



GOLDEN VIEW CARE

Frequently asked questions

Q. What happens when I move in?

A. We encourage you to bring your personal possessions into the home provided it is safe for yourself, other residents, staff and approved by the Care Manager. We encourage you to make your room your own. Golden View Care will provide a bed, bedside table, a wardrobe, drawers to store your clothes and a TV mounted to the wall.

When you move into our home, we will develop a personal care plan with you. Your care plan will be focussed on who you are and what you like. We will learn to understand how you like to spend your day and the routines you prefer. We will understand your personal preferences and what brings you joy as well as your nursing requirements.

Q. Will I be able to contact someone any time of the day or night?

A. Staff include Registered Nurses and Caregivers who maintain a 24-hour service.

Q. When can I have visitors?

A. We realise that keeping in touch is very important and so encourage relatives and friends to visit as often as possible. They are welcome to visit at any time of the day. If the front door is locked outside of office hours, please ring the intercom and someone will let them in. We invite your relatives and friends to participate in activities such as social and craft activities.

Q. Where do my meals come from?

A. Our Care home has a chef who is responsible with their team, for providing a menu that gives as much choice as possible for breakfast, lunch and evening meals.

Q. Can I participate in any activities?

A. We believe that by keeping the mind and body active, a better quality of life is maintained. At the home, entertainment, recreation and activities are facilitated for that purpose.

We encourage residents to pursue existing interests, acquire new ones and to participate in normal activities of daily living. A Diversional Therapist is employed to provide a varied and interesting activity programme for your enjoyment.