

# *Island Healthcare*

*bringing care to life*



# Hello

My name is Ian Bennett and I am the Managing Director of Island Healthcare which has been providing care and support for a great number of people since June 2003. We are a family business, with strong family values.

As a way of introducing the service we offer I'd like to share a real life story with you about a woman who lived at one of our care homes for the last two years of her life and the things that really mattered to her.

What knowing Joy's story taught us:

- That Joy loved her husband and family – they were the most important factor in her life
- She talked often about her own mother who had been a huge influence and source of knowledge
- Her life had been full of hard work & simple pleasures such as reading her paper, trips out in the care and 'getting the washing out'
- Her deafness had resulted in early social isolation and she was determined to be 'no trouble'
- She loved her TV programmes that she could hear with her hearing aid which had changed her life
- She had no interest in 'group activity' preferring to have regular visits from her family for chats
- She was generous with everything – having had very little for a considerable part of her life
- She had experienced quite a lot of personal and family tragedy which resulted in her being non-judgemental, pretty un-shockable and immensely kind
- She enjoyed the company of the care staff who popped in and out through the day

Joy was my grandmother, and her story shows us the value of knowing and understanding people. It allows us to provide person centred care, and be a friend in often difficult and frightening times. We always strive to pass the 'Mum's Test'.



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# Our vision for care & support is a positive one

*Our 'V.I.T.A.L' care approach is the starting point for personalised care planning.*

**Valuing** individuals  
**Inspiring** them to keep  
**Treasured** lifestyles  
**Active**  
**Lives**

V.I.T.A.L starts with an informal chat about what is and has been regarded as important events and activities for a person and their family throughout their lives.

Information gathered from our discussion is entered into a Life Book, to help people express their needs, wishes and aspirations for the care and support they would like to experience during their stay in Island Healthcare homes. Life Books are continually reviewed and updated.

Our vision for care and support includes:

- **Helping** people to maintain their aspirations for the amount of help they need.
- **Striving** to make everything about the support we provide respectful, dignified, compassionate and safe with familiar and meaningful activities inside and outside the home.
- **Regularly monitoring** the quality of our support, including seeking people's opinions and degree of satisfaction.
- **Having quiet places** where people can just sit to enjoy their own company and have private space with their visitors.
- **Linking with the community** for activity and maintaining contact with friends and families.



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# Highfield House

Island Healthcare is a nursing and residential care provider, operating Highfield House and five other care homes on the Isle of Wight; Westview House, Tile House, Hazel Lodge, Brighstone Grange and Northbrooke House. For information on these other homes, please see our website.

Hello,

My name is Teresa and I'm the registered manager at Highfield House and would like to tell you a bit about us.

Highfield House has a warm and friendly atmosphere with care provided by a dedicated and experienced staff team trained to ensure all your needs and wishes are met.

Clients are encouraged to remain active and maintain links within the community, visiting the local library, shopping and maybe just going for a walk.

Highfield House has a dementia friendly garden which is accessible from both the lounges and has lots of places for clients to move freely and safely.

We encourage our clients to bring their own furnishings to personalise their room and, because safety of clients is very important to us, we ensure that there will be enough carers on duty to support this.

Meals are cooked by a qualified chef who caters for all clients tastes and meal times can be flexible. All food is cooked in the home using local suppliers for produce.

Contact me on: 01983 862762 or email [teresa@islandhealthcare.co.uk](mailto:teresa@islandhealthcare.co.uk)



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## Day Care

As well as operating six care homes on the Isle of Wight, Island Healthcare also provides excellent day care and respite services.

People who wish to stay with us on an ad hoc and temporary basis are provided with the same quality of care and support as our permanent residents.

We pride ourselves on the excellent personalised care, high staffing levels and high quality in-house training which allows us to provide some of the best care on the Island.

Our homes are well maintained with comfortable interiors and accessible grounds.

## Fees

We completely understand that considering paying for care for the first time can be a daunting prospect.

There are so many things to think about. Factors such as the level of care and support needed are significant and require careful consideration.

At Island Healthcare we have a tariff of fees chargeable and can also help to guide you through the complexities surrounding paying for care.

For advice on the current fees, and what support may be on offer, please contact our Finance Director, Louise Jones, on 01983 219142, or email [louise@islandhealthcare.co.uk](mailto:louise@islandhealthcare.co.uk)

Island Healthcare homes are visited regularly by a chiropodist, hairdresser, dentist, optician and other healthcare specialists as required. Additional fees are charged by the visiting chiropodist and the hairdresser and also if people prefer to use their own private dental service. People will be invoiced separately by the provider for such services.

Finally, please don't hesitate to contact Louise to ask for support in managing paying for care - she will be delighted to help in every way possible.



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## Compliments & Complaints

The managers and staff at our homes always to hear and compliments you haved have about the service provided to you or your family. Whilst we always strive to only ever hear compliments, sometimes issues can occur.

Our complaints procedure, which is available on request, requires that IMMEDIATE ACTION is taken to address complaints and incidents. The Registered Manager undertakes to respond to all complaints with appropriate urgency – usually within 5 days but at least within 28 days.

Every complaint will be investigated and appropriate action taken to resolve the matter to the satisfaction of all parties. Serious complaints will be reported to the Care Quality Commission (CQC).

Alternatively, you may wish to make a complaint about the home, which you do not feel able to direct to the home's management. In this case you may contact:

People whose care is commissioned by the Isle of Wight Council have the right to complain directly to:

People whose care is commissioned by NHS Continuing Healthcare have the right to complain directly to:

Care Quality Commission

Web: [www.cqc.org.uk](http://www.cqc.org.uk)  
Tel: 03000 616161  
Fax: 03000 616171

Adult Social Care

Web: [www.iwight.com](http://www.iwight.com)  
Tel: 01983 823340

Continuing Healthcare IOW

Call: 01983 552470  
Email: [iwccg.chcservice@nhs.net](mailto:iwccg.chcservice@nhs.net)

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