

ALEXANDRA HOUSE

(Residential Care Home)



Alexandra House

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WELCOME TO ALEXANDRA HOUSE

Alexandra House is a residential care home for five people with past or present mental health problems who need to be cared for in a friendly, welcoming environment where they feel at home.

Alexandra House was first established as a care home in 1960, the present owner having purchased it in 1989. It combines excellent standards of care with luxurious accommodation.

The care home is registered for over 50 residents and caters for couples as well as individuals. There are two separate wings with communal areas in each.

The West Wing, which caters for older residents with mental health needs, has over 29 single en-suite bedrooms.

The East Wing consists of 25 bedrooms, the majority of which are en-suite. This wing provides accommodation for residents with dementia and other frailties.

Our commitment is to the provision of respectful professional care. We personalise our service to focus on the physical and mental well-being of our residents, ensuring that our residents' independence, identity and rights as individuals are maintained.

We provide a caring comfortable environment that inspires confidence and trust.

The aim of our well trained dedicated management and staff is to offer exceptional support and care. We have an excellent reputation locally built up over several years. Professional carers and administrators work as a team to provide a service that is second to none.

Our residents come from all areas of the UK.

We hope you enjoy reading about what Alexandra House has to offer. If you are looking for a friendly supportive residential care home in Surrey for your family member or friend we hope you will contact us and arrange a visit.

Registered Manager

THE PROPERTY

Alexandra House is a substantial detached property, which is situated on one acre of land. It has been sympathetically extended and modernised to retain its own particular character, charm and homely feeling.

There are two car parking areas to be used by residents and visitors.

LOCATION

Alexandra House is located in the affluent residential village of Sanderstead, in the London Borough of Croydon. It is easily accessible by car and public transport (see below).

Croydon is a prosperous city which has the benefit of well developed shopping centres within which many of the major multiples are represented.

There are public parks and gardens within a few minutes walk of Alexandra House, and several pleasant areas to visit locally. The local parade of shops a short distance away has a variety of small shops, including a chemist and a restaurant.

TRANSPORT

The district is served by a number of principal routes including the A212, A222, A232 and A235. The A23 lies a short distance to the west and both the M23 and M25 motorways lie within easy driving distance to the south.

There are bus stops within walking distance and a frequent bus service to Croydon and Wallingham.

Sanderstead British Rail station lies within a short walking distance with services to East Croydon, from where there are fast and frequent trains to and from London Victoria, London Bridge and London Kings Cross.

Croydon is also one of the very few cities that are now serviced by high-speed, efficiently run trams, which provide quick and easy access into Wimbledon and Bromley.

MANAGEMENT AND STAFF

The proprietor has four residential care homes, the first established in 1982. He has a background in general and psychiatric nursing, and as a qualified Care trainer and assessor he places a great deal of emphasis on staff training.

The care homes General Manager has over 20 years experience in residential care, and has been involved in Alexandra House since 1989. Alexandra House has its own Registered Manager who is very experienced and highly qualified.

The residential care home is staffed 24 hours a day by caring and competent, well trained staff. Staff from a range of cultural backgrounds have nationally recognised qualifications and undergo an ongoing staff development programme in line with the National Care Standards and requirements of Investors in People (IIP).

Copies of the Service Users Guide, which includes the latest Commission of Social Care Inspectorate (CSCI) Report, are available on request.

INDIVIDUAL CARE

We cater for the emotional, physical, spiritual, cultural and recreational needs of each individual. Initially residents' needs are assessed and an individual care plan agreed. This is regularly reviewed to ensure that care provided is adapted to accommodate changing needs.

Residents have their own key worker, who will help them settle in and be responsible for making sure that their personal needs are provided for and independence and privacy maintained.

ACCOMMODATION

All the accommodation is beautifully decorated and well maintained.

BEDROOMS

We provide modern, exclusively furnished single and double bedrooms. On the ground floor some of these have doors which open directly on to the patio.

Each bedroom has central heating with thermostatic control, fitted carpets and the following facilities:

Telephones

All rooms have telephone extensions, which enable clients to receive internal and external calls.

Clients have to pay external outgoing phone calls, or they may use the residents' public phone.

Residents may choose to have their own direct telephone service at additional cost.

Computers and Internet Access

All rooms have facilities to receive free internet. Residents may bring their own computer and plug it into the network, or the home will provide a computer at cost.

Radio

Residents may listen to a radio station of their choice through either earphones or speakers.

Television

All rooms have televisions that can receive over 30 channels. Residents may bring their own television, or the home can provide equipment, including televisions, video recorders and CD/DVD players, at a cost.

Call Alarm

This system is similar to that used in hospitals requiring staff to attend in order for the call alarm to be reset.

PERSONAL ITEMS

Residents are welcome to bring personal items and small furniture to help personalise their bedrooms, or alternatively provide their own furnishing.

A Mini Fridge Freezer can be provided at a cost.

