

The Glen Private Nursing Home is a small private nursing home that was established in 1987. In 2018 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, Diagnostic Screening and Procedures, 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/National Care 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 choice and independence in every aspect of care to promote the physical and emotional well-being of our residents.

Each resident is continually assessed, and care is planned to their wishes and needs. Residents are encouraged to take part in recreational activities which are organised throughout the week. The Activities Co-ordinator tailors these to the residents' personal preferences and past interests. Regular activities include exercise sessions, quizzes, craft and music. A touch screen computer, adapted for use by the elderly, and iPad, allow residents to use the internet, video calling etc. Entertainments, trips and visits are arranged on a regular basis.

Friends, relatives and pets are welcome to visit at any time. We encourage their involvement with our activities programme and to participate in trips and visits.

Ministers of Religion are welcome. A Songs of Praise event is arranged fortnightly.

We employ our own hairdresser and a chiropodist visits 6 weekly. Aromatherapy and manicures are provided. Every room is equipped with a HD Flat Screen TV, telephone and wifi.

All these facilities are provided within our all inclusive tariff.

Monthly 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 the service that we offer. 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 was awarded an "Excellent" hygiene rating by the Food Standards Agency at their most recent visit.

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 Manager is committed to being flexible and approachable and creating a highly motivated team of staff through regular training and supervision.

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 a member of the Senior Nursing Team to ensure that the home can provide the necessary care.

On admission a plan of care 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.

Premises and Facilities

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 Victorian period dwelling which has been sympathetically extended to provide accommodation of 17 rooms, 15 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. Inside, a lift 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.

All rooms are furnished to a high standard including HD Flatscreen TV, telephone and wifi.

Staffing

The home employs highly qualified, dedicated staff including Matron, nursing and caring staff, domestic and kitchen staff, plus an Activities Co-ordinator, supported by activities assistants and regular volunteers.

Matron Kathryn Ferris BSC/RGN is the CQC Registered Manager. 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 and many more appropriate to her role and nursing the elderly. Kathryn has worked at the Glen since 2003. She and her family now own The Glen Private Nursing Home Limited, running the home as a family concern.

Brother, Neil Lomer, is the Business Development Director, responsible for health and safety and all aspects of maintenance of the building and equipment. Their parents are the other shareholder/directors of the business, all taking an active part in life at The Glen.

The nursing team comprises 10 qualified registered general nurses, 5 at senior level. A Team Leader, qualified to level 4, oversees 20 plus carers, the majority of whom are qualified to level 2 or 3. 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 7 work in the kitchen whilst 3 housekeepers maintain the high standards of cleanliness.

An Activities Co-ordinator encourages residents to take part in weekly exercise/mobility sessions, craft and other activities, as well as organising trips and visits to local attractions. All carers are also trained in activity provision.

The address and contact details are:

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Telephone: 0114 2365580

Email: enquiries@theglenprivatenursinghome.co.uk

Website: www.theglenprivatenursinghome.co.uk

The shareholder/directors are:

Mrs Kathryn Ferris, Matron/Registered Manager

Mr Neil Lomer, Business Development Director

Mrs Beverley Ashmore, Finance Director

Mr John Ashmore, Director

Mr Richard Lomer, Director