# RNIB Tate House

Harrogate, North Yorkshire

Residential care for older people with sight problems.

## Welcome

Thank you for considering Tate House, a residential care home for people with sight loss, run by the Royal National Institute of Blind People (RNIB).

With 150 years of experience providing world renowned support for people with sight problems, you can be assured that everything at Tate House has been designed to make life easy, in a warm, homely environment.

Located in Harrogate, North Yorkshire, we aim to promote independence and a community feel while respecting your individual needs, all in a beautiful and peaceful setting.

Our aim is to make your transition in to our home as smooth as possible. All of our residents benefit from a tailored support plan, so you can be sure you will get the right level of care for your needs. Whether you choose to stay with us for respite, short-term care, or plan to stay with us for longer, your needs will be fully assessed and a care plan agreed.

For your leisure time, our social programmes are developed in conjunction with residents, so you can continue to do the things you enjoy. When it comes to meal times, our chefs are able to adapt our delicious menus to fit in with any personal preferences you may have.

We understand that making the decision to move into a care home can be a difficult time. We hope that the information in this booklet can answer any questions you may have about our home, but should you have any specific queries, please get in contact with us and we will be happy to answer them.

Many thanks,

Sean Atkinson-Maury – Registered Care Home Manager

Karen Deacon – Director of Education and Social Care, RNIB

As a home committed to excellence we are registered with the Care Quality Commission (CQC) and are a Founder Member of The National Skills Academy for Social Care.

## Your Room

Our home has been designed to offer you the comfort and familiarity that you are used to in your own home.

We offer a choice of furnished rooms, including larger rooms for couples to share, all feature a washbasin and toilet. We can also offer a selection of rooms with an en-suite bath or shower, so you can pick the best option for you. You’ll also find a 24-hour call system, television point and private phone line in every room.

Your room is yours to make your own. All rooms are available fully furnished, but we encourage residents to bring personal items such as furniture, favourite possessions and mementos so you can feel at home straight away.

Housekeeping services are provided seven days a week, with your room or flat being cleaned daily and your linen changed as frequently as you wish.

## Social areas

You can relax in our comfortable, well-furnished social areas, which include two sitting rooms and a hobby room with a talking book library, magnifiers and craft area. There is also a choice of family rooms for you to celebrate birthdays, religious celebrations and other milestones with your friends and family.

The layout of every room and the decoration, including lighting, have all been handpicked to maximise visibility and ensure you can find your way around easily. Handrails in most communal rooms and corridors also help to ensure easy navigation around the home.

We have a beautiful garden, packed with scented flowers and plants and featuring a greenhouse and summer house. We also grow a range of fruits and vegetables in our raised beds. Our safety rails continue out in to the garden, meaning that you can move safely and independently around the whole area.

## Dining and entertaining

We offer a fully catered service to all our residents, serving breakfast, lunch and tea, as well as providing snacks throughout the day.

Our chef-prepared meals have been created to be tasty and nutritious. They can also be adapted to cater for all religious, medical and lifestyle diets.

All meals are served over a 90 minute period, so you can decide on when you want to eat. Meals are served in the dining room, or in your room should you wish.

If you have friends or family to visit, you can make use of a special kitchen area, which is stocked daily with teas, coffees and snacks, so you can continue to entertain your guests in your new home.

### Typical menu

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| --- | --- |
| Breakfast | Choice of fruit juice, cereals, porridge, English breakfast, continental breakfast, eggs, prunes and yogurt |
| Lunch |  |
| Main | Roast gammon or vegetable hot pot |
| Sides | Roast, new or mashed potatoes, sprouts, roast parsnips and broccoli |
| Pudding | Lemon sponge and custard or fruit and ice cream |
| Tea |  |
| Sandwiches | Turkey or cream cheese |
| Sides | Lentil soup or salad |
| Sweet | Pineapple and cream or gateau |
| Supper | Selection of cakes and biscuits |

## Hobbies and activities

We believe that moving in to our home shouldn’t mean that you have to stop doing things you enjoy.

If you want to continue current hobbies, learn new pastimes, get out and about or prefer something a little more laid back, you’ll find something to suit your needs. Our dedicated activity coordinator ensures there’s always something fun to do and develops our social programme **with** our residents, not **for** them. For example, there are regular workshops run at the home, covering a range of interests such as crafts or knitting, and trips are often organised to a local garden or shopping centre.

