



Nursing and residential care for elderly people

OUR HOME

Situated just outside Grimsby, St Margaret's care home offers residential, nursing and EMI care for elderly people with dementia and mental health needs. We can also provide support for younger, physically disabled people. Our care home accommodates up to 56 people for both long-term and short stays for respite. Our aim is to help individuals to live independently and safely, but offer support and companionship where required. Our staff includes qualified nurses who are on duty 24 hours a day, 7 days a week.

LOCATION



Grimsby town centre is just five minutes from our home by car or bus, allowing quick and easy access to shops, pubs, local services and amenities. There is a regular bus service operating seven days a week that some of our residents like to take advantage of – and the popular seaside resort of Cleethorpes is only 15 minutes away, which is great for fish and chips and some fresh air.

ACCOMMODATION

St Margaret's is a purpose-built, single storey building that is fully accessible for wheelchairs and people with mobility difficulties. We **accommodate up to 56 people in fully furnished rooms**, some of which are en-suite, all having emergency call and assistance systems. **Shared accommodation is available for couples** and we have **three bungalows** within our grounds for more independent living.

To create a reassuring and homely atmosphere in people's rooms, we encourage individuals to bring their

own belongings and to decorate the room to suit their taste. Where required, we can provide specialist facilities including bath aids and condition-specific beds.

Our home also has:

- Lounges on each unit
- A spacious, open-plan dining room
- Kitchen
- Activity area
- Enclosed gardens with a sensory garden and fruit garden
- Its own minibus with a ramp
- Car parking for up to 16 vehicles.



Our three, one-bedroomed bungalows each comprise a hallway, lounge, kitchen, wet room, bedroom and an emergency call system. The bungalows are fully furnished and are suitable for people who are more independent but still require a degree of support; they are ideal as a stepping stone back into the community.

LIVING AT ST MARGARET'S

Moving into a residential home can be a worrying time for both the individual and their family, we understand this and work closely with families and carers to make the process as smooth as possible. Prior to moving in, relatives and residents are encouraged to visit us for a look around and to have a chat with our friendly staff team.

We support relatives throughout and view them as part of our extended family – relatives can spend as much time with loved ones as they wish. All of our food is prepared and cooked within the home, with plenty of home baking too. Individual preferences are taken into account and special diets are catered for.

People at St Margaret's enjoy a varied lifestyle, with a person-centred care plan tailored to their personal preferences. Individuals have choice in how they spend their days and what they do with their time.

We have two activities coordinators who put on an extensive and varied programme of recreations, 7 days a week. Activities on offer include trips to the seaside, visits to garden centres,

evenings at the theatre and even a day out at a beer festival.

Within the home, we have card games, bingo, music, a knitting group and a monthly church service – there's something to suit all preferences and abilities. We also have a visiting chiropodist, optician, hairdresser and pastoral visits, which can be arranged on request.

OUR TEAM



The team at St Margaret's is led by our CQC registered manager, Debbie Cousins, who has many years' experience in elderly and customer services. Debbie has a deputy manager and a team of nurses and care staff who all promote the well-being of our clients. Staff are selected both for their skills and their kind and patient personalities.

We are committed to respecting each individual's privacy, rights and dignity. All staff have training in dementia, promoting dignity and in EMI related conditions. We have a rolling programme of training and Continuous Professional Development (CPD) to ensure we are up-to-date with best practices.

WORKING IN PARTNERSHIP

Following a person-centred approach is central to what we do at St Margaret's. We actively engage residents and their families to ensure their views are heard and acted upon. As part of this we have regular meetings, a service user forum, plus our dignity and end of life champions (both staff and residents).

We work in partnership with other professionals and external services, including advocacy, physiotherapists, dieticians, speech and language specialists, occupational therapists, consultants in rehabilitation medicine, GPs, social workers and other healthcare professionals.

QUALITY ASSURANCE

St Margaret's has been rated 'Good' in all areas by the CQC, on 31 December 2015 through an unannounced inspection.

Providing a high-quality service is a priority for Sun Healthcare, so we also have our own quality assurance programme, led by our Quality Assurance Manager.

REFERRALS AND ASSESSMENT

If you would like to refer to St Margaret's, please get in touch with our manager, Debbie Cousins, to discuss your requirements. We respond to all enquiries and referrals within 48 hours. We'll then carry out a pre-admission assessment to ensure suitability of the placement and you will be informed of the outcome. A written summary assessment report is available on request.

CONTACT

Manager: Debbie Cousins

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St Margaret's Care Home

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PERSONAL STORY

I feel like the Queen, and couldn't ask to be anywhere better. Everyone is so good to me, so kind and caring. The staff are marvellous. I enjoy the little knitting group, it's good to talk, I feel safe at St Margaret's.

Brenda