

Little
H Brook
House

Residential Care Home

Compassion in the Care of the Elderly



Foreword

"A warm welcome to you and thank you for your interest in Little Brook House.

Little Brook House is a residential care home located in Warsash, Southampton. The home is set in an acre of landscaped, accessible gardens at the heart of which is a 17th Century, grade II listed, former farmhouse that we have tastefully extended and adapted to provide comfortable, accessible accommodation for up to 25 guests.



Most suited for those with a degree of mobility, our home is a peaceful haven that offers the very best of care for those that may no longer want to live by themselves, for those that may be living with dementia or for people that may just now need a little bit more help than they once did with day to day living.

We offer both long term residential care and shorter-term respite care as part of our services and we have developed a strong capability in helping those that are living with dementia.

We have a very active and happy community in our home that is aided and supported by a fantastic team of carers and staff.

But don't take my word for it. Please pay us a visit. You are welcome at any time"

Linda Scott – Owner and Director of Little Brook House

It's A Caring Kind of Thing



Choosing a care home can be a daunting and emotionally charged experience. Not only are there the practical aspects of location and facilities to consider but also the very understandable concerns as to whether the home is a place where you will feel at home and be happy.

We want every one of our residents and their families to have the very best experience of care possible. In support of this we hold to the following principles when we design, implement and manage care in our home:



It's All About You

Above all, we treat our residents as individuals and encourage them to participate as fully in our community as they are able to or as they wish to.

We do not segregate people based on any medical condition and we firmly believe that everybody has a part to play in our home



Good Care Needs a Plan

Good planning and communication are essential to delivering effective care.

Our Person-Centred Care planning ensures that everyone's emotional, physical and cultural care needs are respected and that the planning of care is an inclusive process involving the resident, their family and supporters and the health and care professionals.



It's Your Time

Moving to a care home doesn't mean you leave your life at the doorstep.

We will support you in making the choices about how you live your life in your new home and help you get the most out of your stay with us

You're at the Centre

Each resident at Little Brook House has a designated key worker responsible for developing and maintaining the resident's Personal Care Plan and ensuring that the resident, their family and all relevant care agencies are brought together in the planning process.



Our Person-Centred Care approach ensures we focus on the person being cared for and we base our Care Planning on a solid understanding of the individual we are caring for; their life history, habits and interests, and look to ensure that their views, wishes, likes and dislikes are fully respected in the planning of their care.

Family members have a vital role in this process, supporting their loved one in making decisions about how their care is structured and delivered.

Staying Active



We have a designated Activities Coordinator who organises events and activities on both a group and one-to-one basis. We offer stimulating arts, crafts, games, local outings, as well as one-to-one activities.

In creating the Care Plan, we find out what activities our residents enjoy and ensure as far as we are able that these continue to feature as part of day to day life in the home.

Little Brook House provides very good personal care with individual needs well attended to in a comfortable and homely setting with beautiful surrounding grounds. The staff are always kind and attentive and efforts are made to engage the residents in a range of activities. Links with local services, medical and personal, are well maintained, medical attention is promptly sought when required and conditions are efficiently and effectively monitored and managed.

P Wooding Extremely Likely to Recommend

Our Services



At Little Brook House we offer three main services

- Residential Care
- Dementia Care
- Respite Care

Residential Care

Residential Care caters for those who require some help with aspects of daily living, such as bathing, dressing and taking medication, and may now be finding it difficult to live safely in their own home or perhaps they simply no longer want to live alone or shoulder the responsibility of maintaining their own home.

Living at Little Brook House helps reduce these pressures and enables residents to flourish, make friends and explore new interests.

Dementia Care

Living with dementia poses its own unique challenges and our trained staff will work with you to develop a tailored care plan that ensures you are cared for respectfully and sympathetically.

The home has designated quiet spaces and Reminiscence Pods that offer a peaceful environment where staff can engage with residents to talk and comfort them in times of anxiety and stress. Family members can help construct Reminiscence Boxes and scrapbooks containing familiar objects, images and other visual cues that provide comfort and support in times of confusion.

