

We care, when it matters most



Nursing Care
Nursing Dementia
Residential Dementia
Palliative Care
Learning Difficulties
Mental Health
Homecare
ARBD Care

notaro
CARE HOMES 



Welcome to Notaro Care Homes...

The company was founded in 1984 by Managing Director, Mr Nunzio Notaro. Nunzio was by then an experienced builder and property developer. When an opportunity arose he opened his first care home providing residential support for individuals with mental health issues, overlooking Torbay in 1989.

Due to the success of the home in Torquay, a second home was established in Weston-super-Mare, providing nursing care. The company quickly became a true family concern, with all the family becoming actively involved in the day to day running of the company.

Throughout the years we have added many more homes across Somerset and extended the range of care offered. Nunzio's property development and construction background has allowed the company to extend its portfolio with new purpose-built care homes. We carefully consider the surrounding environment, large grounds, countryside and access to local amenities when deciding where to place a new home.

We are extremely proud to be recognised by fellow professionals to be a leading provider of healthcare across the Southwest of England and we're committed to an ongoing investment programme to build, create and maintain high quality care facilities.

Customer expectations are rising in all areas of service industries. Notaro Care Homes' mission is to meet and exceed these expectations across all of our services. We strongly believe that the care home sector should lead the way in setting standards of customer care and satisfaction.

Our standards of excellence are founded on the fundamental principles of good care practice. Care is provided in safe, secure, comfortable and happy environments in which our residents' well being and comfort are of prime importance. We are determined to deliver the highest standard of nursing, social care, support and accommodation.

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Our range of services...

Dementia Care

The symptoms of dementia include memory loss, confusion and disorientation which can be brought on by a variety of causes. Each of our dementia homes has specially trained staff to give residents expert care and support using a person-centred approach.

Nursing Care

We provide nursing care for people in an unobtrusive manner in innovative surroundings. Our qualified nurses are on hand twenty four hours a day to ensure each individual receives a consistently high standard of medical care and attention.

Residential Care

If you're finding it difficult to cope on your own and would enjoy more company and making new friends, you may wish to consider moving in with us so we can support you with life's daily activities such as getting out and about and washing and dressing. We understand your need for independence and will support you to live a full and active life.

Palliative Care

We provide medical care for individuals living with a terminal illness or condition that has become advanced, progressive and incurable, in a supportive and caring environment. We have care homes accredited with the Gold Standards framework which has formalised best practice in end of life care.

Learning Difficulties Support Services

We understand that our residents with learning difficulties view the world around them differently and that each person will have their own distinct views, wishes and abilities. With that in mind, we adapt the way we work to each person's individual needs, nurturing and helping them to realise their potential in a safe, caring and calm environment.

Mental Health Support Services

We aim to deliver high quality specialised services for people who require a high degree of individualised guidance and supervision. These services are designed to help individuals achieve greater independence.

Domiciliary Care

Whether it's a matter of getting dressed in the morning, getting out and about, preparing and eating meals, housekeeping or watering the garden, our aim is to do what it takes to help maintain the independence of everyone we care for. Our services enable people to continue to make their own choices, and live life normally within their own homes.

ARBD Care

We provide support for adults with alcohol related brain damage including conditions such as Korsakoff's syndrome in specialist care homes. The homes provide a safe, structured and supportive environment where activities play a large part of daily life to promote and aid independence.





Our philosophy of care...

We seek to deliver exceptionally high standards of care to individuals whilst respecting and promoting their dignity, choice and independence. Life in our homes is built around the following core values:

Dignity

We ensure that everyone in our care homes is treated with the upmost respect and consideration, at all times.

Choice

In all aspects of life in our homes, we endeavour to give you a wide range of options from which you are free to choose.

Independence

We support and encourage you to live the life you want, free from unnecessary controls and restrictions.

Privacy

All care and support will be delivered discreetly and confidentially.

Person-centred approach

When we assess your needs we put you at the centre of the process, ensuring your views and wishes are reflected in your care plan.

Rights

We work to ensure that your rights as an individual are maintained and protected within our care homes.

Involvement

We listen to the wishes of you and your family and encourage you to participate in making decisions which can affect the way our homes are run.

Equality and diversity

We celebrate and respect individuality, different cultures, beliefs and seek to treat everyone fairly.

Fulfilment

We work with you to make your life meaningful, active, satisfying, contented and above all happy.





