

# *Caring for the elderly since 1968* NORMANHURST

De La Warr Parade Bexhill Sussex TN40 1LB 01424 217577

The Normanhurst is a corner site overlooking the sea. Lawns surround the buildings with a large garden at the rear.



The Normanhurst has been in the same ownership for over 38 years and was the first local residential care home to register with the local authority.

There are plenty of shops, banks, churches and other amenities, including good rail and bus services within easy walking distance.

There are three lounges overlooking the sea, one with a television for those residents who choose not to have a television in their own room. The hotel is served by two lifts.



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We aim to create a warm, friendly atmosphere where residents feel safe and protected. To this end we have installed closed circuit cameras at the foot of the two premier staircases for extra security.



All our rooms have central heating. Additionally they are all tastefully decorated and most have en-suite facilities. Residents are welcome to bring their own furniture. Each room has a telephone connected to our switchboard with a direct dial facility and televisions can be installed free of charge.

We aim to provide a caring environment within a hotel setting where our residents can live in dignity and comfort, free from the worry of managing and owning their own home.

Carers are on duty 24 hours a day, should you need them. All public bathrooms, toilets and private facilities have a 'Nurse Call'. Residents have the freedom not to have their lives organised, beyond that which is dictated by practical considerations, into activities and lifestyles that they may not wish to follow.

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We have a shop that is open from 8.00am until 8.00pm selling sweets, soft drinks, biscuits, wine, beer, small pharmaceutical items and stationery.



For those residents who require items that are not available in our shop and don't wish to go out themselves, a member of staff goes into town Monday to Friday, weather permitting.

Our local chemists deliver to the premises daily. In addition, a visit from the dentist, optician or chiropodist can easily be arranged. We have our own hairdressing salon, which also provides manicures.

We launder residents' personal items using our own laundry facilities free of charge. Dry cleaning can be arranged through reception at normal rates.



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Our accounts department will be more than happy to help with banking requirements or give advice on local authority and pension claims. All this can be arranged through reception.



Residents are welcome to use our fax and e-mail facilities, free of charge for incoming faxes and e-mails with a small charge for outgoing faxes and e-mails.

At the Normanhurst your needs always come first. We like to think we give our residents that 'little bit extra' and pride ourselves on our attention to detail.

We have an activities organiser, who arranges seasonal activities and outings as well as other activities as diverse as art classes, knitting & sewing, Bingo, keep-fit and sing-a-longs. A member of staff also organises a fortnightly organ recital. Our local library visits each fortnight and a clothing company visits regularly.

A monthly newsletter for the residents is produced and there are quarterly resident meetings.

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All food is prepared meticulously in our kitchens by our own staff.



We make a point, as far as possible, to always use fresh ingredients, which are delivered to the premises on a daily basis. We also try to avoid the use of artificial colourings, flavourings or preservatives.

We are so proud of our kitchens that we are willing to show you around at any time outside meal times.



<i>MEAL</i>	<i>TIMES</i>
Full English Breakfast	From 8.30am
Lunch (Main meal of the day)	From 12.00pm or 1.00pm
Supper	From 5.00pm or 6.00pm

### **Sample Menu**

#### **Breakfast**

Prunes, Grapefruit Segments, Fruit Juices, A wide choice of Cereals, Yoghurt  
Eggs – Fried, Boiled, Scrambled or Poached, Bacon and Tomatoes  
Toast with Jam, Honey or Marmalade  
Tea or Coffee

#### **Lunch & Supper**

Lunch is the main meal of the day

Fruit Juices or Homemade Soup

*For an indicative menu please see the attached sheet at the back of the brochure*

Sweet of the day, Ice Cream, Jelly or Yoghurt  
Cheese and Biscuits  
Tea or Coffee

#### **Light Refreshments**

**Mid Morning** - Tea or coffee and biscuits are served in all lounges from 10.30am.

**Afternoon Tea** - Tea or coffee and biscuits are served in all lounges from 3.00pm.

**Evening Drinks** - Tea, coffee, Horlicks, Ovaltine or hot milk and biscuits are served in all lounges between 8.00pm and 9.00pm.

We welcome visitors to join our guests for tea or coffee at no extra charge, and lunch for £5.50 per guest and supper for £3.50 per guest. Room service is free for those who need it. Diabetics and special diets are catered for.

