



*Welcome to our home*



*Countryview*  
NURSING HOME  
COMFORT AND CARE FOR ALL





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*We would like to thank everyone at Countryview for the care and friendship you gave to our mum. We could not have wished for a more caring home.*

Mrs S & Mr H

## Welcome to our home

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# Comfort and care for all

Countryview is a family owned and family orientated nursing home located in the beautiful village of Warkton, Northamptonshire. It is our privilege to ensure the health, comfort and happiness of everyone we care for - residents, their friends and families and our amazing team, led by our Matron, Maggie Webb.

Comfort and care are at the heart of everything we do. You and your loved ones are assured a life enriching care experience that is completely tailored to suit your specific needs.

We look forward to welcoming you home.

*Brian Maggie David*

Brian, Maggie & David



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*Care to a gold standard, thank you all again for all you did for my dear sister but also for me. Very best wishes to you all.*

Miss N





# Care

## Committed to delivering tailored care plans

We understand that 'one size fits all' does not work when it comes to providing care and support. Everyone is treated as an individual and by listening to their wishes and choices we empower residents to do as much as possible for themselves. In turn, this means we can agree the support they need and want from us.

We are able to care for 29 residents for long and short term care, including respite and palliative.

Guided by the Care Quality Commissions (CQC) five Fundamental Standards of Care, every aspect of our home and the care we provide focuses on the things that really matter:



## Nursing care

Moving to Countryview feels like home from home. With comfortable rooms and a choice of communal areas both inside and out, residents are assured the extra help they need to maintain their individuality, independence and dignity.

We have qualified Registered General Nurses (RGN's) available 24 hours a day, 7 days a week, who along with our team offer the patience and empathy required to ensure life remains comfortable and fulfilling.

## Respite care

Every now and again we all need some time for ourselves and we can help make it happen. Whether it's covering a two-week holiday or a family emergency, we're ready to be a second family for a short while. We'll quickly understand and shape care plans for a seamless move and comfortable stay.



## Palliative care

For residents with life-limiting illnesses, we will help manage their pain and symptoms to keep them as comfortable as possible. Our individual care and support is all-encompassing from medication to spiritual needs and always with the resident at the centre.

## Our team

Comfort and care are everyone's priority at Countryview, from our carers to our chef and activities team. Our fully qualified nursing staff are always on hand to provide specialist care, whilst our health care assistants are there to see to residents' everyday needs.

We are committed to creating life enriching care experiences, which enables strong and consistent care relationships to develop. Our team expands to the wider healthcare community with the invaluable support of Macmillan Nurses, Stroke Physios, Multiple Sclerosis Nurses, Community Psychiatric Nurses (CPN's) who come into the home for our residents' needs.







## Comfort

### A life enriching care experience

If it's important to you, then it's important to us. We understand that quality of life means different things to different people and we make it our mission to understand how we can create a sense of general wellbeing for everyone.

Our beautiful home, fantastic team and quality care all play a part in creating a warm and homely environment where everyone feels safe, comfortable and content.

## Our home

Living in a homely environment with beautiful surroundings plays a huge part in how residents feel, and Countryview delivers on both counts. Set in two acres of accessible manicured gardens and located on the edge of the Duke of Buccleuch's Boughton Estate overlooking the Ise Valley, the home is conveniently located a short distance from Kettering with excellent local amenities. Residents and visitors spend many a pleasant hour sat enjoying the magnificent views across open countryside.

Our role in the local community is very important to us, from being recognised as a good employer through to sourcing food locally, sponsoring local sports teams and hosting an annual garden party open to the wider community. These aren't just words either as proven by our tasty home cooked food which consistently, year-on-year, achieves a 5\* Food Standards Agency Rating, and our Silver Investors in People accreditation, which helps ensure we attract the best nursing and healthcare talent.



Image of Warkton Village Hall and St Edmund's Parish Church, courtesy of [creativecommons.org/licenses/by-sa/3.0/deed.en](https://creativecommons.org/licenses/by-sa/3.0/deed.en)

## Activities

Like in most families, there's always something going on at Countryview. Residents can enjoy a wide range of activities to suit their interests and abilities, as one-to-one sessions and in groups, all designed to achieve the mental and physical stimulation needed to live the best life they can.

We have our own fantastic activities team who work with residents to understand and organise the right activities, from flower arranging and quizzes to musical performances and movies with popcorn.

Activities	
MON	Thought of the Day   Bingo   Crossword group quiz Cards   Greeting cards craft   Holistic therapy
TUE	Thought of the Day   Wildlife group discussion Arts & Crafts   Colour therapy   Movie Tuesday
WED	Call to mind game   Live event stream Jigsaws   Manicure
THUR	Thought of the Day   Jigsaws   Pebble painting Current affairs discussion   Hairdressing
FRI	Thought of the Day   Garden Club   Holistic Therapy Target games   Group quiz
SAT	Gentle exercises   Movie Saturday
SUN	Televised church service   Reading letters Colour therapy

## Wellbeing

Feelings of wellbeing are fundamental to overall health and we take care of the mind and body. At a residents request we can organise a range of supporting services including hairdressing, chiropody and holistic therapies, all co-ordinated by our own activities team.