Steps to finding a home...

You may already know what type of care you require and how it will be funded. There is public funding available to pay for care needs but it's an unfortunate fact that some people have to fund at least part of their own care. It's a good idea to seek advice and guidance when moving into a care home.

We recommend that you get in touch with your local social services or the adult services team of your local council. If you need any help with this please call our home manager or head office team who will be happy to point you in the right direction.

As a next step, it's always wise to visit any care home before you decide to live there.

We would be delighted to see you at a time that suits you. Just call in whenever you can or make an appointment if you would prefer.

Visits are a great chance for you to meet the manager and the people who live and work with us and ask as many questions as you like.

You can find out about daily life in our home and how innovative ideas and thoughtful environments make a Notaro Care Home a great place to live.

A pre-admission assessment will always take place prior to your admission to ensure we can meet your wants and needs.

This will be carried out by the manager or deputy manager from the home. If all parties are happy for the admission to go ahead the facts gathered during your assessment will form your care plan.

To arrange an assessment please call any of our homes direct or our head office.





Comfort and care...

Notaro Care Homes provide a wide range of professional care. Long term and respite care is available in our nursing and other residential homes. If you require support to live in your own home, Notaro Homecare, our domiciliary care service, can help.

In all of our nursing homes we have registered nurses in attendance twenty four hours a day. They provide care, time and support to both residents and their families, providing peace of mind when its needed most.

In our homes we want you to find you have more independence and control over your life, not less. That's because we will help you to create the life you want right from the day you move in. We make sure all of your needs are met, from special diets to organising appointments with opticians, dentists and chiropodists.

Each home has its own hairdressing salon and our newest homes are even fitted with hydrotherapy baths for that extra bit of pampering. Life in our homes is often so much more than people expect.

“Providing care, time and support to both residents and their families, providing peace of mind when its needed most.”

Life in our homes is often so much more than people expect.



A home more than a care home...

Our homes may well be care homes, but first and foremost they are our residents' homes. We encourage you to bring with you the little things that make your new surroundings feel like home. Each room has been created to be a comfortable place to relax in and enjoy the elegant innovative design features.

Within our purpose-built homes you will find under floor heating and sensory lighting, electric profiling beds and en-suite shower rooms.

In these latest homes, rooms can include 32" flat screen televisions, direct dial telephones and all have wireless internet connections. Some of

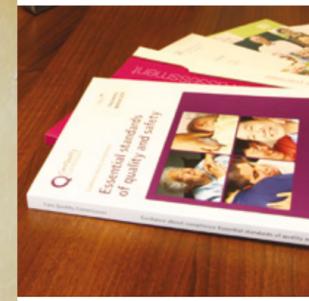
them even have the added advantage of patio doors leading out to garden areas. The home you want and the way you want to live in it, is of great importance to us all.

We have regular residents' and relatives' meetings where we listen to views and ideas. You help us to make each home just as you'd want it to be.





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Quality control and training..

The Care Quality Commission (CQC) is an independent body that regularly inspects all care homes in England. The CQC will visit each home at least once a year and perform a thorough investigation to ensure the home is achieving the regulated outcomes under the essential standards of quality and safety.

In addition to the annual assessment by the CQC, we are committed to making sure each home meets our own exacting standards. A rigorous quality performance system is embedded throughout our group and is used to perform thorough monthly audits, bi-monthly quality performance inspections and annual surveys. All new staff are required to undergo a criminal records bureau check and references from previous employers are obtained.

When choosing the staff to work in our homes, we not only look at their qualifications and experience but we seek out fundamental qualities such as kindness, patience, empathy and respect towards others. We also look for people who are great communicators, who will do their best to understand how you feel and explain anything you are unsure about. Dedicated people with a passion for caring are the cornerstone of all that we do.

We ensure that all of our staff have the necessary confidence and requisite skills to perform their job to the highest standard. Training and continuous professional development underlies our organisation and is integrated across all of our homes.



We are extremely proud of the training culture we have developed and understand that the success of our homes and the care we provide comes from investing in the best training. Going beyond the core requirements of the CQC is something we encourage all of them to do. Constant monitoring of training needs is carried out through monthly staff supervision sessions.

In our dementia homes all staff, from the maintenance team to our nurses, receive specialist training in dementia awareness. This helps them to gain an appreciation of life through the eyes of a person living with dementia.





