

PILGRIMS'
FRIEND
SOCIETY

**Emmaus
House,**
Whitehaven

Fulfilled living
in later life

About Emmaus House

Emmaus House is a 26-bed residential care home in Whitehaven, Cumbria.

We offer **residential care for older people**, including for those who are **living with dementia**. We can provide **respite care** to those who need it and we are able to offer **care at the end of life**.

At Emmaus House, all the rooms are fully furnished, with aerial TV, and telephones. Our rooms are available on the ground floor and first floor, and each have an en-suite basin and toilet. There is WiFi across the home and residents are welcome to bring their own devices if they wish.

On the ground floor we have a main lounge and dining room area where services, events, and activities take place. Off the dining room is a small conservatory with access to the garden areas.

On the first floor we have two smaller lounges and a hairdressing salon with a hairdresser visiting once a week.





Caring and **highly trained staff**

The Care Manager, who is registered by the Care Quality Commission, is responsible for the dedicated team of over 40 staff members.


We currently have 8 senior care staff who run each shift, order and administer prescribed medication including controlled drugs, write and update care plans, liaise with GPs and community nurses, communicate with next of kin regarding the care and well-being of those who live here. They are ably supported and assisted by care assistants and bank carers. We have five on the early shift, four on the late shift, and three on the overnight shift.

We also have an Activities Co-ordinator, Maintenance Officer and Cooks and Housekeepers who work across the home. This team ensures that the home is always clean and well-presented and that those

who live with us have a well-laundered wardrobe.

We are supported by a central team consisting of Operations, Property Services, Finance, Marketing and Communications, and Human Resources.

Pilgrims' Friend Society puts in place excellent staff training including from Altura, a Centre of Excellence with a suite of training courses covering a wide range of topics. To keep those who live with us safe, we also provide all care staff training in Manual Handling to Level 2 which is accredited by the Royal Society for the Prevention of Accidents (RoSPA).



“The team
go the second
mile again
and again.”

Our person-centred **approach to care**

It is important to us that those who live with us lead fulfilled lives through the excellent care and services we provide. Therefore, before someone comes to live with us, we meet with them to complete a full and comprehensive care needs assessment to identify what the individual care needs, interests and choices are, and to ensure we are able to meet them.

Once someone has moved in, a senior member of the care team will discuss their needs with them (and/or their advocate) and create an individually tailored electronic Care Plan which is easy to understand and covers everything relating to their personal care, including their social interests, personal relationships, hobbies, and emotional, spiritual and cultural needs.

The Care Plan is regularly reviewed by the senior care staff, together with the resident (and/or their advocate), to discuss any changes needed and to make sure all the resident's current needs are being met. We want those living with us to be involved in decisions and be able to discuss their affairs, alongside their relative or representative, knowing that information is kept strictly in confidence.

We support those who live with us to remain as independent as possible but our care team also provide support with activities such as bathing, dressing and mealtimes for those who need it. Residents can specify male or female care staff and, depending on the gender mix of the team, we will aim to meet this request.

Alongside the network of healthcare professionals, and with input from our Care Leads and Cooks, a range of special diets and needs are catered for. We also have regular visits from a chiropodist and a hairdresser, and we can support residents to appointments.

Relatives and friends are welcome to visit at any time during the day and there is the opportunity for them to purchase a meal in the home if they wish to do so, by prior arrangement.



Whole person care **in a family atmosphere**

Our concern is for the welfare of the whole person – emotional, physical, mental, social, and spiritual.

At Emmaus House we have an active social life in which residents can take part or follow their own pursuits. Planned together with residents and our dedicated volunteers, a programme of in-house and external activities, led by the Activities Co-ordinator, takes place every month. Our activities include singing, baking, games, quizzes, and lots more. We have a smaller lounge where various activities take place, and we can take the activity to a person's room as needed.

We have devotions in the lounge each week which are led by local ministers, volunteers

and staff, as well as a Sunday afternoon devotional led by local church volunteers. We also provide support for personal devotion and prayer, and trips out, as well as involving local schools in craft activities, life histories and singing. This keeps those who live with us in touch with their local community.

We meet regularly with those who live with us to talk about the activities and social life of the home, and their views are sought on every aspect of life in the home as part of our Quality Assurance system.





About Pilgrims' Friend Society

Emmaus House became part of the Pilgrims' Friend Society family of care homes and housing schemes in late 2023.

Rooted in our Christian faith, at Pilgrims' Friend Society we believe that as well as providing secure, comfortable homes and professional care, older people can be supported and encouraged to spend the later part of their lives contributing to the world around them, growing and enjoying fulfilling lives.

We have been supporting older people to flourish for more than 200 years, since a group of Christians concerned about "the aged and infirm Christian poor" established the Aged Pilgrim's Friend Society in 1807. We started off by providing pensions and support through volunteer visits before developing housing and care schemes for older Christians.

Today we continue that legacy by running residential care homes and retirement housing schemes around the UK, providing environments in which older people are comfortable and secure whether they need care or are living independently. In recent years we have started to use our experience as a springboard for inspiring and equipping churches, and other people who work in the community with older people.

We are committed to developing the work to support fulfilled living in later years through our Growth and Renewal Programme which will see more care homes able to deliver great Christian care, including new, purpose-built homes around the UK over the next decade.

"Even to your old age and grey hairs I am He, I am He who will sustain you."

Isaiah 46:4

WHAT WE *believe*

Pilgrims' Friend Society is a Christian charity,
rooted in the Bible.

We believe that the teachings of the Bible are our sole and final authority.

We believe that there is one God in three persons, Father Son and Holy Spirit.

The good news of the gospel is that, although men and women are sinners, God has taken the initiative to save people from every tribe, tongue and nation. We believe that God will bring about the redemption of all things.

God sent Jesus Christ, His Son, to be our Saviour. Jesus became fully human and, at the same time, remained fully God.

Jesus came to buy us back from sin and death by living a perfect life, having no sin, and dying in our place on the cross.

But God's grace did not stop there. When Jesus ascended to heaven, the Holy Spirit was given by God to continue His work on earth.

It is this Holy Spirit who gives us new birth and brings us to repentance and faith in the Son. When the Spirit has begun such a good work in someone, He will bring it to completion.

At the time appointed by God, Jesus will return to earth in glory. He will raise the dead and judge all people. He will banish those not known to Him and He will take His people to be with Him in eternal glory in the new heavens and earth.





Where to find us

Emmaus House is a 10 minute drive from the A595 or taxi ride from Whitehaven station.

Contact us

01946 591362
emmauscumbria@pilgrimsfriend.org.uk
www.pilgrimsfriend.org.uk/emmauscumbria

Emmaus House

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Whitehaven



Information correct at time of publication.

This information in this brochure and accompanying literature sets out a general outline of what we offer and is for guidance only. The information does not in any way form part of a contract or warranty.



Emmaus House joined the Pilgrims' Friend family in late 2023 and is currently rated as 'Requires Improvement' by the Care Quality Commission (6th July 2023). For more information, you can find the report on the CQC website or at www.pilgrimsfriend.org.uk/emmauscumbria



Pilgrims' Friend Society

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Framland is part of the Pilgrims' Friend Society family of care homes and housing schemes for older people. Pilgrims' Friend Society is a registered charity and a company registered in England and Wales. Charity No: 1045920 Company No. 3027071

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