

Dedicated Care  
& Support



# NORTON LEES HALL & LODGE

Care is at  
the heart of  
everything we do

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# *Care is at the heart of everything we do*

*“We at Norton Lees Hall and Lodge know that finding the home for you or your loved one is a choice not to be taken lightly.*

*Moving home is an emotional and challenging time at any age, but it can be even more so in later life. That is why we offer in-depth consultations to walk you through your needs, the scope of your care and your goals for the future. We listen to what will make your move as smooth as possible and to what will make everyone feel at home.*

*We'd be delighted to show you around to experience our homely, welcoming atmosphere for yourself, so please arrange to pop in for a chat.”*

*L. Hardie*

Lydia Hardie (Home Manager)





## Welcome to Norton Lees Hall & Lodge

When you come to live at Norton Lees Hall & Lodge, you open up a world of possibility and opportunity in this, the next stage of your life.

Our care home provides residential care, care for people with more complex needs, intermediate care as an alternative to a hospital bed, respite stays to give home carers a break and specialised support for those living with dementia. In every case, we are here to provide all the care each person's own family could wish for.

Lydia and her caring team work together to provide the highest standard of person-centred care to all residents, always delivered with kindness and compassion.

We would be delighted to show you around to experience our homely, welcoming atmosphere for yourself, so please arrange to pop in for a chat.

Tel: **0114 258 6425**



# The Care You Need

Personalised and compassionate care with our trained staff on site 24/7.

- Residential Care
- Dementia Care
- Palliative care
- Respite Care
- EMI Care

## Unique Care

At our Care Home, you'll find a team of dedicated specialists ready to create an individual care plan that's tailored to you. We will:

- Help you to choose a lifestyle that's right for you
- Discover your personal interests and hobbies
- Help you stay as independent as possible
- Personalise the interior design of your bedroom
- Facilitate ways for friends and family to stay in touch
- Introduce you to an active social life and companionship
- Learn about your favourite foods, preferences, and tastes



# Our Home

Situated in the historic village of Norton, close to Norton Hall and Oakes Park – Norton Lees Care Home stands proudly amongst its leafy, residential surroundings. Within, there is a warm and nurturing environment in which to live with assisted support.

The modern and spacious home, located over two floors, has eighty purpose built and attractively decorated en-suite bedrooms. Each floor has its own dining area and lounge spaces where residents can choose to socialise. Residents and their visitors also benefit from a green and uplifting garden, in which to relax.

We offer general residential care, residential care to people with dementia and a bespoke respite service for those people who would like a short or long break.

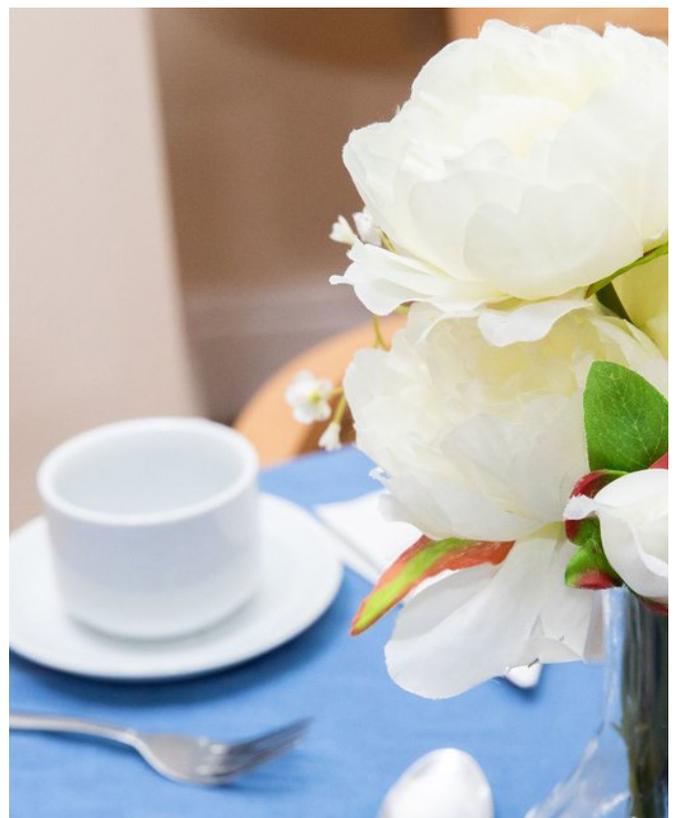


# Our Facilities

Your bedroom will be attractively furnished to ensure your comfort and safety, but you are free to bring your own furniture, as well as personal items such as pictures, photographs and ornaments. Your room will have en-suite facilities, plenty of electrical sockets and lockable facilities for your personal possessions. There are also assisted bathrooms and toilets throughout the home.