### **Why move to the Normanhurst**

**Flexibility** – At the Normanhurst you are not committed to a particular room or scheme. You may stay for as long, or short, a time as you wish. You may decide to change your room, or that you require more care and assistance and move to the Nursing Home or EMI Home.

**Bills** – At the Normanhurst ALL your utility bills, TV licence, Council Tax and Service Charges are included in the quoted rate.

**Low Prices** – The Normanhurst has been in business for over 38 years and offers the best value for money of any Residential Care Home, Nursing Home and EMI Care Home on the South Coast.

**Organisation** – The Normanhurst is organised on hotel lines with managers in charge of day-to-day operation, so you always know who to see if you have a query. We are organised with you in mind.

### **Prices**

Room prices are inclusive of all meals and machine washable and machine dryable laundry. The only extra charges are for: hairdressing, chiropody, manicure, pedicure, guest meals, newspapers and external telephone calls, faxes and e-mails. Room service is free to guests who are deemed to need it, otherwise room service is charged at 75p for a meal tray and 60p for beverages.

Hotel prices for single rooms are from £322 to £500 per week. Double rooms are from £650 for two persons per week. Most rooms are en-suite.

Nursing Home prices are from £417 to £670 per week per person.

EMI Home prices are from £366 to £580 per week per person.

Short term stays are possible and the charges are from: £55 per person per day in the Hotel, £60 per person per day in the EMI Home and £70 per person per day in the Nursing Home.

There are no hidden service charges added to guests' accounts and tipping is strongly discouraged.

### **Aims and Objectives**

We are a registered Care Home within the 1984 Act and are registered with the Commission for Social Care Inspection, which is responsible for ensuring that all standards are maintained to the high levels set by themselves.

We aim to provide an environment in which our residents can live in dignity and comfort free from the worry of managing and owning their own home. We will give every resident the freedom to not have their lives organised, beyond that which is dictated by the practical considerations of organising the catering and cleaning of the home, into activities and lifestyle they may not wish to follow.

We treat people as individuals, not as social experiments or units to be processed. Our approach is, as near as possible, that of a caring relative, albeit on a commercial basis.

We are conscious that at all times our residents have a choice and are under no obligation to continue their stay with us beyond the end of the week.

### **EMI Home**

The Annex is a smaller, far more intimate home specialising in caring for guests who may be confused, suffering from memory loss, dementia or Alzheimer's.

The Annex is, perhaps, better suited for those who need an extra degree of attention in their daily routine along with 24-hour care.

The Annex has its own dining room and two separate lounges.

### **Nursing Home**

For those guests who need the attention of trained staff in a dignified atmosphere the Nursing Home is ideal. A registered care manager who is a RN runs the home and there is always one qualified RGN, plus a number of auxiliary nurses, on duty 24 hours a day. The Nursing Home has its own dining room and separate lounge with TV.

In both the Nursing Home and Annex, guests may bring their own furniture. All rooms have a telephone with a direct dial facility as well as a modern 'Nurse Call' system and televisions can be installed free of charge.

# The Normanhurst

## RESIDENTS DAILY ALTERNATIVE MENU

### Main Course

#### Fish

FILLET OF PLAICE (Breaded, grilled or poached)  
CHOICE OF FISH CAKES (Salmon or Cod)  
BATTERED/BREADED COD (Check availability)

#### Salads

EGG - CHEESE - TUNA - PILCHARD - SARDINE (In oil or tomato)  
COLD MEAT - HAM, LUNCHEON MEAT or CORNED BEEF

#### Omelette

PLAIN - CHEESE - HAM - TOMATO

#### Others

SCRAMBLED/ FRIED EGG, SAUSAGE, VEGGIE BURGER,  
VEGGIE SAUSAGE, BEEFBURGER, JACKET POTATO, BOILED  
POTATOES, CREAMED POTATOES, CARROTS.

### Supper

#### Choice of sandwiches

#### Baked Potatoes

CHOICE OF FILLINGS

#### Others

FRIED – BOILED – SCRAMBLED – POACHED EGG  
SALADS (SEE LUNCH)  
BAKED BEANS ON TOAST  
CHEESE ON TOAST – OMELETTE  
SAUSAGES – BACON – FISHCAKES – KIPPERS