All our staff are Dementia Friends and we have a specific Dementia Champion in the home to ensure we stay abreast of best practice.

Respite Care

Respite Care provides short term care, often for those recovering from an illness or operation or those whose regular carer(s) needs to have a short break.

Whatever the reason, our respite

residents receive the same standards of care and planned support as our full-time residents, ensuring that everybody gets a well-deserved rest.

Having found this home last year when I visited knowing that in the future this is where I wanted my Aunt to be. When the time came, and we had a shocking few days in February when she went out alone with no keys and in her nightwear and got picked up by the police, the phone call was a real shock and having already arranged to be interviewed by the most amazing staff, they were so lovely, full of empathy to my own situation having to take my mum into care. The kindness and swift way they moved made me cry with relief. I am so grateful, so happy with her care, I can speak

to anyone, everyone has time to answer any questions. I can breathe now, awesome place.

S Brackstone *Extremely Likely to Recommend*

Facilities

Rooms



Each of our twenty-five comfortable rooms are fully furnished, with en-suite shower rooms and call systems. There is internet access available throughout the house.

All the rooms are decorated in a style sympathetic to the house's heritage and many retain original architectural details such as oak ceiling beams. The rooms vary in size but on

average they are fourteen square metres.

Residents are welcome to personalise their rooms with their own furnishings, paintings and occasionally furniture.

Dining

We offer Breakfast, Lunch and Supper each day. Lunch is usually served at 12.20pm and Supper at 5.30pm in the Dining Room. Should they wish to, however, residents can choose where and when they'd like to eat, whether it be in the dining room, lounge, conservatory, garden or bedroom.

Morning Coffee and Afternoon Tea are also served during the day and we have a snack bar in the dining room where residents can help themselves to snacks throughout the day.

Staff are in attendance throughout to offer support where needed.



Grounds & Garden



Little Brook House is set in an acre of fully enclosed grounds, the centrepiece of which is our garden. The garden is fully accessible and during the summer months the patios and conservatories surrounding the gardens become a focus of interest – whether it is to while away the day with friends, take part in

one of the many group activities or to host one of the events we hold throughout the year.

And when the weather is not so clement we can still enjoy the gardens from the warmth and safety of the conservatories and dining room, all of which overlook our gardens.

Little Brook has a very pleasant atmosphere with rooms that overlook the garden, which is very interesting to watch the birds and wildlife. The staff are very helpful and obliging, mindful of everyday needs. Lots of activities are arranged for the residents. The management team are always looking to improve things.

Anonymous Very Likely to Recommend

Fees

Our fees vary depending upon resident needs and the size and location of the room. As a guide, these start from £1,400 per week, payable one month in advance. Fees cover routine expenses such as accommodation, meals, laundry, day-to-day care and basic medical care.

Additional services can be arranged easily such as dry cleaning, delivery of newspapers and magazines, hairdressing (every Thursday), chiropody (every six weeks) as well as visits by dentists, opticians, beauty therapists and more. These services are billed in addition to the residential fees.

Fast Facts

To better assist you in deciding whether Little Brook House is the right location for you, we have compiled the following 'Fast Facts'. These Question and Answer style snippets capture many of the questions that we are typically asked when somebody is interested in finding out more about the home and they will hopefully make it easier for you to assess whether Little Brook House can cater for your needs.

The Types of Care We Provide

What Types of Care Do You Provide?

Little Brook House is registered to provide residential care for:

- Old age and frailty
- Dementia
- Mental disorder, including depression and mild schizophrenia
- End of life and palliative care

The Home caters for both men and women, normally over the age of sixty-five.

Do You Provide Nursing Care?

We are registered to provide personal care but Little Brook House is not a registered Nursing Home. We are nevertheless able to support a number of life limiting conditions and End of Life Care with support from GP'S District Nurses and other multi-agency partners.