A personal alarm call system has been fitted throughout the building. This means that help is only moments away, should you need it. The home has a maintained automatic fire detection system, as well as emergency lighting, all of which are approved by the Fire Officer.

There is a portable phone that is available for you to use for incoming calls. If you prefer, you can have a private telephone line installed in your room and we can talk through organising this with BT. The same applies to Sky TV. Private mail will be delivered to you by a member of staff.





## Our Vision and Mission

To support and enrich the lives of people, to offer meaningful, unique individual care that promotes, enhances and values the quality and dignity of life.

To be the leading, most respected and responsive provider of care and support and be the employer of choice by exceeding the expectations of residents, families and staff. To create an exceptional home and work environment that encourages, supports and maximises potential for all our residents and promotes care, compassion, safety and motivation.

## Our Philosophy

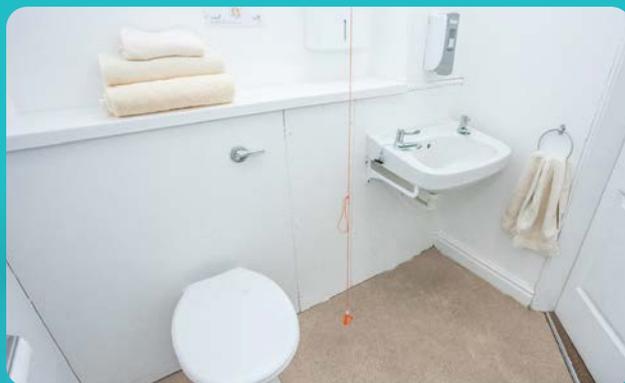
It's central to our philosophy that we strive to value and enrich the lives of all our residents. We offer companionship, security and first class care. We give all our residents the freedom to live their lives with the additional tailored support from us, should they need it.

## An Active Life

We help you to keep your mind and body active and support you in maintaining your lifestyle choices, friendships and links to your community. You may well find some new hobbies and interests too.

# Your Room

This is your own personal space, which is why we encourage residents to 'make it theirs' and personalise their room. All our rooms are furnished with comfort in mind. Your bedroom includes a bed suitable to your needs, wardrobe, chest of drawers, bedside table, over-bed table, armchair and other furniture to suit the size of the room.



## All the Comforts of Home

Relax and socialise in one of our comfortable lounges. You can use these rooms to entertain your family and friends, spend time with other residents or take part in activities.





## Our Caring Team

Our team is made up of qualified caring staff who continue to build their skills with on-going training.

As well as providing excellent professional care, our entire team is dedicated to maintaining a sense of home and of belonging in our care home. Our team takes plenty of time to understand our residents, their likes and dislikes, and exploring all the ways we can make them happy and comfortable. We give our residents and their loved ones confidence that we're providing the very best of care, and delivering special resident experiences every day.

## Lifestyle

Our dedicated and highly trained staff specialise in supporting our residents to carry on doing the things they enjoy.

We help residents feel at home by encouraging them to do familiar things. If they had a hobby or pastime they did before they arrived, we'll help them to continue it with us. Or perhaps they may like to learn something new?

The important thing is that we treat every resident as an individual. If they enjoy sharing time with others, either in our home or on an organised trip out, they're most welcome. Or, if they prefer quiet time alone, we'll respect that too.



## Food Glorious Food

Our excellent team of kitchen staff are here to provide all our residents with a delicious and nutritious, well-balanced diet.

We always ask residents and their families about their food preferences and dietary requirements. Our chef and catering team then work with dieticians to create meals that are nutritious and tasty, using fresh seasonal ingredients.

