

AshleyGrange
RESIDENTIAL CARE & NURSING HOME

Care, compassion, comfort and countryside surround you at **Ashley Grange**. We have been caring for residents for more than 25 years and our goal has always been to provide a home from home environment where the nursing is discreet, the atmosphere warm and the welcome genuine.



Nestling in stunning Wiltshire countryside on the outskirts of Downton and on the edge of the New Forest, an ever changing vista of seasons surround our 55 bed home. And it is a home.



Walk through the front door and the aromas of fresh baking wafts from the kitchen – our chefs bake cakes daily. Read the lunch menu and you'll see that it's prepared fresh every day, using meat and vegetables supplied from local farms. Take a look in the bedrooms and you'll see that precious furniture, photographs, books and vases have been added, so that rooms look familiar and comforting for the residents. Most rooms are single with en-suite, but if you are a couple or you prefer to share a small number of double rooms with single beds are available.

If you fancy breakfast in bed tomorrow morning, then it's yours for the asking. If it's your usual routine to have a glass of sherry before lunch, then of course we will respect that. If you always enjoy a glass of red or perhaps a beer with supper, then it will be ready and waiting for you. If it's your birthday, we'll throw a party and if it's Valentines Day, Chinese New Year or maybe a royal wedding, then we'll celebrate them with you too.

Your family will want to come visiting and they are welcome any time. If they want to bring the grandchildren or maybe even the family dog to say hello, then we'd love to see them. If they want to join you for lunch, then of course they can and if there is a need for them to be near you if you are under the weather, we can arrange accommodation for a night or two.





If you want to watch TV or read a book in the privacy of your room, then that's fine with us. Or, if you prefer to join the other residents in the sunny day room, you'll find we run a varied programme of activities every day of the week including musicians, dancers and singers. If you prefer to just relax with a tippie in the countryside, the garden has lawns and flower beds with cherry blossom trees and beyond that, fields of corn, hedgerows and mature trees. If you are lucky, you may spot deer grazing away on the hill as you take your breakfast in the dining room or in your bedroom.

Once a week, we'll turn one of our day rooms into a hair salon complete with mirrors and dryers and if you can't get down to the salon, we'll come to you for a spot of pampering with a comforting hand massage and a good gossip.

If you want to go to bed early, then we'll make sure it happens. But if you prefer to stay up until later, it's equally fine. And while you sleep, our nursing staff will constantly do their rounds, 24 hours a day to check that you are comfortable and that any prescribed medication is dealt with in the right doses, and at the right time of day or night. If you need help immediately, then an emergency call cord is just a pull away, if you need the toilet or want to take a bath or a shower, we're there to lend a helping hand if you need it.

If you want to come and stay for just a couple of weeks or for some regular respite care, it can be arranged. And if your needs are longer term and require all the support that a home full of care and nursing staff can deliver, then we'd love to welcome you.

Ashley Grange has a real family atmosphere and our staff - from Matron to the chefs and from the Home Supervisor to the gardener - have one priority; to provide you with the best possible levels of care and comfort.

You deserve nothing less.

Introducing the Care Team

For the residents, how their days are managed is our key priority. For their relatives, it is the care team who are the most important aspect when it comes to choosing where a loved one is going to live and we pride ourselves on the quality of every single member of staff.



We are a second generation family run business and the team is lead by Ashley Grange's Managing Director Isabel De La Haye - daughter of the original owners, who continue to share their wisdoms and experience. Yet despite offering care for more than 25 years, we never stop learning and never stop reviewing how we operate and how we can add more to the daily quality of life we strive to deliver.

"Our Residents are at the core of what we do, how we deliver and how we assess our progress. Our building is their home, our staff are their extended family, and our culture is their daily experience. We balance a welcoming, dignified environment with a professional clinically minded, therapeutic way of caring, from a family run long established business." Isabel De La Haye.

Our Matron, Alexandra Dempster, has been with us for over 12 years, and she is in overall charge of the care program. With more than 25 years of nursing wisdom, Matron runs the Home with a professional approach and you'll find smiles and friendly chats in all departments of Ashley Grange. "It's a warm and friendly atmosphere here and that's the feedback we constantly get from the families" she says. "But I think it is the building and the location that influences us, rather than the other way around. There is a peaceful, restful vista out there and it certainly helps to influence the mood of the home".

Matron works closely with the 60 plus staff, and consults with her deputy matrons, nursing, and care teams, when reviewing individual residents daily care needs. She will also meet with the local GP's when they come to make their at least weekly home visits. They will agree on a care plan, having done their rounds together before discussing specific requirements, and considering any specific requests or input from the individual resident, their family member or representative.

Another key nursing role is to ensure that residents have a steady source of stimulus and interests. Most afternoons we deliver a series of activities that might involve some practical elements such as hat making, it may be entertainment with some singing, playing board games or listening to a musical performance.

