

# BROUGHTON HOUSE VETERAN CARE VILLAGE

— 1916 ONWARDS —  
WE CARE FOR THOSE WHO SERVED US



## RESIDENT'S GUIDE

RESIDENT'S NAME:  
ROOM NUMBER:







# Welcome

Dear Resident,

Thank you for choosing Broughton House – Veteran Care Village as your new home. We have been delivering dedicated veteran care for over 100 years and we are delighted to welcome you to the Broughton House Family.

Our team will endeavour to provide you with a service that is of the highest quality. Your care will be designed to meet your individual needs and promote and support your rights, choices, independence and quality of life. Put simply, we deliver the service that you require, in the ways that you would like, to support you to live as independently as possible.

Kindest regards,



Karen Miller  
Chief Executive Officer



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Website: [www.broughtonhouse.com](http://www.broughtonhouse.com)



# Introduction

Welcome to Broughton House – Veteran Care Village.

This guide will walk you through all of the wonderful features that Broughton House has to offer to make this as smooth a transition as possible and for you to make the very most out of your stay at Broughton House.

**If you require any more information or assistance, please ask a member of staff, who will be more than happy to help you.**





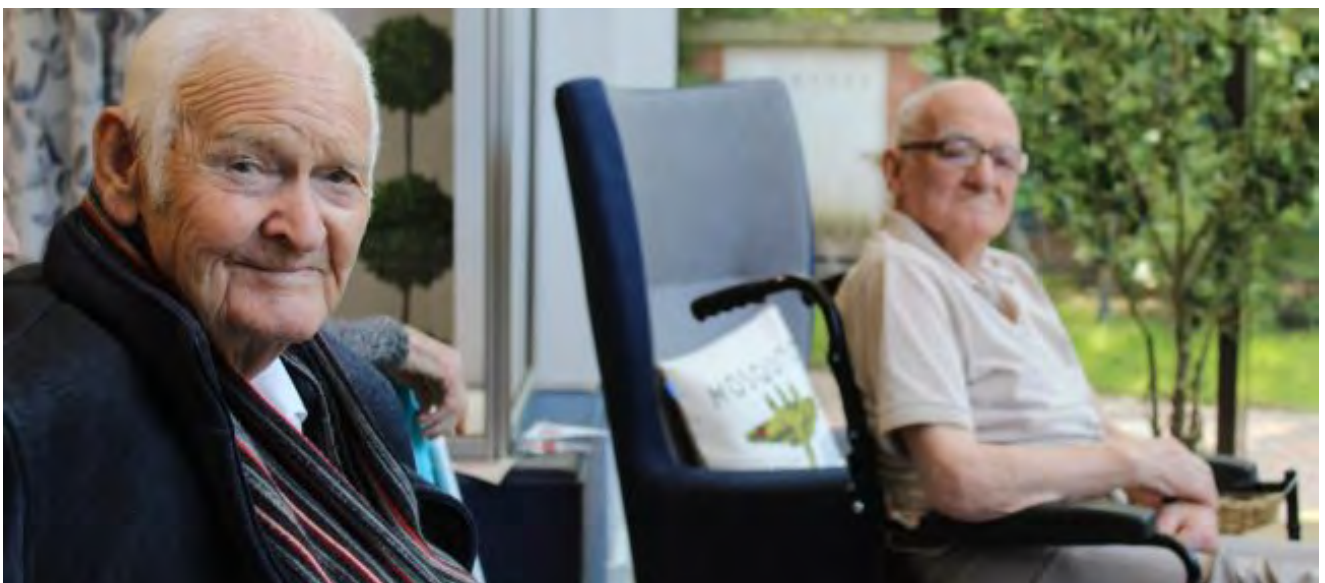
# Here For You

Every aspect of Broughton House – Veteran Care Village has been designed with **your** well-being in mind.

We have built an environment with **you** in mind; maximising independence, providing real choice and ensuring that you have a voice.

**It is our mission to meet the needs of the former armed forces community and their families throughout the latter stages of their life, regardless of their status, gender or disability.** We believe that all veterans and their families should live with support, friendship and dignity.

Our board of trustees meets regularly to consult on key decisions for Broughton House. The board is made up of elected members who guide our policy. It includes: service men/women, those with experience in the field of healthcare and those with vast knowledge on operating businesses throughout the North West.









# Our History

Established in 1916, to provide treatment to the thousands of injured soldiers returning from WW1, Broughton House has since evolved into a dedicated charity, providing residential care for ex-service personnel and the family members of those who have served.

A man by the name of Colonel Sir William Coates, saw a dire need for new medical accommodation for returning soldiers as, due to the limited room in hospitals, they were being placed in schools and large houses.

