



The Haven Nursing Home

striving for excellence



THE HAVEN NURSING HOME

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Welcome to The Haven Nursing Home



Our aim is to offer you the **highest standards** of **care** where the staff are **friendly** and **welcoming**, and the surroundings are **homely** and **luxurious**.

Kulbir Kandola, Managing Director

The Haven Nursing Home is situated in a peaceful rural setting in the village of Ash Green surrounded by pleasant gardens. It offers wheelchair access to all areas of the home both inside and outside.

We provide long stay, short stay, emergency stay and day care for personal, General nursing and memory care catering for elderly residents. The Haven has been recently refurbished to a high standard offering a homely and very tastefully decorated accommodation. All rooms are single, and most provide en-suite shower facilities as well as communal wet and shower rooms. Large bedrooms are available to accommodate couples or people wishing to share.

There are 2 beautifully decorated sitting rooms, including 2 conservatories, offering a choice of comfortable chairs and recliners to accommodate differing needs of our residents. We do also have a large sensory room to meet the needs of our residents. We have a large stylish dining room where residents can enjoy our fresh home-cooked food, although if preferred, meals can be taken in residents own rooms whenever they wish. Gardens are fully wheelchair accessible for residents to enjoy.



PHILOSOPHY OF CARE

Care Planning

Those who are interested in coming to The Haven are encouraged to visit the Home and sample the surroundings, the atmosphere, and the quality of the care we offer. We create an open and inclusive atmosphere where residents feel safe and listened to.

Care Plans are based on individual assessments which involve the resident and their family and are formally reviewed and updated each month. Individual preferences are the basis of life at The Haven and residents are encouraged to personalise their rooms.

Social Activities

Activities are important and so we employ a full time Social Activities Co-ordinator who ensures that each resident is supported to pursue their individual interests and hobbies. Outings are arranged for those who wish to go out.

“We take comfort knowing that we made the right decision to bring mum to stay with you.”

A Resident's Family



PHILOSOPHY OF CARE

Visitors

We encourage families and friends to visit, and we assist residents to keep in touch by phone, email and letters. We welcome families' views and ideas and offer a range of formal and informal ways for you to give us feedback.

Nutrition

The Catering Department has been awarded the top five-star rating by Warwickshire Council. We actively consult residents about menus and provide high quality meals which are freshly prepared at The Haven. Individual residents have their own nutritional needs and we ensure that suitable meals are provided which meet individual requirements.

“All mum’s visitors have been impressed by the kind and friendly atmosphere within the home”

Resident’s Family



MANAGEMENT & STAFFING

Owner

Mrs Kulbir Kandola has extensive experience, first as a Social Worker, then in registering and inspecting Care Homes, and contracting adult services in the Independent Sector.

Mrs Kandola is an experienced nursing care provider, having owned nursing homes since 1996. Mrs Kandola takes a close interest in the running of the Home to ensure high standards are maintained.

The Managers

The Haven is managed by an experienced full time Home Manager and a Deputy Manager who are both Registered General Nurses. The management team is highly committed to providing top class care to meet residents' individual needs. The Home's Training Manager ensures all staff are suitably qualified to maintain high standards of care. The Home Manager is supported by a full time Office Manager and an Accounts Manager.

“...we have always been impressed by the professionalism of all the staff who helped mum retain her dignity to the end.”

A Resident's Family



MANAGEMENT & STAFFING

The Staff Team

We have a highly qualified team who are chosen for their caring personalities as well as their knowledge, experience and skills. Staff are well supervised on duty and good staffing levels ensure that our high standards are maintained.

Our domestic and administrative teams provide essential and valued support by cooking, cleaning, laundering clothes, and maintaining The Haven and its grounds to a high standard.

Supervision and Training

We believe regular training is essential to maintain and improve standards, and to ensure staff skills and knowledge are kept up to date.

All new staff complete an induction course and all staff are required to attend mandatory courses. We provide an extensive in-house training programme as well as opportunities to attend external courses. Staff receive supervision every two months from their line manager, and an annual appraisal with the Home Manager.

