

# All Hallows Nursing Home

WHERE QUALITY COUNTS . . .

## Visiting and Referrals

You can visit All Hallows Nursing Home at any time, however it is best to telephone and arrange a visit with our Receptionist who will show you around. We encourage all prospective residents to visit the Home before taking the decision to make it their home.

Referrals to All Hallows Nursing Home can be made via both Norfolk and Suffolk Social Services Departments, GP's Care in the Community Teams, District Nurses, relatives, hospitals and prospective residents themselves. A full pre-admission assessment is undertaken to ensure that a resident's needs and expectations can be met.

If you would like to volunteer or help raise valuable funds for the Home please visit our website or contact us for further information.



**All Hallows Nursing Home**  
26 St John's Road, Bungay, Suffolk, NR35 1DL

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f 01986 893 733

e [info@allhallowsnursinghome.org.uk](mailto:info@allhallowsnursinghome.org.uk)

w [www.all-hallows.org.uk](http://www.all-hallows.org.uk)

## All Hallows Healthcare Trust

All Hallows Nursing Home is part of All Hallows Healthcare Trust, a registered charity providing a wide range of local, quality healthcare services in the following areas:

- **Independent Community Hospital**
- **Physiotherapy Department**
- **St Edmund's House providing care for younger adults**
- **Daycare for all age groups and specialising in Palliative Care**
- **Homecare providing care in the comfort and safety of your own home**
- **Homecall services providing meals on wheels, laundry service and housework**
- **Befriending service offering friendship and company on a supportive basis**
- **Continuing healthcare for palliative patients**
- **Nursing Home for 51 residents including Daycare services**



**All Hallows** †  
healthcare trust

Registered Charity No. 1124717

WHERE QUALITY COUNTS

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# WHERE QUALITY COUNTS

*All Hallows Nursing Home is situated in the wonderful town of Bungay in Suffolk, an attractive and thriving market town situated in a loop of the beautiful River Waveney. It has many historic attractions including the ruins of Bigod's Castle and the ancient Buttercross - where a market is held each Thursday. Bungay has many individual and specialist shops, some of which have been established for generations. The Home is within walking distance of a main bus route.*



## We Provide:

- A warm friendly atmosphere
- A high standard of professional nursing care
- Long & short stays including respite and postoperative convalescent care
- Single rooms with en-suite facilities
- Freshly prepared home cooking
- Minibus for outings
- Activities & entertainment
- Open visiting
- A multi-denominational chapel on-site
- Private & social services residents welcome
- CQC Registered

**PROVIDING HIGH QUALITY, INDIVIDUALISED CARE IN A SAFE, FRIENDLY ENVIRONMENT WHERE PRIVACY AND PERSONAL DIGNITY ARE OF THE HIGHEST IMPORTANCE**

## Our Home

All Hallows Nursing Home is a Registered Care Home with Nursing. It is registered to provide 24 hour nursing care to 51 residents who require such care including those with physical and sensory disabilities. It accepts residents from the private sector, Social Services and the National Health Service.

We aim to care for residents who are physically dependent; many will need full assistance with most activities of daily living requiring nursing care from qualified staff with the experience, knowledge and skills to meet their needs.

## Care Provided

Nursing care at All Hallows is provided on an individual basis and residents are encouraged to maintain their independence within a calm, comfortable, safe, homely environment.

Staff are trained to exceptionally high standards to ensure that all residents are cared for in a warm, friendly and professional manner and are listened to. Independence is encouraged and privacy and personal dignity are respected.

The staff are on hand around the clock providing professional care and support. They establish an individual plan of care with each resident and their family which is maintained

on a daily basis and evaluated monthly or earlier if appropriate.

Regular assessments are made to ensure the needs of each resident are met. We aim to make our residents' lives enjoyable and satisfying, enabling them to meet new friends and keep in touch with existing ones.

Each individual will be treated as one, ensuring their privacy is respected at all times, their dignity is maintained and each individual choice of lifestyle is not infringed upon or discriminated against, regardless of age, ethnicity, sex, country of origin, disability or religious belief.

