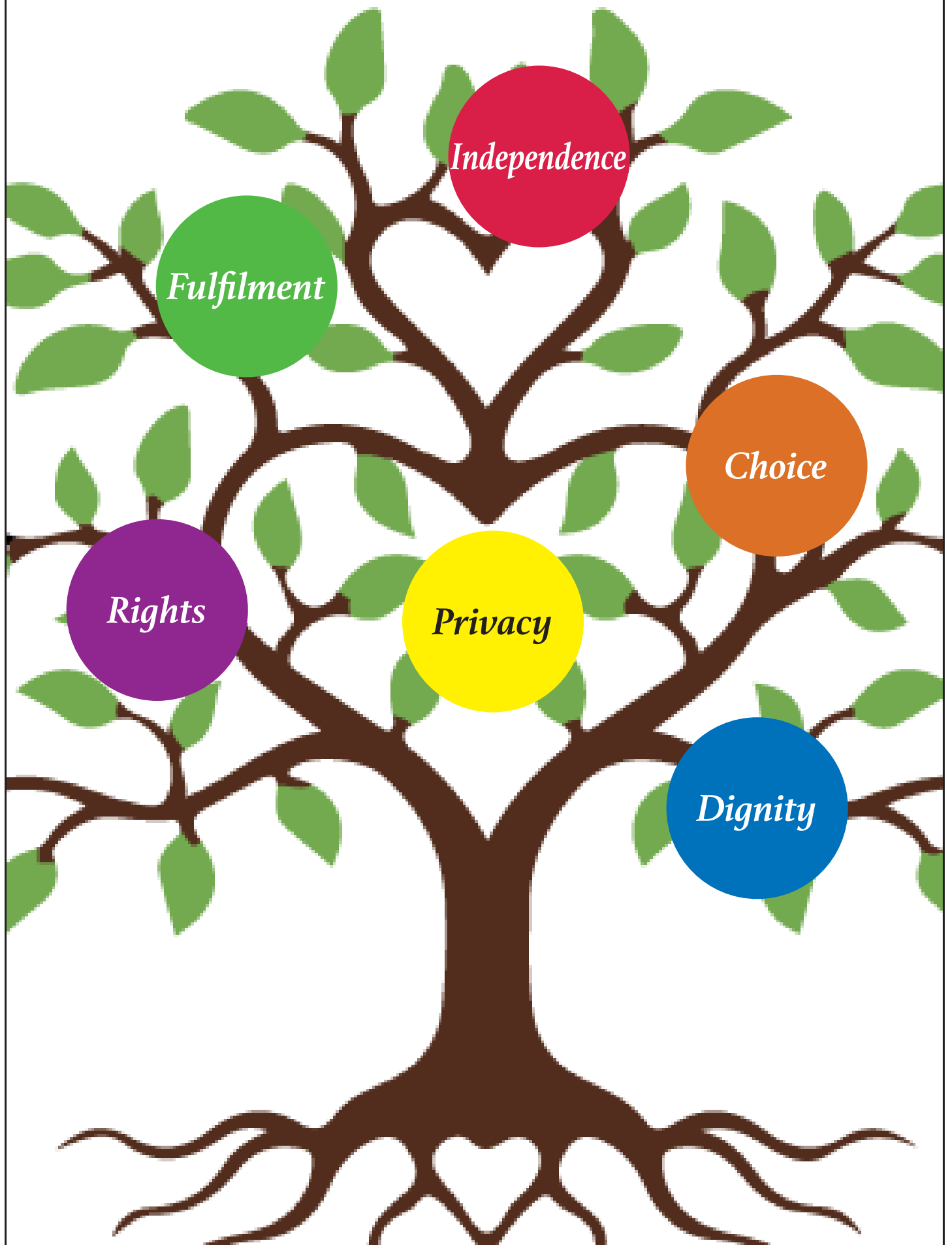


Welcome to High Pines



Service User's Guide

High Pines Core Values



At Your Service!