Sometimes, however, even with a holistic approach and the expertise and support of the multi agency teams, a resident may

require specialist skills which are only available in a nursing or hospital environment, which might make Little Brook House unsuitable for prospective residents or necessitate a change of placement for an existing resident.

What If My Care Needs Change?

As mentioned already, we work with various agency partners, such as Mental Health, Speech and Language Therapists and District Nurses, to help our residents remain at Little Brook House as their care needs evolve.

Under our duty of care and responsibility to our residents, should an individuals' care needs require specialist support that we cannot provide, even with the support of external multi-agency teams, we would request an alternative placement be found as this is in the best interests of the individual.

Our Accommodation

How Many Rooms Do You Have and What Are They Like?

We have 25 single occupancy, fully furnished, en-suite bedrooms with television, armchair, bed, bedside table and wardrobe/draws. Each room has a call alarm system. One bedroom also has tracking hoist facilities.

What Other Facilities Are There?

In addition to the individual living accommodation, the home has:

- Two communal bathrooms, each with hoist baths, including one spa bath
- One single toilet,
- Two conservatories,
- One lounge,
- One dining room
- Two platform lifts

We also have allocated reminiscence corners/areas; comprising of a faux garden area and faux library area.

There is also our Cabin cafe where residents can have tea and coffee in an informal cafe-like area.

External to the accommodation we have an extensive patio area that is set in accessible, landscaped gardens.

Is There Internet Access?

There is internet access throughout the building.

Do Residents Have Their Own Telephones?

Several cordless telephones are available for residents to make calls.

It is possible to install a personal telephone in a resident's room but this will require the resident to arrange for the installation of an additional line and be responsible for the associated telephone bill. This is not recommended for residents with dementia.

Is the Home Wheelchair Friendly?

Whilst Little Brook House is wheelchair accessible, the architecture of the home, which is a listed building, means that, for health and safety reasons, we can only accommodate a limited number of wheelchair dependent residents

Facilities and Service

What Sort of Activities Do You Provide For Residents?

Our Activities Coordinator is responsible for arranging both in-home and external activities.

We hold a monthly meeting with our residents to get a sense of what they would like to see as part of the group activities programme.

We also talk to residents on an individual basis if we feel that they might benefit from some personalised attention or if they make a specific request to us about a hobby or activity that they would like to do.

We provide a range of group and individual activities within the home that are non-chargeable and include items such as:

- Sing-along musical entertainment
- Magic shows
- Arts and Crafts
- Games and quizzes
- Animal encounters

We also cater for group excursions outside the home, which are chargeable. Recent trips have included:

- Gunwharf
- Fort Nelson
- Portsmouth Historic Dockyards
- The Milestones centre
- Sea Life Centre
- Beaulieu
- Manor Farm

We also arrange spontaneous activities and trips to garden centres, pubs and tea rooms.

Our [Facebook Page](#) showcases many of the activities our residents take part in.

What Additional Services Do You Provide?

As well as recreational activities we also provide additional, chargeable services for residents, such as:

- A weekly visit from the hairdresser
- Mobile chiropody services
- Oral Health visits
- Optician

We will always try and accommodate any requests for additional services that are made by residents..

Staffing, Training and a Typical Day in Little Brook House

What are Your Typical Staffing Arrangements?

Staff work on a roster basis designed to ensure we have the right number of staff with the appropriate skills to provide the required levels of care.

The care needs of the home can be quite dynamic but the standard staff roster would be:

Weekdays

Mornings (0800-1500):

- 1 Manager
- 1 Home Administrator (Mondays and Fridays)
- 1 Deputy Manager
- 1 Activity Coordinator (Monday to Thursday and Sunday)
- 5 Care Staff
- 1 House Keeping
- 1 Cook (0730-1330)
- 1 Maintenance Staff
- 1 Laundry Staff (Sunday to Thursday)

Afternoons Evenings (1500-2200)

- 1 Deputy Manager
- 4 Care Assistants
- Kitchen Staff (for part of shift)
- 1 Maintenance Staff (for part of shift)

Night Time (9pm -8am)

- 2 Care Assistants
- Manager or Deputy Manager on call

The Activities Coordinator works from 0900-1400 on Monday, Wednesday, Thursday and Friday.

