

introducing...

Tower House

Residential Care Home



Tower House
15 Montpelier
Weston-super-Mare
Somerset
BS23 2RJ

Tel: 01934 624132
Email: info@towerhouse.uk.com

Family owned and run for over 50 years

Registered with:



An Introduction to Tower House



Tower House cares for 17 Residents in 15 single bed sitting rooms, 4 with en-suite facilities and one double room with en-suite facility.

Respite, short stay, holiday relief and convalescence also accepted.

Meals may be taken in own room, if required.

Charges are set to Social Services funding level.

Own medical practitioner retained if possible.

Most recent CSCI inspection report available to clients.





Tower House
Residential Care Home
VISION STATEMENT

Our vision is to have a successful home which provides a consistently high quality of care and a customer focused service delivered by a team of well-motivated staff.

MISSION STATEMENT

- Employing best practice to provide a consistently high standard of care.
- To deliver a service that is efficient and effective with a team of customer focused, motivated and professional staff.
- To provide our Residents with a home from home and an environment they feel comfortable and secure in.



Tower House



OBJECTIVES

'Tower House' was opened in 1946, and was the first Care Home in Weston-super-Mare. It is still owned by the same family, who have always had the same objective, which is to provide a safe, homely, happy residence for the elderly.

Tower House provides good home cooking, and seeks to enable you to enjoy a rich quality of life, with your independence and choice retained and your dignity respected.

The ability to maintain personal friends within the community, yet feeling part of our enlarged family unit is considered important. At Tower House you will receive kindness and consideration at all times, while feeling safe in the knowledge that should you become increasingly frail, 'help' will be on hand.



Philosophy of care

Care of Residents

Naturally, prior to admission, a Resident's needs are assessed, if possible with the assistance of a relative, friend or carer. A trial period of one month is normal, with re-assessment at the end of the trial period from both parties.

ARCHA forms are used together with the Residents Charter showing a Residents rights, a copy of the contract with the home (enclosed) and the complaints procedure of North Somerset Inspectorate.

The homeowner is available to respond to any problem that may occur, and is in the home six days a week.

Choice

Residents are encouraged to bring some of their own furniture, pictures and knick-knacks to personalise their room.

Choice of meal is given at breakfast, and suppertime, with optional early morning tea and night drink.

Should visitors call at mealtimes, they will be offered a meal, as there are no, set visiting times.

Birthdays are always celebrated with a decorated cake and a bouquet of flowers.





Social Life

Depending on the overall mobility of all the Residents, trips out in the country by minibus, with a picnic or a pub lunch are organised during the summer, but duration is limited to a maximum time away of three hours.

Afternoon tea parties are held in our gardens and relatives are encouraged to join us.

Shopping trips are always available, transport for visits to the doctors, dentist, opticians etc are also arranged with a drive around the town and sea front prior to returning home.

We also can arrange for these services to be provided at the home if you do not wish to go to them.

Privacy & Dignity

Tower House has always maintained a policy of single bedrooms (3 en-suite), with one double room (en-suite) being kept for husband and wife, two sisters or brothers.

Residents are allowed free use of the telephone or can have their own phone in their bedroom, covering the cost of installation themselves.

Terminal care can be provided at relatives request, and should it be necessary, outside agencies can be brought in to assist our carers.





Independence/Control

Every opportunity is given to our Residents to manage their own lives. The staff can control medication or Residents can self-medicate, whatever is considered appropriate.

Small household tasks are offered to those who wish to help and feel involved, i.e. ironing, veg prep, silver cleaning.

Residents are free to come and go as they please, choose what time they wish to get up and when to go to bed at night.

Encouragement is given to ensure that they do as much as possible for themselves, assistance is only offered when the Resident thinks it is needed and not when the staff decide. We believe that caring is to be carried out with the Resident, not done to them.

Residents with challenging behaviour, who are upsetting others, are moved into the correct environment.

Being a relatively small home, we are able to know and understand and respect the wishes of all our Residents individually.

Equal Opportunities

Tower House has always given equal opportunities to all. No person is discriminated against on grounds of religion, race or nationality.

Our Residents may be either male or female.

The religious beliefs of all our Residents are respected and all denominations are welcome.





Building Design

Bought in 1946 for use as an elderly peoples home, the original house was light and airy, with a good wide staircase. In the passage of time, four extensions have been added, all with the elderly person in mind. Corridors are well lit and wide enough to accommodate wheelchairs, although certain areas of the house have limited access for wheelchairs due to split-level landings.

The lounge has large windows, which take full advantage of panoramic views over Weston bay.

There is an extensive library, which is re-stocked every three months, taking into account all of our Residents tastes.

Large print books, tapes of talking books and newspapers are available for poorly sighted Residents.

Quality Assurance

This home believes that having quality and accommodation is an absolute right of every Resident. The continuing aim of the home is to provide a professional and efficient service to meet all of the requirements of its Residents. Tower House's goal is to obtain the highest possible level of satisfaction from Residents and relatives.

Visiting

The front door is opened every day at 8am. Visitors are welcome at any time and will be offered refreshments appropriate to the time of day.



Tower House

An everyday story of caring folk

1946 to the present day

Tower House became the first Residential Care Home in the West of England when it first opened its doors in November 1946, for an inclusive charge of £3.3.0d per week. Yes, I can remember the war, and my Father going out most nights as an Air Raid Warden. Our visits to our Morrison, together with our dogs, to shelter in the back room when the air raid siren sounded. Remaining there and trying to sleep, but still listening for the planes overhead, and hearing the bombs dropping with terrific explosions. We wondered where the bombs were landing. The closest a bomb came to us in Shaftesbury Road was in Ashcombe Park, missing the bowling greens, I am happy to say.