Supporting the nursing team is a strong cast of professionals, and the ones you will first meet run our front of house reception. Like every member of staff, we encourage them to integrate fully with the residents and you may find them giving a helping hand at meal times, or sharing a joke, in-between fulfilling their office duties.



We have a housekeeping team who ensure that bedding is always fresh, clothes washed and ironed and while the washers and dryers are in action, they will be hard at work giving resident's bedrooms a good clean while they are vacated. And if the resident prefers to stay in bed, they will be busy chatting as they go about their tasks. "The alarm cord may have been pulled" says housekeeper Jo "and it turns out that the 'emergency' is that a pen or book has fallen on the floor. You pick it up and they are so grateful that you were there for them...the job satisfaction is so high".



Our team is multi national and covers a breadth of ages. Betty, one of our cleaners started working with us nine years ago when she came out of retirement so she could meet people and make a difference to their lives. "I want the rooms to look nice - like you would want for yourself. This should be a home from home and everybody is very friendly as we go about our tasks" says Betty, a local who has lived in Downton village for more than 40 years.



Over in the kitchen, our team of three is busy and they each take turns to deliver the different food requirements 24 hours a day, 7 days a week. Early in the morning, they will be preparing fresh vegetables for lunch before delivering breakfast, observing all the requests and dietary needs required from each resident or those monitoring their care.



We know what an important part of the day meal times are. With lunch cooking, thoughts turn to baking those fresh cakes for afternoon tea. Once lunch is served, the team go to the dining area's to get feedback on the meals just eaten. Most of the time it's complimentary with a choice of menu each day, but occasionally there might have been something that a resident didn't like, so an alternative is offered. The team make a note to adjust what they prepare the next time and add the information to the notes they already hold.

Out in the garden, one of our Maintenance Operatives Steve might be mowing the lawns, raking fallen leaves, planting out bulbs or pruning the shrubs. You may find him up in a room fitting new light bulbs or attending to his regular facilities checks. He may be emptying bins, painting, decorating or plumbing - whatever needs attention around the home, Steve's the man. Importantly, he also looks after all our equipment from wheelchairs to bath hoists and ensure that they are maintained to the high standards required. "I'm naturally a very handy person - this job is more like a hobby, but I get paid for it!" he says with a broad smile, adding "For me, it's vital to remember that this is a home and that as a team of carers, we always treat it like that".



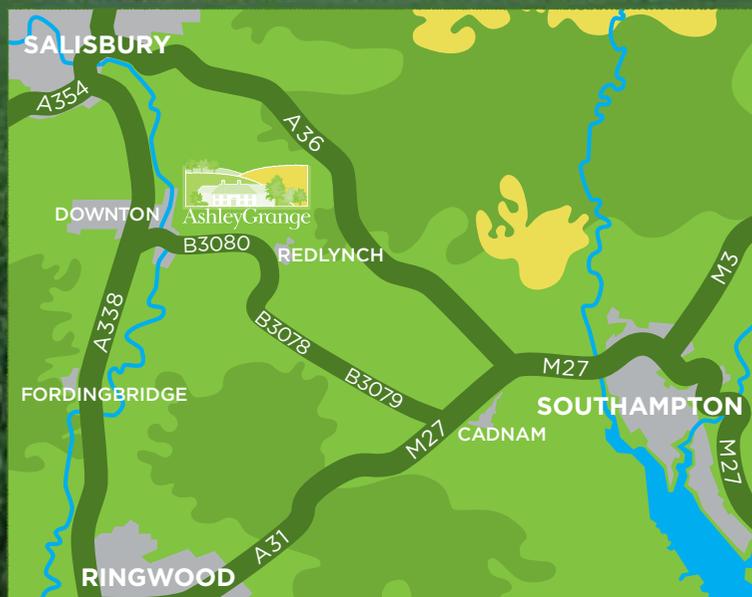
Fees & Expenditure

Every resident has different needs and requirements. We like to meet with prospective residents and their family in order to assess the level of nursing needed and any additional specialist expertise that may be required. Fees include care and nursing, meals, board and lodging, laundry, seasonal entertainment and outings. Ashley Grange operates a small shop for essential items and treats. Residents will have a 'pocket money' account which allows us to purchase on their behalf additional items that they require. All funding options individually considered in the strictest confidence.



Viewing

We know that choosing a home for a loved one can be a difficult decision but we believe that the atmosphere at Ashley Grange, allied to the care we deliver, offers a quality of life that is deeply reassuring to residents and their families. All enquiries are welcome, so please do not hesitate to contact us. We are proud to show you round the home, with or without an appointment, and introduce you to the team members in all departments.



Ashley Grange is situated between the villages of Downton and Redlynch on the B3080.



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