resident and/or their representative. This is reviewed monthly or more often as the need arises.

Emergency admissions are only accepted if sufficient information is available from their GP or hospital staff.

Location

The freehold property occupies approximately 0.5 acre in the residential area of Dore, lying to the south-west of Sheffield. The premises comprise a substantial two storey detached period dwelling dating from the mid-19th century which has been sympathetically extended to provide accommodation of 17 rooms, for up to 19 residents, the majority of which are en-suite. Communal space includes a lounge/conservatory and dining room, plus a garden/patio area.

A ramp provides wheelchair access from the car park to the front door. A lift inside provides access to the second storey. The home is served by the equipment and facilities required to care for frail/elderly residents, including assisted bathroom, a range of hoists, profiling beds and wheelchairs.

Staffing

The home employs highly qualified, dedicated staff including Matron, Assistant Matron, nursing and caring staff, domestic and kitchen staff, plus an activities co-ordinator.

Matron Christine Johnson RGN/RSCN is the Registered Manager. She is a qualified registered general nurse and has a level 5 management qualification. She has over 40 years nursing experience, the last 24 having been in Care for the Elderly, with the last 16 years as Matron at the Glen.

Assistant Matron Kathryn Ferris BSC/RGN is the CQC Nominated Individual. She is a qualified registered nurse with BSc Honours degree 2.1 in Nursing Studies specialising in older people. She also has a level 5 management qualification. Kathryn has worked at the Glen for 17 years, progressing to Assistant Matron 6 years ago. She and her family now own The Glen Private Nursing Home Limited, running the home as a family concern.

Both Christine and Kathryn have many more qualifications appropriate to their role and nursing the elderly.

The nursing team comprises 9 qualified registered general nurses and 20 carers, 8 of whom are qualified to level 3 and 5 to level 2. All staff are encouraged to undertake appropriate training to achieve higher qualifications to ensure continuous professional development.

As a nursing home there is at least one qualified nurse on duty round the clock, supported by an appropriate number of carers, 4 each morning shift, 3 each afternoon and 1 overnight. Staffing levels are subject to change, if required, as a result of residents' care needs.

In addition, a team of 5, including a chef, prepare our varied and tasty meals, whilst 2 housekeepers maintain the high standards of cleanliness.