

We think that we are the best Nursing Home in Sutton Coldfield; our *Service User Guide* provides full information about the services that we offer. You will find this at:

www.roxton.biz

Because we are confident that we provide a high quality service – we do not ask you to make an appointment when you want to visit us, please come along at a time convenient to you between 8am and 7pm



Roxton always has two qualified nurses on duty during the day.

The rest of the team includes care assistants, domestics, kitchen staff, secretary and the handyman.

We are proud of the high level of training that they receive.



At Roxton, we strongly believe that each resident has needs that are different to any other resident, even though many people will want or need similar things. We pride ourselves on the ability to change the care to meet the needs of the individual.

We encourage friends and family to visit, we have open access for family, 24 hours a day. We encourage visits from religious advisors or clergy and can make arrangements with local churches if requested.



We want our residents to enjoy their stay with us and believe that they should be encouraged to take part in a range of activities. These include:

- Christmas parties
- Summer barbecue
- Entertainers visiting the home
- Trips to the theatre
- Local shopping trips



Some key facts – Why Roxton is proud of its reputation

Result area	Roxton	What this means
NHS Infection Control Audit	GREEN	We have safe practices in place to prevent inspections spreading (e.g. Norovirus)
CQC Standards	Fully Compliant	We meet the standards expected by the care quality commission
Birmingham City Council Quality Review	92%	We encourage our residents to be independent and involved in activities. We provide a high quality of care
NHS Continuing Healthcare Quality Inspection	99.45%	We meet the standards set by the NHS for those who require higher levels of care
Agency Nurses Used	0	Our staff know the residents well and what they do and do not like