The Home is working towards the Investors In people and will be applying for accreditation in 2022.

“With sincere thanks for all the love, care and attention given during her stay with you.”

A Resident's Family



FINANCIAL ARRANGEMENTS AND FEES

Care Fees

We welcome residents who are funded by Social Services, CHC and those who are privately financed. Prices depend on the accommodation that you choose.

Written contracts are discussed with each resident and their family which detail the range of services and individual care to be provided.

An optician, dentist, physiotherapist, chiropodist and a hairdresser visit The Haven regularly. We are happy to provide or organise additional services which are charged at cost.

“A million and one thanks for making Mum’s birthday such a happy occasion.”

A Resident’s Family



FINANCIAL ARRANGEMENTS AND FEES

All Inclusive Facilities Include:-

- Good Staffing Levels
- Well trained and supervised staff
- 24-hour nursing care
- Resident's use of own room whenever they wish
- Nurse Call system in each room
- TV point in every room
- All meals and special dietary requirements
- Laundry (excluding dry cleaning)
- Accessible landscaped gardens
- Social activities, outings and religious activities
- Open visiting hours
- Communal newspapers
- Library Service
- Regular visits from the Health Professionals
- Telephone calls

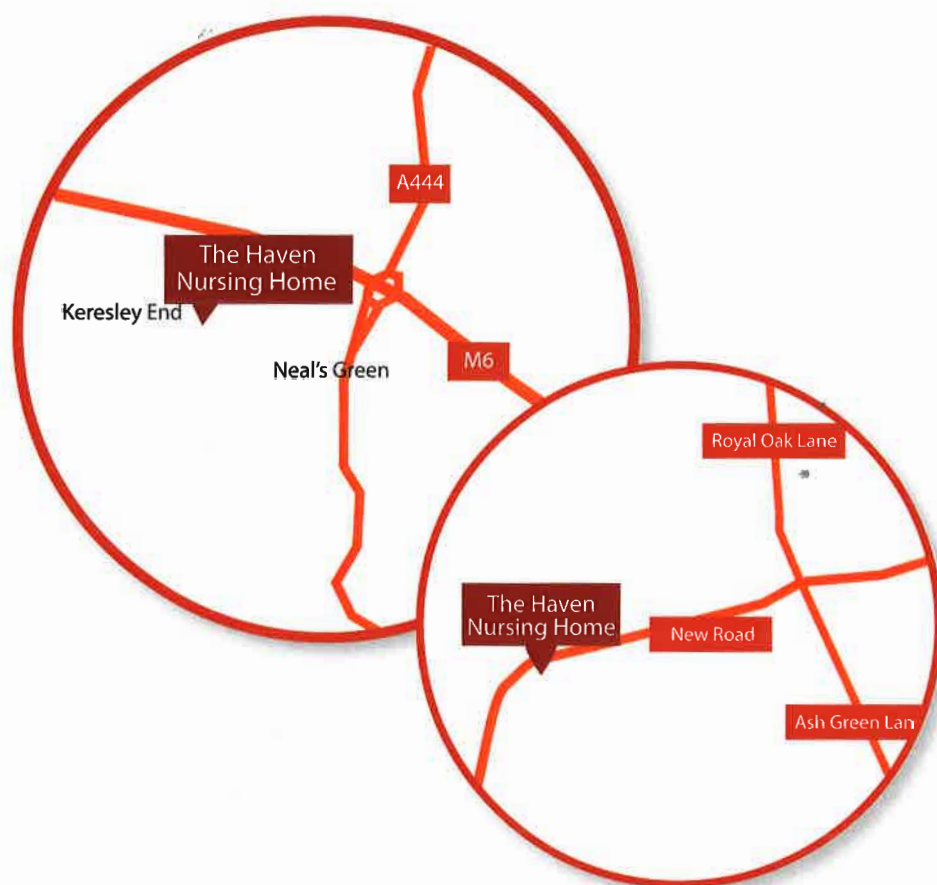
“.....the help she was given at The Haven has never been anything less than wonderful.”

Resident's Family





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