



Brook Meadows House

Welcome to Our Home

We would like to extend a very warm welcome to you and your family.

Moving into a care home is a significant life event, and our dedicated team is committed to making your transition as comfortable, reassuring, and positive as possible.

Our aim is to provide exceptional, person-centred care in a safe, friendly, and homely environment where every resident is treated with dignity, respect, and compassion. We believe that getting to know each resident as an individual enables us to provide care that reflects their personal preferences, routines, and aspirations.

Working Together

We recognise that families play an important role in the wellbeing of our residents and we actively encourage relatives and loved ones to be involved in care and daily life within our home.

- **Person-Centred Care** – Everything we do is centred around the individual. We support residents to remain as independent as possible, respecting their choices, preferences, beliefs, and life experiences.
- **Care Plan Reviews** – Residents and their families are invited to participate in care plan reviews, which take place every three or six months, depending on individual needs. This ensures care continues to reflect each person's wishes and changing needs.
- **Family Meetings** – Held every three months, these meetings provide an opportunity to discuss developments within the home, ask questions, and share ideas.

- **Family Newsletter** – Published every two months, our newsletter keeps families informed about activities, celebrations, events, and important updates.
- **Residents' Meetings** – Held monthly, these meetings encourage residents to express their views, make suggestions, and contribute to decisions about life in the home.

Healthcare Support

Residents have access to a range of healthcare professionals to help maintain their health and wellbeing.

- A GP visits the home weekly and can also attend when required.
- District Nurses visit to provide specialist nursing care when needed.
- We use the Nourish Electronic Care System to securely record care plans, daily care records, and health information, ensuring accurate communication and continuity of care.
- We provide compassionate, dignified, and sensitive End of Life Care, working closely with healthcare professionals and families to ensure comfort, respect, and individual wishes are honoured.

Wellbeing Services

To help residents look and feel their best, we arrange regular visits from healthcare and wellbeing professionals.

- Weekly visits from our Hairdresser.
- Chiropody appointments every six weeks.
- An Ear Cleaning Service for residents who require it.
- Dental visits every six months to support good oral health.

Our Promise

Our home is more than just a place to live, it is a community where friendships flourish, independence is encouraged, and every individual is valued. We are committed to creating a warm, welcoming atmosphere where residents can enjoy meaningful experiences, feel safe, and continue living life to the fullest.

If you have any questions or require any support, our team is always available and happy to help. We look forward to getting to know you and sharing this next chapter together.

Catering

Our Head Chef has many years' experience working in Residential Care homes and prepares an extensive menu on site. We cater for all dietary needs and special diets, such as Diabetic, Gluten Free, Kosher, Dairy Free, etc. Residents are encouraged to come to the dining table for all meals if they wish. A variety of beverages are available including alcoholic and non-alcoholic.

Activities

We provide daily activities and social gatherings each month with entertainers and singers performing at the home. Activities range from bingo, arts and crafts, karaoke, manicures and pedicures. All residents are encouraged to participate with in-house activities, however the decision to attend any activities is purely down to the resident and there is no pressure to participate.

Brook Meadows House have the following links in the community

- Southend United Football Club
- Essex Therapy Dogs
- Mother and Baby group
- Southend High School for Boys
- The Quiet Man
- Peter George
- Ella's Celtic Dancing

Facilities at Brook Meadows House

- Weekly GP visits
- Bedrooms tastefully furnished with cable television and a safe
- Ensuite Wet rooms in all rooms
- 4 x Air con dinning lounges with TV/DVD players (2 on each floor)
- TV/Quiet lounge and spaces available on each floor
- Large, landscaped garden with covered patio areas
- Daily activities with a dedicated team running events, activities and day trips
- All laundry done on site
- All areas have wheelchair access

The following are available by request:

Subscription to newspapers and magazines, hairdresser, dentist and chiropodist.

Café – Barista Meadows

There is a large reception area welcoming you into the home with a small café providing drinks and snacks.

Equality and Diversity

Brook Meadows House is committed to achieving a working and living environment which provides equality of opportunity and freedom from discrimination on the grounds of race, religion, sex, class, sexual orientation, age, disability or special needs. The home is also committed to building a workforce which is diverse and reflects the community around us.