Residents can eat in our pleasant dining rooms or, if they prefer, we're pleased to serve them their meal in the privacy of their own rooms.



## Support for all of those who need care

### **Personalised Care Plan**

We will work with you and your family to create your personalised care plan. This is the key document that determines your care and support. Together with you and your family, we will identify your needs, preferences and the things we need to know to support you. This is all recorded on your care plan.

### **Specialist Care**

You will be able to call upon the services of a wide range of specialist practitioners who either visit the home on a regular basis, or have a practice within the surrounding area, which can easily be visited for consultation. For example, you will have access to dentists, opticians and a podiatrist.

### **Medical Care**

If your current GP is willing to visit you at the home, we're very happy for you to maintain that relationship. Alternatively, we have visiting GPs who are pleased to come and see you. Each GP visits the home on a regular basis, or at your request, and will be able to take care of your prescription needs.

### **Medicines**

If you would like to manage your own medicines, and it is safe to do so, we will provide lockable facilities and staff support for you as needed. If you prefer, or if it's assessed as safer, our trained staff will keep your medication in a safe place, and give it to you at the times stated on the prescription. We'll discuss all aspects of your medication with you when we develop your care plan.



“Everyone has a personalised care and support plan, with their wishes, interests and those of their families at the core.”

## Meals

Food is so important and we have an excellent team of kitchen staff who offer a wide range of meals to provide a nutritious, appetising and well-balanced diet.

We always ask residents and their families about their food preferences and dietary requirements. Our chef and catering team then work with dieticians to create meals that are nutritious and tasty, using fresh seasonal ingredients. To add more variety, we also make a point of celebrating with special meals and events throughout the year. Residents can eat in our pleasant dining rooms or, if they prefer, we're pleased to serve them their meal in the privacy of their own rooms.

## Lifestyle Support

Our dedicated and highly trained staff specialise in supporting your lifestyle and promoting well-being for all our residents. They are passionate about the invaluable role they perform within the group.

Another aspect of helping our residents to feel at home is for them to do familiar things. If they had a hobby or pastime they did before they arrived, we'll encourage them to continue it with us. Or perhaps they may like to learn something new. The important thing is that we treat every resident as an individual. If they enjoy sharing time with others, either in our home or on an organised trip out, they're most welcome. Or, if they prefer quiet time alone, we'll respect that too.

## Specialist Care

Living with dementia can become more difficult over time and as the dementia progresses, you may find it increasingly hard to manage by yourself or to continue to ensure the best quality of life at home.

This is when it may be time to think about moving into a care home.

Many people worry that moving into a care home will mean losing their independence or having to give up the things they love doing. But our care home encourages you to remain as active as possible and ensure you continue to enjoy a happy, fulfilled life.

No one has the same journey or path through dementia, that's why we tailor your support around your individual needs, preferences and wishes and involve you in the planning of your own care. We encourage you, wherever possible, to continue making your own decisions about what you do and how you spend your time.

Experience has taught us that residents who are encouraged to stay active benefit from improved mental and physical health.

