



Sudha Shrestha, RN

Sudha has been a registered nurse here in Reading since March 2008, previously she worked as a staff nurse in Nepal and UK. She is a qualified registered nurse with vast experience in nursing homes and hospitals.



Belinda Fletcher, RN,

Belinda is a qualified registered nurse with years of experience in the healthcare industry and has a strong commitment to providing the highest standards of care in the community.



Marcin Musial, CHEF

Marcin has immense experience within the catering and hospitality industry ranging from restaurants, hotels, pubs, schools, hospitals, and events. He enjoys creating fresh, nutritional meals.



Eva Kacetlova, CARE TEAM LEADER

Eva has worked in care since 2009. She has done her NVQ 2, dementia care level 2, and is a trained tutor for Moving and Repositioning.



Sally Cowans, HOUSEKEEPING SUPERVISOR

Sally started in March 2016, previously worked in a local doctor's surgery for five years. Sally is also a qualified nurse.

For admissions or viewings please call us on: **0118 959 0684**
or email: **admin@florencecare.net**

We take every care that all of our residents' needs and wishes are attended to. It is our philosophy that everyone entering this home is made to feel welcome and treated with love and respect. Below are some testimonials from our clients and their relatives:

"During my 3 years here I have been very happy, with much loving kindness and care shown by my carers and staff." – M M

"A family atmosphere. I cannot speak highly enough of the care home. One word – wonderful." – R S



Philosophy of Care

- All residents shall be considered as individuals with their own special needs or wishes.
- We regard all who live and work here as one large family.
- All members respect each other's privacy and dignity.
- Staff shall use and develop their knowledge and skills to improve our residents' well being, quality of life and give comfort to all.
- It is our intent to be aware of each person's holistic, emotional and spiritual needs and to make each feel secure and cherished.
- We aim to see beyond the ailing body or mind, to the unique humanity, which we all share.



"A Home to be praised. Everyone is so wonderfully kind. Nothing is too much trouble." – M J

"Since my Mum has been a resident, I have felt very much at ease and feel that I can trust them to provide her care. That is such a relief to me." – A G

"I felt that the staff were very caring and took time to talk to everyone." – J T

"We feel your staff carry out a difficult job with cheerful efficiency." – J C



Infection Control

Infection control is a crucial aspect of maintaining a safe environment at Florence House Nursing Home, several measures are in place to prevent and manage infections.

Staff members receive training on infection control practices, including proper hand hygiene, use of personal protective equipment (PPE), and cleaning protocols. Infection control audits are carried out to identify areas of concern and implement necessary improvements. This helps in maintaining a safe environment for both residents and staff. The home has plans in place to respond effectively to infection outbreaks, ensuring that any potential risks are managed promptly and efficiently.

We have physiotherapists and occupational therapists at hand for any required post Covid convalescent care.

Registered by The CQC (Commission for Quality Care), we provide a high quality of care and rated good in all 5 standards. We are very proud of our continuing development programme and commitment.

We are members of the Berkshire Care Association whose sole aim is to help providers raise and maintain standards.



Care Quality Commission Florence Care Reading Ltd	
Overall rating	Good
Are services	Good
Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Good

Florence Care Reading Ltd
16-22 Westcote Road, Reading, Berkshire, RG30 2DE
Telephone: 0118 959 0684
or visit our website: **www.florencecare.net**



Florence House

A caring home from home, with nursing & physiotherapy



Because we care...

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Welcome to Florence House . . .



Opened in May 2021 under new ownership and management, including a total refurbishment.

Friendly and welcoming, Florence House comprising of two wings, each creating their own individual, homely atmosphere. Originally built in the 1800s the home has a wealth of Victorian character and charm.

Both wings open directly out onto our enclosed and specially designed sensory gardens. Paths have been laid for mobility and wheelchair access around a large gazebo to protect residents and visitors from the sun and rain.



Victoria Wing

The Victoria wing specialises in nursing and palliative care. Opened originally in 2003.

The highly trained staff are responsive to the individual's preferences and values to ensure each person is treated with the greatest of care and respect.

Nightingale Wing

The Nightingale wing consist of two units, one for older adults with dementia or mental health problems and the other for younger adults with specific care needs.

The Nightingale wing converted in 2008 and a new extension built in 2018.

The Nightingale wing specialises in dementia care. All staff receive training in caring for dementia and associated behaviour. We are supported by an external team of dementia care specialists, who also provide independent dementia specific training.

All the rooms have there own ensuite. The Nightingale wing also comprises an area for younger adults with physical or mental disability and four dedicated specialist bariatric nursing beds.

Physiotherapy (in-house)

Every new resident will undergo an assessment by our in-house physiotherapist to see what they can do to improve or enhance muscle tone and mobility/fitness even if wheelchair bound.

We have a dedicated gym for re-enablement and physiotherapy.



Physiotherapy gym.

