



## Welcome to Swanvale

On behalf of Swanvale and our staff, we welcome you, your family and your friends. We aim to provide a first class care service that is based on the individual and their needs. We hope that you will be happy with us and will continue to enjoy your current recreational and social pastimes, and contacts, in addition, to those which we can offer you during your residency with us.

On deciding that this will be your new home, a dedicated team is ready and waiting to make the transition into your chosen accommodation as comfortable as possible. We encourage all of our service users to personalise their rooms with furnishing, pictures etc if you so wish. You will be assigned a key worker who will show you around the home and introduce you to our residents, nurses and care workers alike. Your key worker will ensure that all your needs are being met on a daily basis.

At Swanvale we pride ourselves in all our activities. Each home has a dedicated activity co-coordinator who works with our service users providing mental and physical stimulation. A full activity schedule is always planned one month in advance so that relatives or friends may join in too. A number of activities are organised within the home as well as outings and trips, and they include Tai chi, Armchair yoga, Cream tea afternoons, Bedside current affairs, trips out to local restaurants and Inter-home events.

Each home also has a Residents Committee, formed by our service users who represent everyone living in the home. The committee consists of a Chairman/woman, a Secretary and an Under-secretary. The committee collects feedback from other service users with regards to all aspects of the home, and request the Home Manager to implement any changes agreed. We feel that having this committee gives the service users more of a say in the running of their home, after all this is your home we are just the visitors.

At Swanvale we aim to work for you and ensure that every single aspect of your needs are met and that you are happy in your daily life. We aim to create a homely atmosphere and environment, and our staff and Management team are always on hand to respond your queries. We would be delighted for you to visit us and see for yourself firsthand how much you will enjoy living in the Swanvale community.



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