A better quality of life...

When it comes to quality of life our catering team, kitchens and food are of the utmost importance. We have a team of chefs that as well as being highly qualified, boast years of experience both in care homes and the catering industry.

Each member of the catering team has to meet regulatory requirements of food hygiene and infection control and are encouraged to partake in professional cookery or catering qualifications, if not already held.

Mealtimes are an important part of daily life within our homes, social occasions to be enjoyed by everyone. To meet your exact needs, we ensure your dietary and nutritional requirements are taken into account from the moment you move in.

Our chefs are passionate about preparing and delivering healthy nutritional food using only the freshest seasonal ingredients, from local suppliers wherever possible.

Our menus are changed regularly to keep dining varied and interesting, with different choices offered every day. As well as providing a balanced diet our kitchens freshly bake goodies and go that little bit further to make meal times something to look forward to. In our homes kitchenette facilities are available so residents and visitors can enjoy a cup of tea or coffee whenever they'd like one.

We go that little bit further to make meal times something to look forward to.





Activities to animals...

Daily living within our homes is designed to offer you a wide range of interests; we aim to ensure that there is always something interesting and stimulating going on. Our activity coordinators plan and arrange a variety of daily activities with you in mind and can encourage your family members to take part too. Activities include craftwork, games, reminiscence sessions, shopping trips, gardening, keep fit and visits from entertainers and local community groups. Each home has a well equipped minibus to facilitate outings and appointments.

Our homes are part of the community; we have encouraged links with local schools, churches and animal sanctuaries. In fact animals proved to be so therapeutic with our residents that we decided to open a farm in one of our purpose-built homes, with another one in the planning. Benvenuto Fattoria is home for many small animals and translates from Italian as 'Welcome Farm'. You will find goats, pigs, lop eared rabbits, guinea pigs, Indian runner ducks, turkeys and feather legged bantams along with our latest additions the alpacas.

Something is always going on at a Notaro Care Home, something fun, exciting and always with you in mind.

Your next step...

We hope this brochure has given you enough information to guide you through what can be a very difficult and confusing process. We are always on hand to offer continued support and guidance and we're just a phone call or email away....

You can contact the homes directly. Contact information for each home can be found on the accompanying inserts, or directly through our website – www.notarohomes.co.uk. Alternatively you can call our head office and a member of the team will be happy to help you.





Feedback from families...

We believe our homes are some of the best you'll come across. Over these pages we have gathered a selection of comments and feedback from some of the wonderful letters we regularly receive from very happy relatives.

Names have been changed to protect privacy and confidentiality.

"I would like to put on record how pleased both my wife and I have been with the standard of care at Aspen Court. This comment covers the management, admin and care staff within the home. I have been particularly impressed with the care staff who have shown great patience and dignity to the residents, especially my mother. I can appreciate that attending to the needs of a nursing home requires special skills and understanding of the elderly. Your staff have exhibited these qualities to a high degree". Edward

"It's been so uplifting to see how settled and comfortable my husband is in his new home. He looks so happy and contented and I feel at ease and secure knowing he is being well cared for". Jane

"My husband Tony has been a resident at Immacolata care home for the last few years. I just wanted to tell you what a wonderful day Tony and I had when we were taken with others to Longleat. It really was superb and both activity coordinators worked incredibly hard to provide such a fabulous time. I cannot praise the staff enough". Kim

"I am writing to express my appreciation for the very high quality of care my mother received at Cedar Lodge. The dedication of all the staff was way beyond anything I had expected. They not only took care of my mother's daily needs' but got to know and understand us very well. There was a genuine relationship between them, just as in a real family. Whenever I came to visit her, I to was made to feel like one of the family, always offered a cup of tea or anything else I wanted". Diane

"To all the staff, nurses and care workers, Linda and I would like to thank you for all the care and attention you have given our sister Janet and noticeably the other residents at Clarence Park care home, including the help you gave us on our weekly visits, nothing was ever too much trouble. We thank you kindly". Bill

"I wanted to convey my heartfelt thanks and gratitude for the care and consideration given to my mother. She was always treated with dignity, respect and patience by every member of staff and was always happy and contented when I visited. The standard of care given to my mum has always been exceptional Thank you for looking after her". Christine





Contact us

If you would like further information or would like to arrange an assessment for someone, please contact our homes direct; alternatively please contact our Head Office -

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