The Secure Sensory and Reminiscence Gardens

The gardens are planted with fragrant, scented seasonal flowers.

Residents are encouraged to enjoy the benefits of the gardens daily, weather permitting, and several rooms open directly onto the gardens.

There are two fully enclosed gardens designed for wheelchair and facilitated access to allow residents to participate in gardening and growing their own flowers, vegetables, or herbs.



Activities

Our staff are on-hand to ensure that our residents enjoy the best quality of life. We have activities co-ordinators who are committed to providing activities to stimulate and entertain, including:

- Reading, reminiscence, bingo, skittles, chair ball games, connect four, scrabble and life story design
- Designing, painting and drawing items such as photo frames
- Food tasting, wheelchair accessible gardening
- Visiting pets, entertainment, armchair physio, occupational therapy, music, dance and old movies or television are also regularly provided



Pets

The home has pet animal visits which is always a fun time for our residents.

Personal pets may be considered by the manager in some circumstances.



Special occasions (eg Christmas, Easter and Birthdays) are celebrated and enjoyed by residents and staff alike.

In the summer, we hold a variety entertainments, and barbecues, (infection control regulations permitting).



Regular Visiting Professional Support

- Weekly visit from local general practice.
- Dentist.
- Physiotherapist (in-house).
- Optician.
- Specialist nurses – including skin tissue viability, podiatry and community psychiatric nurses.
- Speech and language therapist.
- Audiologist.
- Dietician.
- Chiropodist.
- Hairdresser.
- Manicure and pedicure practitioner.
- Religious representatives from the community.
- Occupational health therapist to promote mobility and manual handling.
- Social workers.

Meals

The food we serve is prepared to a very high standard in our state-of-the-art kitchen. Tempting meals are prepared daily using fresh, healthy ingredients. Vegetarian or special diets (including religious, soft, diabetic, weight gain or loss diets are catered for).

Facilities

- New purpose built in-house gym for rehabilitation and exercise physiotherapy.
- Wifi around the home for use of residents and visitors.
- Easy wheelchair and assisted mobility access throughout the home and gardens.
- Assisted hydrotherapy baths - wheelchair and assisted accessible showers (in many en-suite rooms).
- Laundry included (except hand wash or dry-clean items).
- 2 passenger lifts.
- Various hoists/lifting aids.
- New hairdressing salon with massage, pedicure and manicure units has been newly built for the use of our residents.
- Electrically operated hospital beds/chairs and air mattresses for high needs.
- 24-hour nurse call.
- Minibus available for excursions.
- Dedicated specialist equipment for bariatric care and skin integrity, for example, are provided in conjunction with occupational therapist.



SPECIALIST BARIATRIC EQUIPMENT IN USE

Staff

We are proud to offer the highest quality personal care. Our staff are chosen on professional merit and qualities of empathy and understanding. All of our staff undergo extensive training programmes, and their performance is constantly appraised and monitored.

Most of our care staff have degrees, diplomas, NVQ 2/3 or equivalent in care, or nursing.



Zyrieda Denning, MBBS FRCS FFAEM, DIRECTOR

Zyrieda is a qualified medical Doctor with many years past experience in the NHS. Having recognised the need for high quality, professional care and nursing for the elderly, she opened her first nursing home in April 2000. Zyrieda ensures a high quality of care in all her homes whilst providing comfortable homely decor, to provide a nursing home that is their home. Zyrieda has written and published a book about 5-a-day nutrition and is very keen to ensure delicious, healthy, tasty meals, with choice and diversity. Cakes are often made and decorated for special occasions.



Swarup Khadka, RESPONSIBLE INDIVIDUAL

Swarup joined our care homes in 2010 and has a vast experience as business manager. He has Level 5 ICQ leadership and management and NVQ 5 in management and leadership as well as higher level apprenticeship in management and leadership. He has recently been promoted to Responsible Individual with Cqc and business regional manager across all 3 of our care homes.



Carmelia Pimentel, RN, REGISTERED HOME MANAGER

Carmelia qualified as a registered nurse in 1999 with an immense experience in adult nursing, dementia care as well as nursing with dementia, spinal injury and palliative care.

She is also very experienced in management and leadership promoting and maintaining a high-quality standard of care. Carmelia is a registered assessor and mentor ensuring quality training of all staff. She also worked as surgical and critical care nurse.



Maribel Beasley, RN, DEPUTY MANAGER

Maribel is a qualified Registered Nurse and has worked in various nursing homes in the position of Staff Nurse, Senior Nurse, and Clinical Service Manager. Maribel joined Florence House in October 2021 as a Deputy Manager. She brings her experience and training to Florence House.



Chaziel Pimentel, BA, HOME ADMINISTRATOR

Chaziel studied at University of Birmingham and Uppsala University. Chaziel has gained tremendous knowledge and experience in technology, sales and finance. Chaziel also has a passion for elderly care. She worked in various care home settings during her studies.