Due to the lack of available funding at the time, to open accommodation, Coates wrote a letter to the press in September 1916 to help raise funds. By February 1917, he had reached £105,000 in donations, well above his original target of £20,000. As a result he was able to open Broughton House under the name East Lancashire's Home for Injured Soldiers and Sailors, along with 4 other homes throughout the North West.

Shortly after, in May 1917, Private Charlie Fox became Broughton House's first resident, after his legs were shattered by shellfire at the battle of Ypres. Charlie, stayed at Broughton House until his passing in 1942. Since he first joined our home, we have cared for over 8,000 veterans.

To enable a sustainable future, the charity has recently completed the build of the North West's first Veteran Care Village and have made it our priority to ensure that our residents have the home that they truly deserve.

# Privacy & Confidentiality



At Broughton House, we preserve every resident's right to privacy at all times by:

- Respecting resident's choices to spend time alone and undisturbed, should they wish to do so.
- Handing over all correspondence in their original sealed state.
- Discussing personal matters with relevant staff and family in private with the promise that only those who need to know, will be made aware of the matter.
- Respecting and keeping confidential information relating to a resident and their families.
- Reserve the right to withdraw from photography and any marketing related at activity at any time, before or after the process.
- Preserve the confidentiality behind illnesses and medications at the resident's discretion.







# The Broughton House Experience

Throughout its time, Broughton House has been truly committed in building strong relationships with the local community, from school visits, to VIP experiences and Military Association dinners. **We have strived to create a bond between our residents and the Greater Manchester community.**

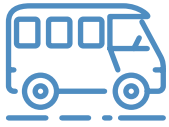
**Upon permanent admission, the charity will gift you a Broughton House Blazer for your personal use.** Many of our current residents choose to wear them at special events and military celebrations. However, you may choose to wear your Broughton House blazer as and when you see fit.











# Outings & Activities

The Broughton House minibus is used regularly to transport residents on a **variety of external outings**. Previous outings include: The Not Forgotten Garden Party; at Buckingham Palace, VIP sporting experiences, Military Association Dinners and Bridgewater Hall.

Along with such events, more frequent activities include: **walks around Heaton Park**; only a short 5-minute drive away, **gardening**, spending time with **visiting therapy dogs**, **listening to singers** and **cheese & wine club**.

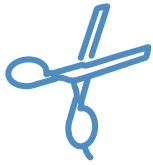
You are also just as welcome to have a nice relaxing day, reading a book or watching television in any of our comfortable lounges and seating areas.

Broughton House has a rich and proud Armed Forces History. To commemorate this and our current residents, we never miss an opportunity to hold a ceremony for an Armed Forces Day. Each year we **celebrate VE Day, Merchant Navy Day and Remembrance Day**, just to name a few.

**In charge of the activities, are our Health & Wellbeing Co-ordinators.** They ensure that there are multiple activities held every day for our residents that are accessible for all and that Birthdays and Anniversaries are remembered. **For more information on these activities and the different things that you're able to do at Broughton House, please speak to a member of staff.**







# Personal Services

## 1. PHYSIOTHERAPY

All residents are provided with access to **physiotherapy twice a week from our in-house physiotherapist**. This service is incredibly popular and ensures that you aren't sitting on long waiting lists. All associated costs are generously funded by Booth Charities. Physio can help to reduce pains, improve strength & coordination and boost cardiovascular functioning.

## 2. FOOT CARE

Again, with special thanks to Booths' Charities, Broughton House is also able to provide **monthly chiropody treatments from the Greater Manchester Footcare team**. Chiropodists relieve pain, provide treatment to keep your feet healthy and can provide valuable insights to detect problems that could become life-changing if left untreated. This service is invaluable as it becomes increasingly difficult with age to provide self-care to your own feet.

## 3. MEDICATION

The care that we deliver is tailored specifically to meet your needs. **Individualised care plans, alongside other treatment plans prescribed by medical professionals**, are adhered to. We look to maximize independence and provide real choice where possible. **Medication is ordered and dispensed by members of our care team.**

## 4. HAIR & BEAUTY

**You have access to our in-house hairdressers where you can receive haircuts & beauty treatments.** All hair and beauty services are provided at a cost. **A list of the services and associated prices will be made available at the salon or on request.**

# Caring for You



No matter the type of care, **our care staff will develop individualised care plans** in conjunction with you, order and dispense medication, adhere to treatment plans prescribed by other health professionals and utilise their skills and knowledge. **Our staff work closely with the district nursing team and the local GP carries out a walk round every week.**

**You have the right to view your care plan and ask for changes to be made at any time** if it is felt that the care is not effective towards specific needs.