We are able to drive you to private appointments, social visits, places of worship and local hobby groups, in our own minibus, to ensure you don’t miss out on anything. If it is easier for services to come to you, we have bi-weekly visits from a hairdresser, regular visits from a chiropodist, and can offer manicures from in-house staff. If you would like a different type of therapist or professional to visit, or would like to continue to see one that you already use, we are happy to help arrange your appointments.

Volunteers visit us frequently, offering residents the chance to have a cup of tea and a chat, go on additional trips, or receive one-to-one support.

We also regularly welcome choirs, school groups and speakers from the local community, as well as hosting family events throughout the year to coincide with seasonal events such as Mother’s Day and Christmas.

## Highlights from RNIB services:

* **Tailored care plan**, adapted if your needs change
* Assistance from a **Rehabilitation Officer**, to support you with your mobility and orientation around the home, and to offer recommendations on useful gadgets to maintain your independence
* **Emotional support** from our counsellors offering you confidential telephone support, information and counselling.
* RNIB’s **National Library Service**, providing access to 40,000 braille, large print and talking book titles
* Free **RNIB Membership**, giving you the opportunity to share experiences, and keep up to date with the latest news.
* **Eye health advice** from our eye health team is available to help you understand your eye condition and how you can minimise its impact in your day-to-day life.
* **Specialist equipment** in the home helps make everyday tasks easier and more enjoyable, such as magnifiers, audio described DVDs and talking notice boards and lifts.

## Care and support

We create a tailored care plan with all our residents, to ensure you get the care and support you need. This includes 24-hour care as well as services that are unique to RNIB.

Before you join us we will assess your needs to ensure we can provide the care you need from the moment you arrive. If you need to move in quickly, we can complete this assessment within two days of your request.

Once you have settled in, our advice team will visit you for an in-depth chat to understand any concerns you may have about your sight problems. They will also tell you about all the specialist support that is available to you from RNIB.

Our advice team will revisit you every three months, to check back with you and update you with any new services that are available. Should your care needs change during your stay with us, we will always try to accommodate them.

We offer round-the-clock care at the home, with a 24 call system available in all rooms, meaning a member of staff can be with you within minutes. You will also benefit from the assistance of a Rehabilitation Officer, who can help you adjust to living with sight loss, teach you skills to help you retain your independence and support you with your mobility and orientation in your new surroundings.

## RNIB Tate House Checklist

When choosing a care home we understand there is a lot of information to digest. We have developed this checklist to help provide some of the information at a glance.

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| Staff training | All staff are specially trained to support people with sight problems and/or hearing loss. Staff are on call 24 hours a day. We support our staff to achieve an NVQ in health and social care. |
| Accessibility | The home has been specially designed to ensure residents with sight loss can move around safely and independently, with suitable lighting, hand rails and talking lifts available. |
| Sight loss support | Your care needs are assessed before and during your stay, to ensure that you receive the best care possible. You will have access to our advice team and specialist counsellors, should you want to discuss your eye condition or any concerns you may have in more detail. |
| Your room | A selection of rooms are available, enabling you to select the best option for you (subject to availability). |
| Short stays and respite | We are open to short stay residents, as well as those looking to stay longer term. Whether you are looking at additional recovery time after a spell in hospital, or a permanent home, we are often able to accommodate new residents within a short timeframe. |
| Additional services | Bi-weekly visits from a hairdresser and regular visits from a chiropodist. Other services can be arranged upon request. |
| Housekeeping | Flats are cleaned on a weekly basis, and bed linen is changed as frequently as is requested. Laundry is collected daily and returned cleaned and pressed. |
| Hobbies and activities | Daily programme of activities designed in conjunction with residents. A number of social areas are available for catching up with other residents or visiting friends and family. |

We welcome visits to the home from prospective residents and their family. If you would like to find out more about the home or arrange a visit, please get in touch with Sean Atkinson-Maury, the Registered Care Home Manager:

RNIB Tate House

28 Wetherby Road

Harrogate

North Yorkshire

HG2 7SA

Telephone: 01423 88 69 27

Email: tatehouse@rnib.org.uk

Website: rnib.org.uk/kathleenchambershouse

### Volunteering

Volunteering for RNIB Group is a rewarding experience, and can make an enormous difference to the lives of blind and partially sighted people. To find out more about volunteering opportunities, please call the RNIB Group Volunteering Team on

01733 37 54 50 or visit rnib.org.uk/volunteering

For an informal chat about the volunteer roles available at Tate House call Sean Atkinson-Maury on 01423 88 69 27.