Weekends

Mornings (0800-14.30)

- 5 Care Staff

Afternoons Evenings (14.30-21.00)

- 4 Care Staff
- Cook and Kitchen Assistant

Deputy Manager or Manager in attendance and on call

What Does A Typical Day in the Home Look Like?

Mornings are particularly busy. Care Assistants are supporting all residents with personal care and the breakfast of their choosing. Residents choose their own time to get up and what time and where they enjoy their breakfast.

After everyone is up and replete, morning coffee is served and the team then ask residents to choose what activity they might want support with. The Care Assistants will entertain and occupy the residents by doing such things as playing games, bingo, doing puzzles, talking to the residents, looking at photo albums with them or walking with them around the garden until lunchtime.

The Activities Coordinator will take the residents on any trips or events arranged

outside the home with support from Care Assistants as needed.

In the afternoon residents are helped with any toileting needs and then activities are resumed for the remainder of the day.

During the nighttime two Care Assistants visit all rooms (where residents request this) on a two hour cycle and residents are helped with any toileting or other care needs.

Are Your Staff Trained to Appropriate Standards?

We believe that to be effective, good care requires two things:

- Commitment and passion about caring for others and the ability to be a team player
- Equipping our team with the right skills to do their job effectively

Our core care team is made up of individuals with a track record of excellence in the delivery of care with the requisite supporting qualifications:

- Our Named Manager is qualified to NVQ level 4 in Health and Social Care and NVQ level 4 Registered Managers Award (RMA)
- Our two Deputy Managers have NVQ level 3 in Health and Social Care

In addition, we have:

- 5 staff trained to NVQ level 2 Health and Social Care

- 5 staff trained to NVQ3 Health and Social Care

We operate a proactive training policy for all staff members, the key features of which are:

- New employees are inducted to National Training Organisation standards within 6 months of employment.
- We train all our carers to achieve Qualification and Credit Framework (QCF) - the replacement for the NVQ certification - level 2 as a minimum.

We presently have:

- 2 carers training for NVQ2 Health and Social Care
- 7 carers training for NVQ3 Health and Social Care
- 2 carers training for NVQ4 Health and Social Care

All other employees receive the training appropriate to their role, for example Food Hygiene training for catering staff.

All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues and a range of other matters.

All Care Staff without previous care experience are actively pursuing Care Certificates.

Care Management

How Will You Assess My Care Needs?

When somebody is considering taking a place at Little Brook House we do a comprehensive Care Needs Assessment and this is the starting point for a resident's care needs.

This can be done at the resident's current home or another place, by mutual agreement and will involve the resident, their family and/or other key stakeholders.

If the initial assessment cannot be undertaken in the resident's normal environment it may be difficult to ascertain exactly what support is required. After two weeks, when the resident has begun to settle into life at Little Brook the initial plans are reviewed and amended to reflect current care needs.

The objective is to arrive at a Care Plan that captures the needs of the potential resident, their preferences and choices in the range of care options available and the way in which that care is delivered.

How Do You Manage My Care Day to Day?

Each resident's care requirements are recorded in our Care Management System and this is used as the basis for managing all care needs for our residents.

On every Shift a Care Assistant is given a Care Card with the list of their duties and the areas of the home to cover.

If there is a problem or we are concerned about somebody's well being we have an escalation process and, in extreme cases, we will ring 111 for help and advice and they will triage the problem severity and either advise us to ring 999 or arrange for an out of hours doctor to call us.

What if Something Changes?

Changes in care needs are recorded in our Care Management system and reviewed on a daily basis.

On a 3 monthly basis, the Care Management team will perform an internal review of the care plans to ensure that these remain appropriate to the resident's needs and to assess whether any specific interventions are required or changes required.