## Faith

For many, faith is what gives life meaning and we recognise the importance of fulfilling these spiritual needs as a source of comfort. We welcome the opportunity to discuss your spiritual care and will do all we can to ensure your requests are met.

## Homemade goodness

Good food is good for the soul and we are proud of the delicious homecooked food served everyday by our chef and catering staff. Menus are designed to provide daily options with a balanced diet in mind, prepared with fresh vegetables, meat and fish, all locally sourced where possible. Special diets are willingly catered for.



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*The entertainment staff were marvellous and tried so hard to include mum and cheer my dad up with singers, music, quizzes. If I had to choose again, I would choose Countryview Nursing Home.*

Mrs B



# Support

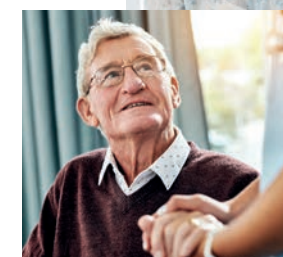
## Here for you

When we say, 'comfort and care for all' we really do mean 'all'. Moving into a nursing home affects everyone and we are always on hand to provide the support and guidance needed. Whether you're confused about funding options or want to plan a surprise for your loved one using our visiting facilities, we'll work through the ups and downs together.

## Funding advice



If you're feeling confused or concerned about funding, don't worry, you are not alone. We're here to help you navigate the various payment and funding options available to you. This includes understanding Local Authority and NHS Continuing Healthcare support.



## Family and friends



Often the best form of medicine, we wholeheartedly believe that friends and family are essential to the wellbeing of our residents. And sometimes, it's the friends and family that need our support for themselves, and that's fine too. Whatever the concern, need or celebration we're always ready to listen.



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*We know that mum was with you for a relatively short time however we are extremely grateful for the love and care shown to her during such a difficult period. Your knowledge and experience were very apparent, and we always felt you all were doing your best for her.*

Mr D & Mrs S

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*You all have been so caring and very understanding. It really means a lot to us, thank you so much.*

Mr D & Ms M



# General home information

It's the little things that can make a place feel like home.  
Here's a summary of key things you need to know:

## Funded nursing care

Everyone can expect the same high level of nursing care regardless of how they are funded, though there are differences in how it is paid for:

- NHS Funding includes the nursing care cost
- Self (private) and Local Authority Funding (or a combination of the two) is paid directly to Countryview, along with any other care fees

## Fees

Here's what's included in our fees:

- Total care as necessary provided by our team under the supervision of the registered nurse in charge
- All food and drink served at the home
- Laundry (except dry cleaning)
- Housekeeping, heating and lighting
- A varied range of weekly activities and entertainment

The starting weekly rate for long term care is £895, excluding Funded Nursing Care. The rate charged is determined by the level of dependency and care needs.

Fees are invoiced monthly in advance with payment due within 10 days via BACS. If preferred, monthly standing orders can be agreed in advance.

Where a Local Authority is funding the majority of the care fees which fall below the current weekly rate, a 'top-up' payments agreement may be required before either the resident arrives into the home or the change of funding is approved (for an existing resident). Please contact us for further details on this funding pathway.

Please note that should Local Authority or Local NHS funding cease and/or be removed for whatever reason, the cost of care will become the responsibility of the resident, their family or Power of Attorney.

When a room is vacated, a charge equal to two days will be made to allow time for personal effects to be collected and a deep clean to take place.

Additional supplements for short term care of £40.00 per week and occupying a double room for a single occupant of £150.00 per week. Please note all fees are reviewed annually.

## Extras

There are various optional extras available to suit personal preferences and needs. These are provided at the resident's request and invoiced separately a month in arrears. The most popular services include hairdressing, opticians, newspapers, dentists, chiropody, physiotherapy, beauty treatments, outings, escort duties (except on medical visits), toiletries and alcoholic

beverages. Looking for something else? We are always open to listening to new requests and adding to our range of extra services.

## Visiting

Visitors are encouraged and welcomed. Currently, we are operating to the following guidelines:

- Visitors must use our pre-booking service
- Up to 5 nominated visitors per resident (with a maximum of two visitors at one time)
- Maximum of 30 minutes per visit

For end-of-life residents, visitors are permitted into the home at anytime, with strict adherence to our Infection Control Protocols.

## Bedrooms

We accommodate 29 residents. You can also request to bring small items of furniture (subject to approval) as long as it complies with the Furniture and Furnishings (Fire Safety) Regulations 1989 rev 1993 and is PAT tested by us.