Dignity, respect and empathy are core values we promote in all areas of the support we provide.

Visiting

There are no restrictions on Families visiting during the day, however we do ask that visits are made after breakfast, approx 09.30 onwards

If family members visit during mealtimes, we kindly ask that they wait in your room while you enjoy your meal, out of respect for the comfort and dignity of other residents. Alternatively, you are welcome to have your meal in your room with your visitors or in another area of the home.

Meals

Our chefs provide a range of home cooked meals and there is always a wide choice available.

Breakfast from 8.30am

Dinner from 12.30

Tea from 16.30

Appointments

Due to staffing limitations our policy is for care staff not to attend appointments with residents. As such it is the responsibility of a relative, friend or appointed representative to do so. If there are circumstances that prevent this, we can offer a chaperone service that needs to be booked prior to the appointment. An hourly charge will be applied; you will be invoiced for this amount once the visit has been completed

Laundry

We provide an in-house laundry service, and clothes should be labelled with your name to ensure nothing is misplaced. Your family may take your washing home if you prefer.

Smoking

Residents who wish to smoke may do so in our designated smoking area located in our garden. Smoking is strictly forbidden in any other part of the building. To access the smoking area please ask a member of the care team. For the safety of all our residents all cigarettes, matches and lighters must be handed to a member of the care team for safekeeping.

Valuables

We cannot be held responsible for cash or valuable items (e.g. jewellery) which may go missing and we suggest that these are left with family for safety. If valuables are brought into the home these can be stored in your bedroom safe or our main safe.

We recommend that any cash is held in our main safe.

Advocacy

We believe residents should be enabled to express their views to both the home and to other bodies and feel their views are understood and respected. We will seek to make advocacy available to any resident who needs help in presenting their views by: - Making information available on local advocacy schemes. - Involving advocates where appropriate.

Suggestions, Comments and Complaints

At Brook Meadows House we aim to maintain the highest standards of care but appreciate that from time to time there may be areas of concern which need to be discussed. You, your relatives, friends or representatives are invited to raise any concerns regarding standards of care or any other matter.

It is the home's policy to welcome complaints, and we look upon them as an opportunity to learn, adapt, improve and provide a better service.

If you have a complaint or a concern, please talk to a member of staff in the first instance to see if they can address this. If this is not possible, you may wish to make a formal complaint. Full details of our complaint's procedure may be obtained from reception.

Respite Service

Our Respite Care service provides short-term support for individuals, offering caregivers a well-deserved break with the reassurance that their loved ones are in safe, capable hands. Whether for a few days or several weeks, our experienced team delivers the same high standard of care, comfort, and attention as we provide to our long-term residents.

All Team Leaders are:

- First aid trained (3-day course every 3 years)
- Trained to take medical observations (BP, Pulse, Respirations, Temperatures)
- Trained by NHS nurses to apply dressings on minor wounds
- Receive extra training in End of Life, Diabetes, SEPSIS, Skin Care, Fluids & Nutrition
- Any medication can be given but Team Leaders must follow the GP instructions.

This includes Controlled Drugs, timed medication, PRN medication (as required)

- Team Leaders do not give injections
- Trained Fire Marshalls
- Always at least 1 Team leader per floor, per shift, including night shifts
- Champions in different subject including Diabetes, Dementia, Diversity & Inclusion, Safeguarding, Dignity
- All staff trained to manage Catheters and Colostomy's

Our Team

Peter Thompson Managing Director

Charlene Adutwim Director of Operations

charleneadutwim@southendcare.co.uk

Liz Farrell Director of Corporate Services

Samantha Ratcliff Business Manager

Suzanne Sexton -Dyas Customer Services Manager

Ruth Accountant

Debra Matthews Registered Manager

debramatthews@southendcare.co.uk

Janine Keefe Unit Team Manager

Jessica Stone Unit Team Manager

John Wealleans Head Chef

Useful links

Dementia UK

[Home - Dementia UK](#)

Alzheimer's UK

<https://www.alzheimers.org.uk/>

Age UK – Care Homes

[Care Homes | Information and Advice | Age UK](#)

NHS – When to consider a Care Home

[Care homes - Social care and support guide - NHS](#)

Carehome.co.uk - What is it like to live in a care home?

[What is it like to live in a care home?](#)