It was during this period that my Aunt, 'Nurse White' went out each night to care for the sick and elderly of Weston. She was now living with us for she had been recently widowed. She was well known by all the Doctors at that time (Dr's Sinclair, Kettle. Alford etc) and was in constant demand. In those days most of her visits were to the wealthy folk living on the hillside of Weston, living in large single occupancy houses. Now mostly changed into flats. My Father had missed war service as he worked at Henry Butt's Quarry, Milton Hill, and was responsible for the quarry in the absence of the owner, Leslie Barton, (son in-law of Henry Butt) who being a younger man than Dad was away in the forces.

The war had just ended, during which time we owned what is now known as Mansfield Nurseries, soon to become a building site. It was then our field, complete with duck pond. During the war we had about 100 rabbits in our back garden, goats, chicken, geese and ducks in the field and on the pond. We had in fact kept many families going with 'extras' during the war, especially at Christmas when I remember Dad plucking geese, chicken, and ducks in our garden shed, to go on the festive table on Christmas Day. With a large greenhouse and plenty of ground in which to produce food and flowers, we did very well during this difficult period. I can to this day remember growing Russell Lupins on my 'patch'. Dad on a Friday would hang bunches of flowers on his bicycle and push it up through Ashcombe Park, to sell his produce to the workforce, as it was payday.

The end of the war came and my Aunt suggested to my Mother, a State Registered Nurse, and Dad, that we should sell the field and 16 Shaftesbury Road, and purchase a large house on the hillside with good views, to take in the Elderly and care for them.

So, Tower House Care Home opened its doors for business in November 1946, having been the annex and home of the owner, the Reverend Barton, of Brean House School (now flats). Jugs of hot water were taken round to all by myself (age 11). The Lounge fire was also my responsibility, whilst Dad looked after the central heating and hot water boiler, both coke fed.

Mum and Dad spent days at the salerooms of Lalonde Bros & Parham in station approach (now Nightingales), bidding for carpets, furniture, bed linen, curtains, pillows etc., for rationing was still with us and Utility furniture only in a few shops (Paynes in Baker Street). Room 1 (the former headmaster's study), to this day has a floor still stained black round the edges, for we could not get a carpet large enough, and lino was unobtainable.

The winter of 1947 was particularly hard with lots of snow, therefore no school (Kingsholme). Dad, Mum and I used to ride down the hill to the gas works, queue up for a ticket, and then get a sack of coke each to put across the handlebars of a bicycle. I being too small (age 13) rode home whilst Dad with two sacks of coke pushed his bike home and up Hill Road! Quite an experience.

Our first car arrived in 1950, a 1936 Wolsey 14. We had no garage; indeed few people did, so each night we garaged it in Osbourne's garage in Swiss Road, and then walked home.

The National Assistance Act of 1948, conduct of Homes, became law in 1949. When Dad was contacted by Somerset County Council at Taunton and told he had to be registered he could not understand why, but was told as we only took in paying guests above pensionable age, we had to become a Registered Home. Hence Tower House became legal for an annual fee of £5.00. Inspections starting every other year by I remember a Mr. Tippins and Mr. Wiggins.

It was in 1953 just in time for the Coronation that a TV for all to watch finally arrived. To this day I can remember sitting in our Lounge (now the staff Room) with a crochet hook in my hand, for we made a doormat for each bedroom from a do-it-yourself rug-making kit.

Yes, times have certainly changed for by now all bedrooms had hot and cold washbasins. Fitted carpets were becoming the norm. 1958 saw our first extension added (room 10). Whilst 1961 proved to be a good year, for my first son Daniel was born and as a family we moved into a newly built extension at Tower House. A two bedroom self-contained flat with eight bedrooms above. 1962 saw the Lounge enlarged to accommodate our increased numbers, and also to give better accommodation on the ground floor for Mum and Dad.

It was in 1965 when the Labour Government cancelled Blue Water (a similar missile to Polaris) that I joined my parents running the business on £12 a week all found. I now had three children and a wife to support, but I refused an offer of returning to work as a project engineer at the Banwell factory for a salary of £20 per week.

My world was shattered in 1967 when my Father died suddenly, whilst my family and myself were on holiday in Guernsey. My Mum did not wish to have any part in running the business, for she was now 64. So it was down to me, aged 32, to sell or run Tower House. I enjoyed working with the Elderly and it was a challenge, so I stayed.

In 1968 we moved together with Mum to Springfield House in Worle and I put a Matron in charge of the Home, although I always retained the position of Registered Person.

1976 saw another extension added for I now put in a new kitchen, office for myself, and two further bedrooms.

With changing times we have added en-suite facilities wherever possible, and just completed upgrading the Resident's lounge and decorating the rather large hallways and staircases, fortunately my youngest son Peter is an excellent painter and decorator.

I know from my own past experience that living on the premises does not work well. One is always on call morning, noon and night. We have therefore recently changed our practice of employing a live in matron. We now rely on three senior carers sharing the responsibilities, with all nights covered separately. This means that no one person should get tired, either mentally or physically, with subsequent benefit to our Residents.

My life was made complete when my eldest son Daniel said he would like to come into the family business and finish with engineering. A married man with two children and a heart for the elderly. He is now taking his NVQ level 4 and will continue to run Tower House when I finally retire in June 2005. By then, I will have been 40 years in the caring business and Tower House will be just one year away from celebrating 60 years continual care of the elderly.

Michael Skyrme (May 2004)