## Dementia care

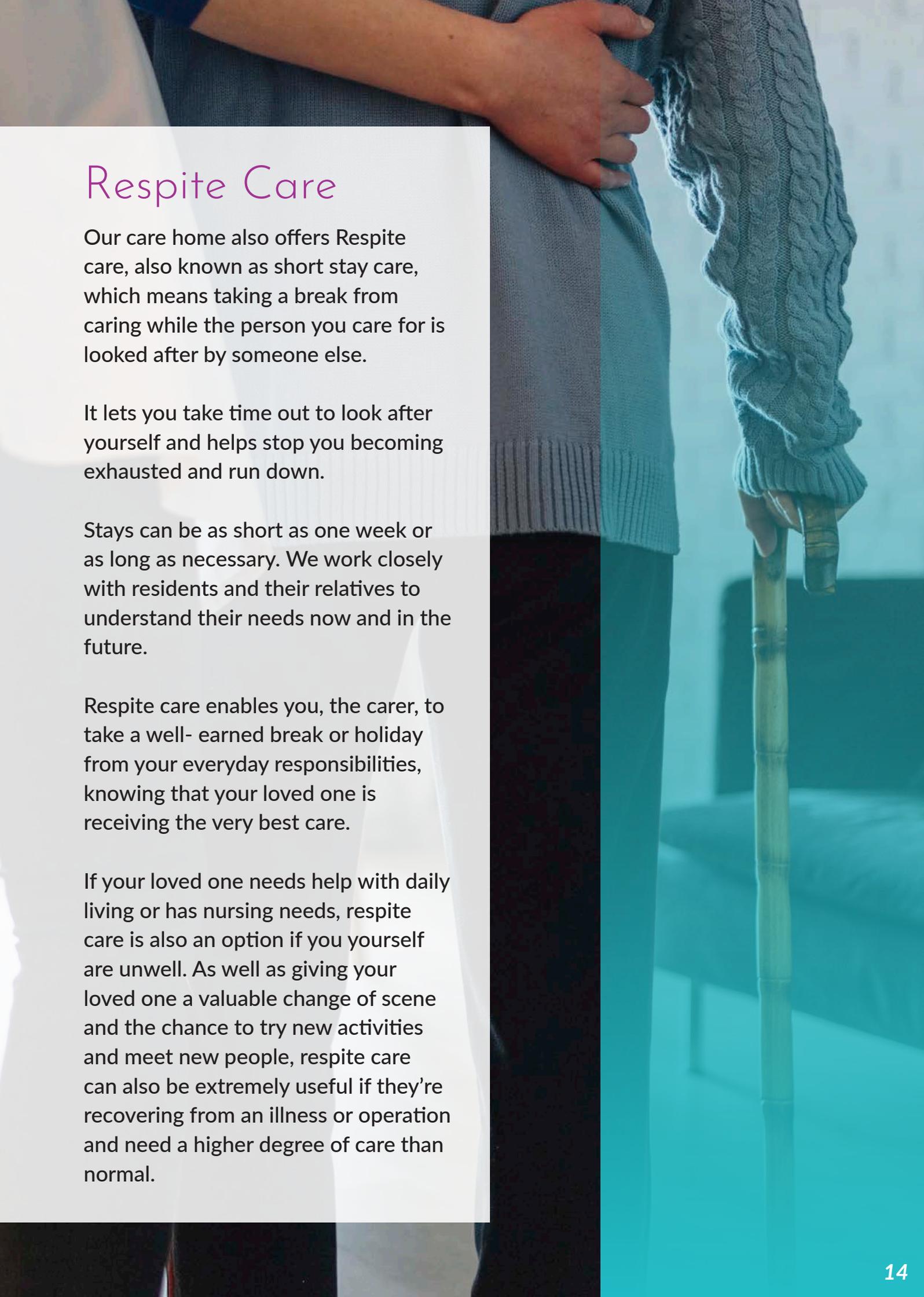
We provide care for people who are experiencing memory loss or confusion, perhaps because of Alzheimer's.

Through our specialist insight into the causes and effects of dementia, we can help a resident to make the most of their abilities so that they can continue to live as full a life as possible.

We support each person emotionally, physically and socially and always keep in mind that they are an individual with a long life behind them.

## Palliative care

At our care home you can receive specialist care in our warm and welcoming home. Our highly qualified and experienced team provides excellent quality care with compassion and understanding. We can care for people with considerable and high dependency health needs, and provide palliative care.

A photograph of an elderly person wearing a blue cable-knit sweater, holding a wooden cane. Another person's hand is resting on their shoulder, suggesting support and care. The background is a soft-focus indoor setting.

## Respite Care

Our care home also offers Respite care, also known as short stay care, which means taking a break from caring while the person you care for is looked after by someone else.

It lets you take time out to look after yourself and helps stop you becoming exhausted and run down.

Stays can be as short as one week or as long as necessary. We work closely with residents and their relatives to understand their needs now and in the future.

Respite care enables you, the carer, to take a well-earned break or holiday from your everyday responsibilities, knowing that your loved one is receiving the very best care.

If your loved one needs help with daily living or has nursing needs, respite care is also an option if you yourself are unwell. As well as giving your loved one a valuable change of scene and the chance to try new activities and meet new people, respite care can also be extremely useful if they're recovering from an illness or operation and need a higher degree of care than normal.