## Categories of Care

- **Must clearly be within the Home's category of registration**
- **Degenerative diseases including neurological**
- **Cancers**
- **Long term conditions**
- **Complex nursing care needs**
- **Palliative/end of life care**
- **Secondary Dementia**
- **Respite and emergency admissions can be accepted**



Residents are registered with Bungay Medical Practice situated next door to the Nursing Home and have two booked doctor's visits per week. Visits can be arranged at other times should they be required. Local out-of-hour's medical cover is also provided.

The residents can be visited by a Physiotherapist and have the use of the local Physiotherapy Department at All Hallows Hospital, which has three private cubicles and a gym area. There is also a sensory room and sensory garden at the Hospital which the residents can visit.

## Facilities

Residents can relax and participate in the life of the Home. There are 3 large bright day rooms with a TV and stereo equipment, a large conservatory leading to an enclosed garden, a dining room and a multi-denominational chapel with a weekly service which is also used as an activities area.

Many rooms have peaceful views across the garden. The garden contains a summer house and sensory objects, attractive beds and a patio area which the residents can enjoy in the warm weather. The Home is set in grounds which are wheelchair accessible.

All bedrooms are tastefully furnished and most have en-suite facilities. Every room has a telephone point and internet connection and meets stringent fire and safety regulations. There are 50 single rooms and 1 double room. Residents are encouraged to make the



room their home with personal effects and small items of furniture and other treasured possessions. There are also additional showers and bathrooms, all of which are wheelchair accessible and have hoist facilities.

The Nursing Home is on two levels with stairs and two lifts, and can accommodate friends and relatives for short stays if needed. It has an open visiting policy, welcoming visitors and pets throughout the day.



## Safety

The standard of safety is extremely high throughout All Hallows Nursing Home. It is equipped with emergency lighting and smoke detectors, and a hand held nurse call system in each room ensures that residents can call the nursing staff at any time of the day and night. Special equipment is fitted in all bathrooms. It has two lifts and hand rails are fitted throughout. In the event of a power cut the Home has a full back up generator on site.



## Complimentary Services

A range of complimentary services are available; chiropody is available every six weeks; a laundry service is provided by All Hallows Healthcare Trust; there is a toiletry

shop and newspapers and magazines are delivered. The hairdresser visits weekly and opticians and dentists may be seen locally or they will make a personal call.



## Food and Drink

There is a daily choice of menu; all produce is locally sourced, freshly prepared and cooked on the premises. There is always a choice of hot and cold dishes and special diets are catered for. We can also provide dishes for individual taste. Residents are encouraged to take their meals in the dining room, but have the choice of eating in the privacy of their own room if they wish. Light refreshments such as tea, coffee, soft drinks and nutritional snacks are available throughout the day and night.

## Daycare



The Home offers Daycare services to local people, five days a week. Each person attending Daycare receives individualised care of the highest standard. Staff aim to assist them to live as independently as possible, whilst recognising their personal freedom of choice.

## Daycare Services:

- **Tea & Coffee. 3 course menus. Special diets catered for**
- **Guidance and support in finding appropriate help**
- **A wide range of therapeutic activities including days out to encourage physical and mental stimulation**
- **Help individuals to remain living in their own homes**
- **Bathing service**



## Activities

It's vital our residents keep active mentally and physically to make the most of every day. They are encouraged to maintain their own leisure interests and hobbies but are given the opportunity of joining in activities. Various musical and other events are scheduled for the residents' enjoyment throughout the year.

A variety of days out are organised and there is a library facility which can supply large print books, talking books and newspapers.

Other activities include: handicrafts, games and puzzles, quizzes, visiting speakers, live performances, tea parties and religious observance services.



## Quality

All Hallows Nursing Home has achieved many awards including the Investors in People Accolade and the Gold Standards Framework accreditation recognising the high standards of care in the Home.

In 2010 it received a 5 star rating under the Scores on the Doors scheme from Waveney District Council showing that it has high hygiene standards and is fully compliant with food legislation.



Also in 2010 the Housekeeping Services Manager was a finalist for The Care Home Nutrition and Hydration Award under the Great East of England Care Awards, and All Hallows Healthcare Trust (including the Home) achieved the highly acclaimed accolade for Healthcare Assessment and Quality Unit Standards.