## 1. RESIDENTIAL CARE

Our residential care unit, the Charlie Fox suite (named after our first resident), is for those **who are largely independent but require support from care staff in certain aspects of day to day living** to maintain their health and wellbeing. **Support from our extensively trained care staff is on hand 24 hours a day** to provide all of your care needs and give you peace of mind.

## 2. NURSING CARE

Our Nursing Care Unit is for those who need assistance with long-term health conditions or are coming into the palliative stage of life. **Residents in our nursing care are housed in the Sir William Coates suite** (named after our founder). Our nursing residents can rest assured with the knowledge that **a qualified nurse is on hand 24/7** to tend to their health needs. Nursing residents are provided with a level of assistance that meets their individual needs and promotes dignity



### 3. RESPITE CARE

Broughton House has a vast amount of experience in successfully providing and managing respite breaks for individuals. We fully understand the difficulties and strain that comes with providing care and are here to make this as effortless as possible. **Our respite offers families a stimulating environment for their loved ones to enjoy whilst they recharge their batteries and take a much-needed break.**









# The Team

## 1. STAFF

Broughton House employs a **large team of dedicated staff members**, recruited to provide the best care possible for you, with some even having served in the armed forces themselves.

Roles include: **carers, nurses, clinical leads, wellbeing staff, dementia support workers and chefs.**

## 2. VOLUNTEERS

Our loyal team of volunteers are vital, with **many having a close connection to the Armed Forces** and wanting to provide support for their fellow comrades.

Our volunteers assist, support through activities and also **spend time socialising.**







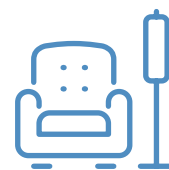
# Food & Drink

At Broughton House we pride ourselves in providing **high quality nutritious meals**, served in **both households and in our restaurant**. The food is tailored to you, as we understand that there may be deviations with **personal preferences and dietary requirements**.

Our Head Chef and team ensure that every individual receives a nutritious and balanced diet. We consider our food to be that good, in fact, that **guests visiting our home are served the same meals as our residents in the restaurant**.



# Communal Areas



Broughton House has a number of communal areas throughout the home to provide enough space for residents to socialize with one another and share the camaraderie that makes Broughton House so special.

## 1. HOUSEHOLDS

Each household has its **own kitchen, dining and living area which opens up onto a balcony** on one side with floor to ceiling windows on the other. This open plan area provides the perfect space for you to **relax, watch TV and socialize**.

The décor and furniture have been carefully chosen to create a homely environment, whilst also allowing our care staff to be able to comfortably support you.

## 2. FUNCTION ROOM/ THE VETERANS' MESS

In keeping with military tradition, Broughton House has its own 'mess'. The 'mess' comprises of **a function room, restaurant and bar**. Here, you can dine with friends and family and also **celebrate special occasions, such as Birthdays or Anniversaries**. There may be an additional charge dependent on the celebration. **Please discuss any special requirements for a Birthday dinner/afternoon tea with the chef to provide a quote.**

The function room also has a flat screen TV installed with Sky so **you can enjoy your food/drink whilst enjoying a favourite show or perhaps a football match**. It even opens up onto our landscaped garden to allow you to go for a small walk and get some fresh air.



### 3. MUSEUM

Being so proud of our rich military heritage, at the entrance to our home sits the Broughton House museum which contains memorabilia that highlights our history and story, as well as showcasing a number of service medals. The museum provides a great space for you to read about the different characters that have been at Broughton House over the years. It's a common favourite amongst our visitors.

The area has a number of comfortable seating options for you to sit and talk.



# Bedrooms



You are allocated your own **modern, beautifully furnished room with an en-suite containing a shower and toilet**. Each bed is equipped with a hoist, to allow our carers to swiftly help you out of your bed in the morning(if you need help), as well as a **call bell system** for if any support is required.

You are welcome to personalize your room any way that you would like. For example, you may like to add pictures and decorations.

Bedroom doors within our dementia unit are painted in bold colours to help residents to distinguish their room from their comrades’.







# Technology

**High speed fibre optic broadband** is available throughout the home with WiFi telephone headsets and personal numbers for those who would like one (see a member of staff). If you are unable to make calls on your personal smartphone, **please see a member of staff in regards to enabling WiFi calling.**

You are also welcome to make use of our **Samsung Smart Tablets**, on each floor if you would like. You may use them to call a loved one.



# Laundry



In order to avoid clothing being mislaid, we ask that all **personal clothing is marked or labelled prior to admission** and that all clothing gifted is also correctly labelled.

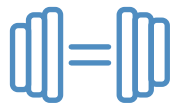
We have a state-of-the-art purpose-built laundry room, that caters for your personal laundry requirements.

**Tell the floor lead if any laundry is lost or damaged.** If lost and not found after a thorough search, members of the home staff can help to obtain a replacement.