**“ Care is at the heart of everything we do and that doesn't just extend to our residents but also to their families, friends and, in fact, everyone who comes into contact with us.”**



# What Our Clients Have To Say

“ Our mother was admitted to Norton Lodge on 16th September 2016 she has dementia as well as other health problems. The care she has received since that date is second to none. When she is taken ill she is seen by a doctor immediately, any concerns we have are dealt with quickly and efficiently and always to our satisfaction. When you walk into Norton Lodge it's like being part of a large family the resident's rooms are lovely and the communal areas welcoming. There are a range of activities for the residents and their families are encouraged to join in. ”

JAN W - (DAUGHTER OF RESIDENT)

“ A wonderful experience. Staff are very kind and helpful. Lovely room. Hopefully my relative will be very happy with her new home. ”

MIKE N - (NEPHEW OF RESIDENT)

“ My Dad just had a week's Respite at Norton Lees Lodge. Having managed care homes in the past my expectations were high. I can't praise this place enough, my dad was well cared for giving me and my mum a stress-free break. The staff are caring, on the ball and nothing is too much trouble. Thank you for looking after him so well. ”

KAREN H - (DAUGHTER OF RESIDENT)

“ My dad's care has been excellent, he is treated with respect and is very well cared for. The care home is excellent and suits my father's needs, everything is what he needs. The staff are “beautiful” and work very hard to ensure all residents are treated the same, superb! When we visit we are treated with respect / care / dignity. We are very happy with everything for my dad, so thank you. ”

ANTHONY G - (SON OF RESIDENT)

“ We have found that all the staff are fantastic and very caring with residents and visitors alike. Very friendly and helpful, the manageress, there's nothing that is too much trouble for her. She must be one of the best managers in your industry. ”

ALAN B - (SON OF RESIDENT)

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HALL & LODGE



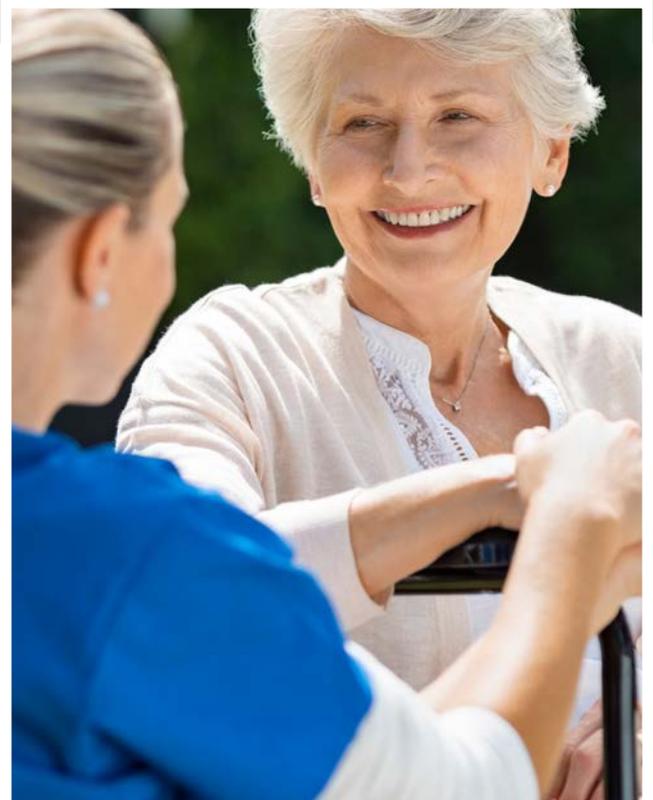
## Let's Talk

How To Find Us: Norton Lees Hall & Lodge is situated in the historic village of Norton, close to Norton Hall and Oakes Park where Norton Lees stands proudly amongst its leafy, residential surroundings.

☎ 0114 258 6425

✉ [admin@nortonleeshallandlodge.org](mailto:admin@nortonleeshallandlodge.org)

🌐 [www.nortonlees.co.uk](http://www.nortonlees.co.uk)





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Contact us today  
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- Residential Care • Dementia Care • Palliative care  
Respite Care • EMI Care

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## HALL & LODGE

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