LOUNGES

There are five spacious, tastefully decorated lounges in Alexandra House. In addition to the two lounges in each wing there is also a designated smoking lounge.

The lounges are situated on the ground and first floors, providing elegant comfortable communal areas. There are lift services to all floors.

We do not have any institutional rules but for health and safety reasons smoking is not allowed in bedrooms. It is only allowed in the smoking lounge, which is accessible 24 hours a day. Our visitors are asked to respect this rule.

DINING ROOMS

There are dining rooms in both wings and one for residents who smoke. They are light, airy and very spacious and offering pleasant surroundings to eat and socialise.

Meals and Snacks

Clients can enjoy wholesome home prepared cuisine, based on a balanced and varied nutritious diet. There are choices of menu, and special diets and personal preferences are catered for.

We provide early morning tea, breakfast, morning coffee, lunch, afternoon tea, evening meal and night drinks. Drinks and snacks are available 24 hours a day.

Residents may have tea/coffee facilities in their rooms (subject to assessment of risk).

EN-SUITE BATHROOMS

En-suite facilities provide constant hot and cold running water and incorporate a wash hand basin, shower and toilet.

BATHROOMS

Our communal toilet and bathroom facilities are designed to cater for the residents who may have some degree of disability.

A bath hoist and a bath mobility aid are available allowing bathing in greater comfort and to maximise independence.

KITCHEN

Alexandra House has a well equipped kitchen from which daily meals are prepared by specialist catering staff. Residents may use the kitchen (subject to assessment of risk).

GARDEN AND PATIO AREA

The garden and patio area occupies approximately ½ an acre. The enclosed garden is beautifully landscaped, and offers a serene, safe and secure retreat and comfortable outdoor furnishings.

250 yards walk from the rear garden is another beautiful public park called Purley Oaks.

LAUNDRY

Alexandra House has fully equipped laundry facilities. Dry cleaning can be arranged by staff at the resident's expense. Residents are advised to unobtrusively mark their clothing.

VISITORS ROOM

There is a comfortable visitors room which overlooks the garden.

VISITING HOURS

We offer open visiting hours from 9 a.m. to 9 p.m. For the privacy and security of our residents we ask that at other times visits be arranged in advance.

OTHER FACILITIES/SERVICES

COMMUNITY HEALTH SERVICES

If residents are not able to access local health and community services domiciliary visits are arranged from General Practitioners, chiropodist, dentist, physiotherapist, optician, district nurses, community psychiatric nurses, psychiatrists and occupational therapist.

BEAUTY SERVICES

Visiting beauty services are available including aromatherapy, massage, facials and beauty treatments, nail technician and hairdressing. These services are not included in the fees.

SHOP

The shop is situated in the patio area and enables residents to purchase non-alcoholic drinks, confectionary and cigarettes. Additionally, there is a trolley service for residents who are unable to shop independently.

MINI BUS

Alexandra House has its own 17-seater mini-bus with a tail lift for wheelchair use.

ACTIVITIES AND RECREATION

We offer a full programme of social events, creative activities, and demonstrations. Regular outings are arranged and a wide variety of people come into the home to meet and socialise with our residents.

INDOOR

Our wide range of activities includes card and board games, knitting, bingo, reading, letter writing and music. Daily newspapers are delivered. Additionally, there are both group and individual therapies for residents hosted by staff and external visiting therapists and entertainers.

OUTDOOR

Outings and activities are arranged periodically in discussion with individuals or groups of residents, which can be escorted by staff or volunteers. These include visits to theatres, heritage sites, museums, pubs, parties and shopping centres.

The large patio is the setting for our summer barbecues, which are held regularly at weekends – weather permitting. Our residents' and guests are most welcome.

HOLIDAYS

Holidays are arranged both within and outside the United Kingdom for individuals or small groups.

RELIGION AND CULTURE

The individual religious and cultural needs of residents are accommodated. Clergy from different religious denominations visit Alexandra House and offer religious services. Residents can attend a local place of worship and if they wish be escorted by volunteers.

SECURITY AND SAFETY

Alexandra House satisfies all the requirements of Health and Safety Executive, Fire Regulations, Environmental Health and the National Care Standards and is regularly inspected to ensure compliance with current standards.

The home is fully alarmed and has external CCTV for night security.

Residents are offered a key to their bedroom to ensure individual privacy.

SHORT AND LONG STAY CONTRACTS

Alexandra House provides both long and short-term contracts.

Prior to residents committing to a longer term contract residents initially have a four to six week trial period. This enables a transition to Alexandra House and addresses any areas of uncertainty.

Short-term stays are available which may assist in providing a well deserved period of respite for carers or a brief holiday for residents.

FEES

We accommodate clients either on a private basis or those entitled to their local authority funding. Details of current fees are available from the Registered Manager.

CONTACT

For further information service users guide or any other query please contact the Registered Manager:

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