## Laundry

Taking care of laundry is all a part of our service. Please ensure all clothing provided is named so we can make sure it finds its way back to its rightful owner. We'll also make a note and advise of any items that need replacing to make sure comfort is maintained.

## Meals

We serve delicious homecooked food that ensures a balanced diet for all, with special diets also catered for.

A resident's day starts with early morning tea delivered to their room between 7am and 7.30am with further tea and coffee servings either side of mealtimes, with breakfast between 8am and 9am, lunch being served at 12.30pm and tea at 5.30pm. Friends and family members are welcome to join a meal time for which a small charge may be made.

## Technology and media

Digital TVs are found in all bedrooms and in the two lounges, and there are CD and DVD players to use too.

Wi-Fi is available throughout the home so that residents can use their own mobile phones and tablets and stay connected to the world. Where visits are not possible or where a resident requires assistance, our team can facilitate FaceTime and Zoom calls using our booking service. Amazon Alexa's are also available.

## Telephone calls

There is a cordless phone that is always available for residents to use. If needed, one of our team will be on hand to assist.

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*Thanks for being so generous and giving, it's people like you who put joy into living! We would like to thank everyone at Countryview for the care and friendship you gave to our Mum.*

Mrs S & Mrs SH

## Newspapers

For those that want to keep up with news and current affairs we're very happy to organise daily newspaper and magazine deliveries at the residents own cost.

## Personal care

Items such as clothing and toiletries must be provided by a resident's key contact and can be funded by their personal allowance from the Government. As always, we're to help if needed and are happy to source items required and invoice accordingly.

## Valuables

The home has a safe where we are happy to keep resident valuables – a receipt will be issued to confirm the arrangement. Otherwise, all valuables remain the responsibility of the owner.

## Smoking

Smoking is not permitted anywhere in the home though there is a designated smoking area outside.

## Pets

Regretfully we are not able to keep pets in the home, but visits can be arranged in the gardens.

## Transport

Countryview has its own vehicle with wheelchair access, ensuring we are able to take residents to planned or emergency appointments if required. With prior notice (and in line with Government guidance), friends and family can also use the vehicle. All drivers need to hold a clean driving licence and be over 25 years of age and are asked to contribute towards the cost of the fuel used.

## Notice

We require one month notice before vacating a room. If rooms are vacated on a temporary basis and are to be retained, fees will be charged as normal. If circumstances change and we have to make the difficult decision that we can no longer meet a resident's needs, then we reserve the right to terminate a contract. We will also do the same in the event of non-payment of fees, or behaviour detrimental to the welfare of other residents or our team. We operate a one-month trial to ensure compatibility for both residents and the home.

## Reviews

Choosing a nursing home is a huge decision and nothing

talks more loudly than the reviews of those who have received our care. We'd really appreciate it if you could take a moment to post a short review of your experience on [www.carehome.co.uk](http://www.carehome.co.uk)

## Complaints

It is our responsibility to ensure the comfort and safety of everyone we care for. If you feel this is not being achieved, please let our Matron know by either asking for a chat or writing a letter and we will do everything we can to rectify the situation quickly. If needed, the complaint will be investigated, and this will be confirmed back to you in writing.

In the unfortunate event that you are not satisfied with our response you can raise the matter with the Local Government Ombudsman:

**Local Government and Social Care Ombudsman,  
PO Box 4771, Coventry, CV4 0EH.**

For residents funded by the NHS please contact:

**NHS Northamptonshire Clinical Commissioning Group,  
Frances Crick House, Summerhouse Road, Moulton Park,  
Northampton, NN3 6BF. Telephone 01604 651416.**

Or alternatively:

**Parliamentary and Health Service Ombudsman,  
Millbank Tower, Millbank, London SW1 4QP.**

For residents funded by NNC please contact:

**Adult Social Care Services, Sheerness House, 41 Meadow  
Road, Kettering, NN16 8TL. Telephone 0300 126 3000  
[www.northnorthants.gov.uk](http://www.northnorthants.gov.uk)**

## Our formal commitment to you

This brochure forms the basis of our standard Terms and Conditions of contract. Residents and their representatives will be required to sign a contract upon the satisfactory completion of the one month trial period.

## Get in touch

We're always available if you want to contact us in any of the following ways:

**T: 01536 484692**

**W: [countryviewwarkton.co.uk](http://countryviewwarkton.co.uk)**

**E: [admin@countryviewwarkton.co.uk](mailto:admin@countryviewwarkton.co.uk)**

**A: Countryview Nursing Home, Pipe Lane,  
Warkton, Kettering NN16 9XQ**



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**A:** Countryview Nursing Home, Pipe Lane, Warkton, Kettering NN16 9XQ

Countryview (Warkton) Limited is registered in England & Wales no. 03676228.

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