High Pines Rest Home:

The facilities are set over three floors, with a cosy lounge for resting, socialising and activities, situated on the ground floor, along with an adjoining conservatory, with views of the garden. There is bright & central dining room. Our garden features a raised flower bed, along with established Shrubs, Flowers, & Herb garden & a beautiful Summer house.



Person Centred Care:

Our whole team is here to support you to maintain your independence & choices, as well as encourage you to live a comfortable and fulfilled life.



Your wellbeing & happiness is our priority, and we want everyone to feel they are part of our High Pines Community.

Our dynamic Care team is here to help you, 24 hours a day, 7 days a week!

Catering:

We offer a fresh menu here at High Pines, which offers seasonal, creative and traditional cooking.



Breakfast served from 8am, Lunch served from Noon, and Tea time/Supper served from 4.30pm - plus Morning, Afternoon & Evening Tea Trolley.



**Sensory
Workshops**



**Faith
Services**



**Gardening
Club**



**Pet & Animal
Sanctuary visits**



**Art, Craft & Baking
Workshops**

Leisure & Lifestyle



**Exercise
Workshops**



**Digital Interactive
Activity Table**



**Live Musical
Entertainment
& sing-alongs**



**Theme Days &
Special Events,
such as "1940's Day"**



**Outings into the
Community**

Housekeeping:

We pride ourselves on keeping a fresh, clean, and inviting home, and with our wonderful Housekeeping Team that lovingly care for your rooms & the overall Home on a daily basis.



Maintenance:

Or if you need anything adjusted or fixed, just ask one of our friendly Maintenance men, and they will be happy to help you!



Laundry Services:

We are pleased to offer you on-site Laundry Services, run with care, efficiency and discretion. Full washing & drying (both air drying and automatic methods).



Other Services:

Our weekly Hairdresser comes to open our Hair Salon & Barbers Shop, for a variety of Hair care for both Ladies & Gentlemen.

Our Chiropodist also visits to provide foot-care every 6 - 7 weeks.

(invoiced separately)



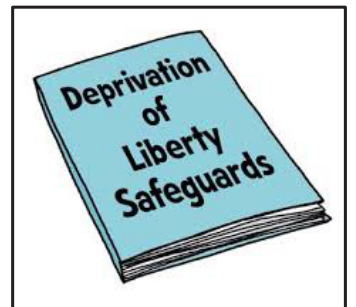
Any Complaints:

We hope that we can provide for all of your needs and daily life aspects, however, if you feel unhappy or concerned about something, you are able to make a complaint at any time to a Senior Member of Staff, the Manager or Provider, or CQC. We are a Team, that does care very much.



Deprivation of Liberty Safeguards:

The Deprivation of Liberty Safeguards (or DoLS as it is often referred to as), is a set of checks which aim to protect a person receiving Care whose liberty has been limited.



Some decisions may have to be made on your behalf, to keep you safe, but this is done in the least restrictive way and with your best interests at heart.

Our High Pines Staff are here for you:

Please remember we always strive to be the best for you, our best team, our best care, and our best standard, always!!!!



Any Questions, Complaints or Compliments our ears & minds are always open



Fire Protection:

At High Pines we take everyone's safety very seriously, that's why we run weekly Fire Drills.



What will happen?

There will be a loud noise of an alarm, and the doors will automatically close.

Who are the Staff:

High Pines is a busy, caring and vibrant Home, and it takes many staff to keep a happy Home like ours ticking over and running to tip top standards that we like to achieve each and every day:



Our amazing team of staff are made up of the Management Team, Senior Carers, Care Assistants, Leisure Therapists, Cooks, Kitchen Assistants, Housekeepers, & Maintenance.

Contact Details:

Our contact number at High Pines is:
01227 368454

Our email address is:
Highpines@oasiscaregroup.co.uk



**Enjoy your stay with us.
We are at your Service!
The High Pines Team!**