There is a formal review that happens with the resident and their representatives no less than annually but can be on a more frequent basis if required. Here the ongoing care needs are reviewed and decisions on the future direction of the resident's care provision determined. If there are concerns about the ability of the home to continue to provide care at the appropriate levels because of increased dependencies then

this will be raised with the residents and their families.

In addition to the formal reviews, informal catch ups with relatives are ongoing. We pride ourselves on our excellent communication at Little Brook. Concerns, any deterioration, or any developing issues which impacts the residents are discussed either face to face, via email or on the telephone.

All residents are assessed via a dependency levels toolkit and hours of care are

calculated based on the dependency levels and any staffing adjustments are made accordingly.

Who Regulates You and What is Your Current Rating?

The primary regulator for the care home sector is the Care and Quality Commission (CQC) and the latest rating we received as of our last inspection in 24th September 2019 is Good.

Funding and Terms of Service

How Do You Calculate My Fees?

Our indicative fees are designed to cater for all of the general care needs for a resident.

These are subject to a comprehensive needs assessment at the point of admission.

Where there are additional care needs arising for a resident these will be fully disclosed at the time of agreeing the fee structure.

What Are Your Current Indicative Fees?

Current room fees start from £1,400 and are exempt from VAT.

These provide for all general care needs for a resident. They are subject to a full care needs assessment being completed prior to agreeing the fees for a specific resident.

The difference in indicative fee rates is based on the size of the room, location and whether the room has direct access to the garden. There is no difference in the type or quality of care given.

What Other Things Do We Have to Pay For?

Additional Services

There are a range of additional, elective services that a resident can request, such as:

- Hairdressing
- Oral Hygienist
- Chiropodist
- Optician

These services are charged directly from the provider to the resident so the prices are not set by Little Brook House but we will look to make sure that they are reasonable.

Accompanying Residents to Appointments

When residents are required to attend appointments outside the home we will ask whether a relative would be able to accompany the resident.

If that is not possible and one of the members of staff is required to accompany the resident then this will be charged at the staff member's hourly rate.

Reasonable costs for parking and fuel are already covered within the fees.

NHS or Private Services

Private or NHS services for a resident may also be arranged by the family in

consultation with the care home management.

The commissioning, payment and management of those service will be the responsibility of the resident.

We will liaise with the private agency and co-ordinate any required visits.

Do You Require Any Up Front Payments?

A non-refundable deposit of 25% of the weekly fee, will be requested in advance of moving in. This will secure the room for one week and we will not accept any further enquiries for that room. Once the resident has occupied the room the deposit will be offset against the monthly fee.

We do not take a security deposit but we ask that the fees are paid one month in advance.

What Funding Arrangements Do You Accept?

Little Brook House accepts Self-Funded, State- Funded and Local-authority funded residents with the proviso that our standard fees are met in full. State or Local Authority funding can be topped up to meet this requirement.

If a resident is unable to manage their own finances, we will require evidence of an active power of attorney for their finances to be managed on their behalf.

Do You Require a Guarantor?

We have no explicit requirement for a guarantor but should a resident come to the position where they lack capacity we will require that the resident has an active Power of Attorney to manage financial matters arising from their care.

How Long Are Your Fees Set For?

Our fees are set for 12 months from the time of admission and are reviewed each May as a matter of policy.

We hold regular care meetings with our residents and their families and should a resident's care needs change or appear likely to change, then we will discuss the possible implications of any additional changes as early as we are able.

Should there be a requirement to increase the fees, a decision will be made jointly on whether to move home or an increase made to fees to accommodate any additional care costs.

What If We Can No Longer Afford the Fees?

Should a resident no longer be able to fund their stay with us then notice will be issued and we will contact social services for help in finding potential additional funding or an alternative place of residence.

What If We Decide To Leave?

If you decide to leave the home, then one month's calendar notice is required. The fees will be apportioned to that date.

If a resident dies, the fees will be apportioned to four days after death provided the personal effects have been removed and a refund/invoice issued for the balance by Little Brook House.

Digging Deeper

Do You Offer a Trial Period?

