



Washington Lodge Nursing Home

A high-quality nursing and residential care home in the heart of Washington

Washington Lodge Nursing Home, The Avenue, Washington Village, Washington, NE38 7LE
www.qualiacare.co.uk | **Tel:** 0191 466 1402 | **Email:** washingtonlodge@qualiacare.co.uk





Welcome to Washington Lodge Nursing Home

The Care We Provide

At Washington Lodge we provide 24-hour nursing dementia care for people living with a dementia or related condition, who often need greater support due to significant health needs.

We also provide nursing care for older people who have health needs and either require greater support than can be provided in their current home, or who are recovering from a significant health issue.

Our care is provided by qualified and dedicated nursing teams in an environment specially adapted to each resident's needs. Each resident receives a care plan which reflects their individual strengths, interests and physical and emotional abilities.

We're committed to providing the level of care we'd expect for ourselves and our loved ones. Our nurses deliver kind and dignified care that is tailored to the needs of each resident.

Care Funding

We welcome both publically-funded (local authority) and privately-funded individuals, or people who combine private and local authority funds.

The first step towards funding care is a means test. A means test is an assessment carried out by your local authority to discuss what care requirements a loved one needs and, based on their personal circumstances, what financial contributions the local authority can make (if any) towards the cost of this care.

If you'd like more information on care funding then please feel free to contact us and we'll talk you through the process.

Location

Washington Lodge enjoys a pleasant location in the residential heart of Washington Village, a town in the North East with historic links to relations of George Washington, the first president of the United States.

Washington is well-connected to the surrounding cities of Newcastle (10 miles to the north), Sunderland (7 miles to the east) and historic Durham (12 miles to the south), which are easily accessible thanks to good transport links.

The nearby Washington Old Hall, a 17th Century mansion and now a National Trust museum and gardens, was home to five generations of George Washington's direct ancestors. The famous 70ft-high Penshaw Monument, just a stone's throw away, offers impressive views.

The picturesque rolling countryside and striking coastline of Northumberland and County Durham are also on the doorstep.

Bedrooms and Communal Areas

Bedrooms

We have 62 comfortable and attractive single rooms, some with lovely views over the courtyard area, which is being transformed into a tranquil sensory garden. Each room is wheelchair friendly, has a nurse call system and is equipped with a sink and TV points.

We consult residents prior to admission and will always try to allocate them with the room they have expressed a preference for. We encourage residents to personalise their room with photographs, ornaments and keepsakes or small items of furniture from home. Residents are able to lock their room if they wish – a key will be available to the resident or may be held by the senior person on duty if this is preferred.

Our bedrooms are being fully refurbished so they provide a peaceful and comfortable environment for our residents. The transformation will be undertaken sensitively to minimise disturbance and inconvenience to residents. Rooms will benefit from a new calming colour scheme and dementia-friendly furniture to minimise confusion and promote restfulness.

Communal Areas

Spending time with loved ones and fellow residents is important to the health and well-being of our residents. So our communal areas provide relaxed, comfortable spaces where residents can gather together with family, friends and new friends they have made at Washington Lodge.

We have two calm recess areas on the ground floor which lead into the courtyard, and one on the first floor overlooking the courtyard. These are complemented by a TV lounge and music lounge on both floors. We also have a large space where our activities coordinator carries out art and craft sessions and other activities.

Dining

We understand that meals are a very important part of our residents' day. Our menus provide a variety of tasty choices for each mealtime, while a choice of snacks, fresh fruit and refreshments are available 24 hours a day.

Our chefs take pride in knowing the tastes of our residents and prepare a choice of fresh home-cooked meals that are both delicious and nutritious. We also cater to any dietary and cultural needs.

Variety is the spice of life, so our chefs organise themed food days such as Italian to give residents the chance to enjoy tastes from across the globe.

Family and friends are welcome to join residents for meals, which are served in one of the dining rooms or, if residents wish, they can choose to eat in the privacy of their own rooms (at least 24 hours' notice is required to inform our chef).

Our two light and welcoming dining rooms are being redecorated and an additional new kitchenette is being created.



A close-up photograph showing a person's hands planting a young tree sapling. The person is using a trowel with a yellow handle and a blue grip to work the soil around the base of the sapling. The sapling has several bright green, fan-shaped leaves. The background is a soft, out-of-focus green, suggesting an outdoor setting. The text "Quality of life is at the heart of everything we do at Washington Lodge Nursing Home." is overlaid on the left side of the image.

“Quality of life
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Activities and Services

We have a varied range of activities and services at Washington Lodge. Our activities coordinator holds regular meetings with residents and their families to plan a diverse and enjoyable programme of events, with residents encouraged to participate (if they so wish).

There are sensory items and activities placed around the home for residents to use and keep active, which will be complemented by the addition of two new sensory rooms – developed with input from residents, families and staff.

Our newly modernised salon is visited by our hairdresser every Wednesday, so residents can have their hair styled or cut, or even indulge in a spot of pampering!

Foot care is important to the health and well-being of our residents, so our fully-qualified and insured chiropodist visits every six weeks.

