

## MS Care Centre

Where the choice is yours



## Welcome to The Boynes MS Care Centre

St Cloud Care launched the MS care service in April 2012. The feedback received ever since has been very positive and the services we provide are going from strength to strength with many long stay residents and returning Respite visitors.

The Boynes MS Care Centre is a substantial country residence in a beautiful setting with panoramic views of the Malvern Hills. The delightful gardens boast large sweeping lawns with an abundance of fine mature trees and shrubs. The stunning backdrop offers a perfect haven for a peaceful and relaxing break.

Our accommodation benefits from attractively positioned rooms overlooking the Malvern Hills and surrounded by beautiful countryside for all our guests to enjoy. All rooms have en-suite washrooms and the remaining room boasts a generous en-suite shower room. The unit is further serviced by collective bathrooms. In this dedicated setting our guests will also have the advantage of a separate lounge/dining room with double doors opening out to stunning grounds.

Sonya Mowbray deals welcoming you and getting you settled. All residents benefit from external and in-house activities, leisure experiences and entertainment. The team consists of experienced RNs and care assistants. Between them they endeavour to create a happy, safe and caring environment at the home.

During our time in providing this service we have realised just how important and much needed this service is. We provide Permanent or Respite Care for those with MS, Motor Neurone Disease, Parkinson's and other neurological conditions.

A particular benefit offered at The Boynes MS Care Centre is that, should your carer or relative wish to accompany you during your stay, we are able to offer rooms, at reduced daily rates, which can be discussed at the time of making your booking. Short breaks aim to support carers caring for a family member, partner or friend as well as providing a break for those suffering from MS.

## Why is The Boynes MS Care Centre different to a care home?

From the moment you make that all-important call to The Boynes we aim to provide you with the best service possible. We appreciate it is a big step to place your care in hands of a new provider; however we promise you will not be disappointed with your life at the home.

St Cloud Care have been providing care for over 20 years and our wealth of experience is guaranteed to give you peace of mind and rest assured we are always willing to “go that extra mile”.

When arriving at The Boynes you will be welcomed into a warm friendly and relaxing atmosphere. We strive to give you the best possible care, and want you to enjoy and experience as much or as little as you wish. The team will work hard to ensure all of your care needs are met so you encounter a perfect and stress free life at the home.

Our ultimate goal is for you to enjoy your residency in a beautiful country location with a home from home feel.

The Boynes MS Care Centre offer the opportunity to go on excursions and make new friends and relax but most of all, if you are on a Respite stay, we hope your stay with us is one you wish to repeat and may even wish to become a Permanent resident as a result.

## Quality Control and Training

The Care Quality Commission (CQC) is an independent body that regularly inspects care homes in England visiting each home to ensure the home is achieving the regulated outcomes under the essential standards of quality and safety. At The Boynes we aim to exceed the nationally recognised standards and view them as a baseline of achievement.

Quality performance systems are used throughout The Boynes Care Centre and depending on the system used they are performed daily, weekly and monthly. In addition we have bi-monthly, announced and unannounced quality performance inspections and annual surveys. All staff are screened under the Disclosure and Barring System (DBS) 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 has the requisite skills to perform their job to the highest standard and all of our staff are required to have NVQ 2 & NVQ 3 in health and social care, or currently undergoing training to work towards those qualifications.

All new employees complete a mandatory induction programme which will continue to be monitored through their 12 week probationary period. Training and continuous professional development underlies our organisation and is integrated across all of our homes.

## Home from Home

A home should reflect your life, and make it easier and better. Changing your home can be an unsettling experience, but we will make every effort to ensure that you are able to settle quickly, and make a new life here, secure and cared for. All of our rooms are with en-suite facilities and can meet all the needs of those residents with physical impairments. Individuality is important to our lives and you are welcome to bring as many personal possessions as can be accommodated.

## Traditional Homemade Food

The Chefs take pride in the high standard of their home cooking, using fresh ingredients. Menus are regularly reviewed, and we will make every effort to cater for your particular tastes and preferences or special dietary need.





## Your Care Plan

Each resident has an individual care plan which provides the basis upon which care is delivered. The plan and profile include; a description of your preferred daily routine, any food you particularly like or dislike and any dietary requirements, what you like to wear and how you prefer to be addressed. The plan also has details of health care needs, medication, and information about your GP and any community nursing or other therapeutic services provided, or that you have commissioned yourself.

Your profile will also include details of your life history before entering the home, social interests and hobbies and arrangements to attend religious service of your choice, all of which is intended to enable staff to understand your needs and relate to you well.

## Fees

Although the Home's fees are fully inclusive, individual rates vary according to the dependency needs of our residents.

Fees range from £1,300 per week depending on care needs and assessment.

The only exceptions to inclusive fees are Chiropody, Hairdressing and staff escorts for Clinic or Hospital appointments.

## Having your Say

It is important for the residents, as well as their family and friends to be able to have their say about the running of the Home and the Home Manager offers an open door policy where the manager can discuss any personal matters or concerns.

Complaints are rare but if they do arise we try to address your concerns immediately. The Home has a complaints policy and there are procedures in place to ensure that any complaint is properly, promptly and fairly investigated.

## Where to find us