**If any items of clothing require hand-washing or dry-cleaning, please speak to a member of staff to have this arranged.**







# Gym

In co-ordination with Shapemaster and the Peter Harrison Foundation, we have been able to install a **state-of-the-art purpose-built gym on the ground floor by the function room**. The gym features a chest and legs machine, a cross cycle and a rotary torso machine; along with other gym equipment.

The equipment is **designed to improve mobility, strength and mental wellbeing**.

To use the gym, please speak to a member of staff for guidance and support.



# Garden



Broughton House boasts a beautiful landscaped garden accessible via the downstairs reception area, the function room or the side gate.

You are free to roam the garden as and when you please, so long as a member of staff is made aware of your whereabouts prior.

Gardening plots have been positioned close to the function room doors. Should you have an interest in adding to these plots and participating with the maintenance of such, please speak to a member of the wellbeing team.







# Safety & Security

At Broughton House we take safety and security very seriously. We have **24-hour CCTV** on operation throughout the premises.

A **state-of-the-art fire system** has been installed in the unlikely event of a fire emergency.

## 1. POSSESSIONS

If there are any concerns regarding **damage to personal possessions or equipment within your rooms**, please tell the **floor lead** so appropriate action can be taken. This is especially vital, for your safety, so that it can be reported and resolved as swiftly as possible.

## 2. ACCIDENTS

In case of an accident, injuries and vitals will be assessed by care staff. If deemed necessary, an ambulance will be called to take you to hospital. Due to the risks associated with our service, we understand that immediate friends and family would like to be made aware of any significant changes to your health or if you have been involved in any accidents, such as a fall. If such a case occurs, your **next of kin will be alerted as soon as possible** and appropriate action will be taken.

We aim to be as honest and open as possible, without breaking patient confidentiality.

# Conduct & Behaviour



Residential conduct forms a part of the license agreement, signed prior to entry by every resident.

Any resident or their visitors who breach the terms of the license agreement or code of conduct may invoke termination of the license agreement and as a result be required to leave the home.

- **Visitors are welcome to bring pets, but they must be kept under control at all times and vaccinations must be up to date.** Pets can be exercised in the home grounds but any excrement must be picked up after.
- **Residents must be considerate to fellow residents.** They are entitled to live free of disruption, intimidation or harassment from other residents and staff.
- **Offensive, indecent, disorderly, threatening or disruptive behaviour/language by residents towards other residents, visitors or staff will not be tolerated.**
- **Residents must refrain from doing anything which is likely to cause injury, put others safety at risk or damage belonging or property.**
- **Residents must not cause excessive, unacceptable levels of noise that disturbs other residents.**
- **Residents must not use electric equipment to cause any sort of nuisance.**



## **1. HARASSMENT**

We do not condone unacceptable: comments, remarks, suggestions, abuse, bullying or mocking.

We do not condone: violent, abusive or threatening behaviour.

## **2. DRUGS & ALCOHOL**

Class A – C Drugs are not tolerated to any extent, unless prescribed by a medical professional.

Residents are trusted with their own judgement in regards to alcohol consumption. Intoxication is not considered to be a viable excuse if it leads to breaking any of the existing code of conduct rules currently enforced.

# **Complaints**

We are extremely committed to providing a high-quality service and giving the utmost value for care within the veteran community.

**If you or you're family are dissatisfied with the service we provide or simply have suggestions for improvement, we ask that you please discuss this with the care home manager so that appropriate action can be taken.**

# Fees & Clerical Support



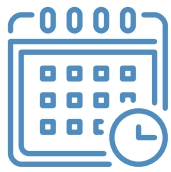
The charity aims to provide the highest quality of care for residents at an affordable level. Fees are benchmarked against other care homes in the Salford area and against other service care homes. Our weekly fee rates are set accordingly to the type of care required. The cost of care is confirmed once a care assessment is completed by the clinical team.

We accept both self-funded and state-funded residents and we do not charge a deposit.

**For more information on fees, please see ‘Fees & Services’ document.**







# Notice Period

During the initial 6-week trial period, 7 days' notice is required to terminate the agreement. After this trial period, residents are required to give 28 days notice.

If during the trial period we determine, after consultation with your medical general practitioner and/or home manager, that we do not provide an appropriate range of care services or accommodation for you, or if you are in serious breach of our standards of behaviour and conduct, then we may in our absolute discretion choose to end this agreement by giving you 14 days' notice in writing.







OVER  
**100**  
— YEARS OF —  
VETERAN  
CARE

# BROUGHTON HOUSE VETERAN CARE VILLAGE

— 1916 ONWARDS —

WE CARE FOR THOSE WHO SERVED US

**Broughton House, Park Lane, Salford, M7 4JD**

REGISTERED CHARITY NO. 1155225