What We Offer

- Hairdressing*
- Chiropody*
- Health & beauty
- Outings
- Sensory garden
- Lifestyle & Wellbeing Officer
- Bespoke activities packages
- Wi-Fi
- Skype calls
- Spiritual support
- Community involvement

*Charges apply for hairdressing and chiropody services

Moving In

Moving home can be a stressful time for anyone, particularly for someone living with a dementia or related condition.

At Washington Lodge we understand this. Our friendly team has the skills and experience to make your loved one's move to Washington Lodge as smooth as possible. You can be reassured that many of our residents have said they feel even more comfortable, safe and content with us than in their previous homes.

It's important to us that new residents and their families feel in control, so your input is welcomed at every stage of the transition process. We'll move at your pace and will encourage new residents to meet with staff and existing residents when they feel ready.

It's the little things that often make a difference, so residents are invited to bring personal furnishings from home that give a sense of warmth, comfort and familiarity.

5 Helpful Tips:

1 Familiar items

Items of sentiment and personal significance such as photographs can help to establish a sense of familiarity in a new home.

2 Items of comfort

Soft, warm items such as bed throws, robes and slippers can add a sense of comfort and homeliness.

3 Familiar smells

Sense of smell is our most powerful memory trigger. Favourite scents like lavender on a pillow can help with relaxation, particularly on the first night.

4 Favourite meal

A favourite family meal can be a comforting and rewarding way to end a busy moving-in day, so please let our staff know of any dietary requirements.

5 Share your concerns

This may be the first time you or your loved one has moved into a care home, but our staff have experienced this many times in their working careers and are experts at helping you navigate any concerns you may have. Please call on them at any point.

About Qualia Care

Our Vision

All of our care homes have a shared vision; to become a 'best-in-area' care home that provides high-quality, affordable care in the local community. We work towards achieving this by continually improving the standards of care across all our homes. We do this because we care deeply about the experience of each person, and because we want to make a positive and tangible difference to people's lives.

Our Care

We provide a wide range of quality care and accommodation to people with varying care needs, including personal (residential care), nursing and palliative care. Our aim is to ensure every resident receives kind and dignified personal care, treatment and support – promoting their health and well-being.*

Our People

Our respected leadership team, registered managers, qualified nurses and care staff are all passionate about helping people, and are proud to be a part of making a positive difference to people's lives. Our people share a culture of inclusion that is warm and inviting. We're proud to be entrusted with – and given the honour of – caring for others, and we go the extra mile every day to be of service.

*For a full list of the care provided in our care homes please refer to the Qualia Care website: www.qualiacare.co.uk



Quality Assurance

Our home is registered and inspected by the Care Quality Commission (CQC).

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 0300 061 6161

www.cqc.org.uk

FAQs

What activities do we offer?

Our residents have a range of suitable activities from which to choose. We encourage participation and suggest activities people may like. However, we do understand that sometimes residents may prefer their own company.

Residents may prefer to continue with their own particular hobbies and interests, and we will assist with these in any way we can.

What additional healthcare support is available?

Additional support is provided by a number of healthcare professionals such as GPs, physiotherapists and occupational therapists to ensure residents receive the most comprehensive care. There is no charge for these visits if arranged via the GP practice.

Is there a chiropodist/podiatrist?

A free service may be accessible via the local GP surgery or, if you prefer, a private service can be facilitated for you via our visiting chiropodist (charge applicable).

Is there a dentist?

A community dentist is free of charge, or residents may prefer to keep their own private dentist. Visits can be scheduled and residents are seen in the privacy of their own room.

Are there hairdressing facilities?

A trained hairdresser visits on a regular basis and caters for both male and female customers. Alternatively, residents can continue to use their hairdresser of their choice.

The hairdresser is not employed by the home and charges for the services provided. Prices are on display in the hairdressing salon.

What are the fees?

Fees, unless otherwise agreed, include accommodation, full board, in-house laundering of personal items of clothing and the provision of care.

Both residents and relatives need to be aware of the cost associated with living in the care home and how the fees are to be paid.

Fee levels may change in the future. We will advise in writing of any such changes to the financial details.

What are the meals like?

A range of dishes will be planned to suit each resident's dietary requirements. The daily menu will be displayed to show the choices available. Snacks and drinks are available to enjoy at any time during the day or night.

Relatives and friends can join residents at any time for a meal; just let a member of staff know in advance so arrangements can be made.

Is smoking allowed?

We promote a non-smoking, healthy environment in the home. Therefore, we do not permit smoking in any of our bedrooms or communal lounges.

We are aware that some residents have enjoyed smoking and it's their choice to continue to do so. As such we have a designated smoking area where they may smoke if they wish.

Are there telephones available to use?

Telephones are available for residents to use, which staff will be available to assist with.

It may also be possible for residents to arrange with their phone provider to have their own personal telephone in their room, which residents will have to pay for.

When are the visiting hours?

We have no set visiting times. However, should visitors arrive during meal times or when residents are being attended to, visitors will be made welcome and asked to wait until they are ready.

Residents may also wish to visit family and friends and we'll help with this. It's important that residents inform a staff member beforehand if they plan to leave the care home for any reason.

Contact Us:

If you have any more questions please don't hesitate to get in touch.

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