The first four weeks of a long-term agreement shall be regarded as a trial period. During this period the agreement will be on a fixed term basis, one week at a time, renewable each week.

If the resident leaves during such a one-week period without giving notice, the home reserves the right to charge for the balance of the remaining days as payment in lieu of notice. In such circumstances, where the accommodation is subsequently re-allocated during that period, a proper proportion of the charge shall be refunded.

What If My Funding Arrangements Change?

When a self-funded resident becomes eligible for local authority funding during their stay in the home, we will work with the resident to try to secure the funding required to remain at Little Brook as this is usually in the residents' best interest. However, should this not be secured we would have no choice but to give four weeks' notice for a new placement elsewhere.

When a self-funded resident becomes eligible for Continuing Healthcare (CHC) funding we will support the resident to remain as long as the full fees are paid or unless the NHS funding body decides to

move them to another less expensive home that can meet their assessed clinical needs.

What Is Your Complaints Handling Procedure?

Residents should, in the first place, raise any problem that they have with the Little Brook House care staff and if necessary, escalate this to the Deputy Managers or Care Home Manager.

If the issue remains unresolved, then the resident can make a formal complaint to the Hampshire Care Association or the Care Quality Commission.

What Is Your Termination Process?

Residents may terminate their contract for convenience by giving a calendar month's notice in writing to the Manager, Deputy Manager or Owner.

A similar calendar month notice period will be given by the home to a resident for termination for cause (unreasonable behaviour, theft or other similar circumstances).

For termination by mutual consent, we will typically have worked with the resident and their family to design an exit process with a negotiated notice period within that framework.

What Are Your Company Trading and Contact Details?

Little Brook House trades as Little Brook House Ltd.

Our Registered Company Number is 4900840.

We operate from

101 Brook Lane, Warsash, Southampton.
SO31 9FE

We can be contact by e-mail at
team@littlebrookhouse.co.uk

Who Manages the Home?

Our management team is as follows:

- Susan Porter - Registered Manager
- Paul Tacklet - Deputy Manager
- Caroline Phillips - Deputy Manager
- Linda Scott - Owner

What is Your Food Hygiene Rating?

Our last food hygiene rating was 5 stars (2018)

Do I Need Contents Insurance?

The home's insurance policy covers the loss of or damage to resident's property through fire, theft and flood up to the value of £250.

We do not encourage residents to keep high value objects inside the home but where the personal effects of the resident exceed £250, we recommend that appropriate insurance cover be taken out by the resident, as the home will not accept responsibility for their loss or damage.

Do You Allow Pets?

Little Brook House does not allow cats or dogs in the home but we can accept small, caged birds by arrangement.

Can I Choose The Sex of My Carer?

Residents can show preference for the sex of their care worker and Little Brook House will work hard to accommodate this. On occasions this may not be possible, and we would discuss this with the resident at the time.

Can You Cater For My Special Dietary Requirements?

We can cater for special dietary requirements by arrangement.

Can I See A Proforma Contract?

A proforma contract can be made available upon request.

What If I Can't Visit The Home Before Applying?

We can accept applications from remote residents where we are not able to do a full pre-admission Needs Assessment.

In such circumstances we will ask for the Needs Assessment to be completed remotely and we will make an indicative pricing based on that assessment.

If this is acceptable the resident can take up their place contingent on the submitted Needs Assessment being reviewed once the resident is in the home. If there are any major areas of difference between the two then these will be jointly reviewed between the Care Home Management Team and the resident and their family.

In Conclusion

We hope that you have found this brochure both helpful and informative and should you have any questions about Little Brook House or the services we offer then please do not hesitate to contact us. We look forward to speaking to you soon.

Contact



Little Brook House
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Warsash,
Southampton SO31 9FE



Ring us now on [01489 582821](tel:01489582821)
and we'll be happy to help



Email us now at
team@littlebrookhouse.co.uk



Visit our website at
littlebrookhouse.co.uk



Book a visit via our [Contact Us](#) page



Little Brook House

CQC overall rating

Good

24th September 2019

[See the report](#)