

# Penhill Residential Home



81 Station Road, Shirehampton, Bristol, BS11 9TY  
(0117) 982 2685

Penhill is a small, family-run residential home offering unparalleled personal care to elderly ladies and gentlemen, located in the village of Shirehampton on the southern edge of Bristol. It is ideally suited to those who value a 'home from home' experience.

Penhill offers a spacious and homely environment with excellent staff who strive to provide the highest standards of care and always offer a truly warm and friendly welcome.

On arrival you will notice that the team treat everyone with the love, respect and kindness that we all wish for our own families.

We offer both respite and long-term care for up to 18 older persons and carers aim to provide a caring and stimulating environment that respects and upholds dignity, privacy and independence as well as recognising individual needs and wishes.

Our ethos is to support and encourage those in care to maintain independence and community involvement and, for this reason, we hold weekly forum meetings to allow residents to contribute to decisions made about the service provided.

We also provide a wide range of activities, social events and outings.



## ABOUT PENHILL

Penhill is situated close to many local amenities, shops, community links, library, churches, and bus and rail connections. The home is easily accessible by car within close proximity of the M5 motorway and ample parking facilities.

All rooms are decorated and furnished to the highest standard to provide a relaxing and comfortable atmosphere where everyone can enjoy the company of others or find a quiet place to read or listen to music.

Our bedrooms are spacious, professionally decorated and furnished with solid wood fixtures & fittings. Rooms have en-suite facilities to provide comfort and privacy. A flat screen television and a telephone is also available in all rooms. Should residents wish to utilise our telephone system they will have immediate connection to dial outside numbers and we will provide them with a number from which friends and family will be able make direct contact. All rooms have a call point where our staff are on hand to assist with personal care. Unlike many large

homes, all calls are answered instantly by one of our care team. Residents rooms are fitted with thermostatically controlled radiators for their choice and comfort.





Penhill has a lounge in which residents tend to congregate in the daytime where a large screen HD television is located. The room has a homely standard of interior design, classically styled with wooden beams and an open log fire as the focus. This is lit throughout the winter and on particularly cold days in the surrounding seasons.

The dining room provides another option for residents during the daytime. As well as serving as a dining room it is often host to our wide range of daytime activities, should any residents wish to participate. The dining room opens out to a patio with a large seating area and a range of potted plants. In the summer months this makes a shady retreat where residents can enjoy the sunshine.

The conservatory offers an alternative quiet day room and a view over Penhill's gardens, which are mainly laid to lawn surrounded by flower borders. A large fishpond is the focal point of the garden, with a collection of large Koi Carp and water plants. From the conservatory, there is a south facing view over the River Avon across to the village of Pill and surrounding areas.



This is a favourite place for residents to watch the sunset on summer evenings. Our gardens are well maintained and accessible for all residents to enjoy with spacious lawn areas providing both sun and shade during the summer months for any who wish to sit out and enjoy the surroundings.

A lift provides access to all floors, giving freedom to all our facilities regardless of mobility.

Penhill is committed to ensure easy access by all people to all areas of the home, we have ramps, handrails, walking aids and wheel chairs available to anyone who wishes to use them within the home.

## **SERVICES & ACTIVITIES**

We have visiting hairdressers and chiropodist available to residents who wish to utilise their services. We arrange regular outings which are suggested/chosen by our residents. Trips include: Kings Weston House for coffee mornings, lunch outings, shows at the local community centre and Bristol Hippodrome, local railway trips and many more. Occasionally, we invite groups or performers to entertain us with song or theatre.

Barbeque parties are held in summer months for the residents to enjoy a meal out in the gardens.

Social activities are available at different times throughout most days for any residents or family members who wishes to participate. We have gentle exercise sessions on most weekday mornings, afternoon bingo, quizzes, sing-alongs, reading, poetry, concerts, music events, parties, a wide range of card and board games and many more.

The outreach library service calls on a regular basis with large print books and audio tapes for anyone who enjoys to read or just listen. A small Church service including Holy Communion is also regularly held for those who wish to participate.

All of our food is home-cooked by a qualified chef who excels in providing meals to meet the individual requirements of our residents. We pride ourselves on offering a daily selection of locally-sourced, high quality meals that are served to residents either in the dining room or their rooms depending on their preference.

A selection of snacks, fruit and drinks are available at all times.



## COMING TO THE HOME

If someone decides they would like to come to Penhill, we initially arrange for an assessment to ensure we are able to fully support their day to day care. They are invited to spend a day with us, where they can join us for lunch or tea and familiarise themselves with the facilities and surroundings. This is usually followed by a trial stay of up to four weeks, after which we can discuss their wishes regarding their future stay.

When a person comes to live at Penhill, we take time to discuss their needs and produce a care plan, which sets out what care is required and how their needs will be met. We currently use a Care Management System, called CareDocs. This enables us to keep excellent records and helps to save time on paperwork, giving more time to spend with our residents. Care Plans are reviewed every six months, or as required, and we encourage regular discussions with individuals and relatives, as well as with care workers, to ensure needs are being addressed on an ongoing basis. As part of our approach, we use a key worker system to ensure residents are able to develop positive relationships with staff.





Visitors are welcome at all times, although our residents appreciate it if meal times are given consideration. With prior notice, visitors are most welcome to stay for a meal. Visitors are also welcome to participate in any events or parties organised by the home

## **OUR STAFF**

We are very proud of our fully qualified staff team. Our care team ensure a safe, supportive and stimulating environment for residents.

Catering staff excel in providing high quality and nutritious meals whilst catering for the personal preferences and requirements of every individual. The domestic team are on hand daily to assist residents with laundry and cleaning and once again take pride in providing these services on a personal and adaptive level. A maintenance team ensures that everything inside the home is kept to the high standards that our residents are accustomed to and take pride in keeping the grounds in good order throughout the year.

Part of Penhill's philosophy is to create a close team from all our staff.

We therefore very rarely have any changes in staff which allows for personal relationships between staff and residents to develop and support a continuity of care.

Our management team are on hand daily to meet and chat with residents and their family and to ensure that they are being fully supported and that any suggestions to improve their home environment are acted upon.

We wish to run this home in such a way as not to encourage or promote discriminatory practices, both with regard with residents and staff. Regard will be paid to cultural and religious needs.

We are regulated by the Care Quality Commission (CQC). An inspection is held by the organisation (both announced and unannounced) to ensure we are providing quality care for all our residents in a safe environment. The inspectors welcome comments from resident, their families and friends. You can obtain our latest inspection report for your review on request from ourselves or from the CQC website at <http://www.cqc.org.uk/> or follow the link on our website.

If you wish to make a complaint or comment about any aspect of the services we provide please ask us for a copy of our complaints procedure or contact our governing body : CQC National

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