



GREENBANKS HOUSE

Our Care Home from Home

Companies House Reg: 02284566

Greenbanks House Ltd

Residents Guide

2025 - 2030

Developed *by* the Residents *for* the Residents



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1. About Us

Seventeen of us currently live at Greenbanks, our home. Many of us have lived here since it was first opened in 1989.

Moving into Greenbanks was not like moving into any home. It was ours to live in as independently as we are able, with staff to support us as we need, but without our parents and families. We were all excited but very nervous about moving in, as were our parents and families.

It has been nice to welcome two new residents over the last few years. They fit in perfectly and are now our friends. We always remember how we felt when we moved in and try to help support new residents and make them feel part of our family.

We think we have come a long way during our time living here, learning new skills, making new friendships and always having others to share the good and the bad times. Over the years we have been actively involved in the many changes and developments within our home and we are very proud of what we have achieved.

We have a newsletter every couple of months to update family and friends on what we have been doing, and The Fifth Trust also share our achievements and activities in their newsletter.

We have made our own contract with the home. A group of us residents have helped in writing Policies and Procedures for our resident group. Some of these are explanations such as 'How to Make a Complaint' 'Independence' how goals are achieved, steps we follow to reach our goals. Other policies are basically house rules aimed to help everyone understand what is expected, this also respects and protects everyone. These Policies are an on-going project and kept in a green folder in the Day Room and are always available for you to read or have read or explained to you.

2. About our Village

Greenbanks is in a small village called Barham, a short bus or car journey from the city of Canterbury, which is famous for its lovely cathedral. We are lucky because we also live close to the coast and have many trips to Deal, Dover and Herne Bay for ice cream and amusements.

Barham has regular bus services to Canterbury and Folkestone. This is great for those of us who enjoy going to town independently but are not able to drive.

There is a small village store and Post Office in the grounds of the Village Hall where we can buy magazines or even a cup of tea and sit in the sun.

We also have a pub, the Duke of Cumberland, where we go for lunch and a drink. Opposite the pub is a large village green where we go to boot fairs and fetes.

Church is regularly attended by some of us and our families. Our local vicar, Stefan, also holds a monthly bible study group in our home for residents who wish to attend. We sometimes hire the Village Hall for events such as special birthday parties and attend shows put on by the local drama group.

3. Our Personal Space

Everyone has a single bedroom with an ensuite shower and toilet this is your personal space that others respect.

Furniture and decoration are your personal choice

Television and other electrical equipment are optional, but must meet the safety rules

You will be given your own bedroom key

4. Our Responsibilities

- You will need to change your bedding once a week, generally the night before your in-house day. Your weeks laundry will be done the day before your in-house day so it is dry for you to iron (with help if needed)
- You will have an in-house day one day weekly, on this day you will need to clean your room, do your ironing. The staff group are here to assist with these and any other tasks.
- Everyone is expected to do a share of daily house jobs. House staff will discuss these and ensure they are tasks you are able to do and ones you agree with.
- Assist in the preparation of meals with the house cook.
- Maintain daily personal hygiene standards
- On the first Tuesday of every month, we have a resident's house meeting. Each month a different resident takes control of the meeting as Chairperson. We talk about whatever we want to, it may be a house problem or something we have enjoyed, or something we would like to change. A member of staff takes the minutes (writes what each person has said).
- We have a resident Questionnaire which we complete once every 3months. Each resident talks through the questions and give their opinion with an advocate in private. This person is not employed by our company but is someone who visits to talk through and help resolve anything that worries us.
- We choose the staff we want to share our lives.

5. Take a picture tour of our home.....

We think this is the most important room in our home.

Our kitchen was refurbished in 2024.

Nick is our cook and ensures everyone's dietary needs are met and everyone's tastes are catered for. Some of us help with preparing and cooking, as well as baking for everyone. Lucy makes the best cheese scones and here is Ray with Nick and the carrot cake they've made for supper.



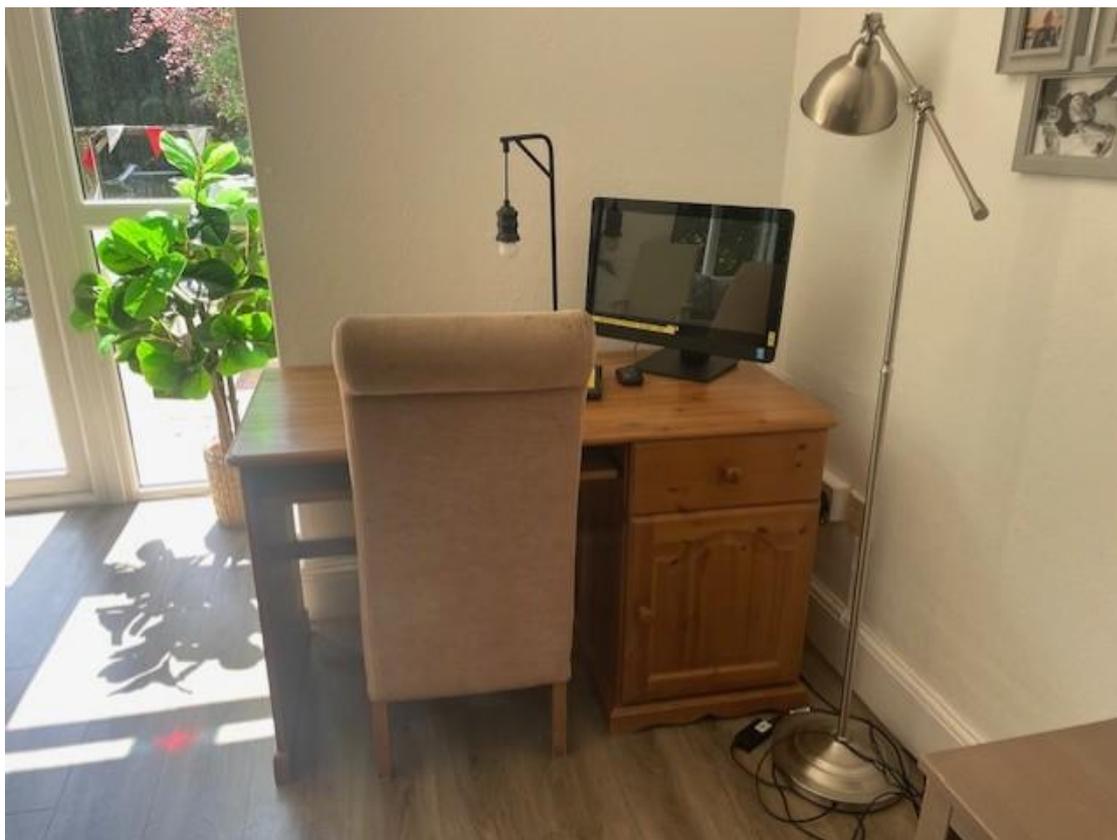
Our recently modernised 'big lounge' where we sit in the evening and watch films or play games. This is also our dance floor when we have parties



Our lovely view of the front garden from the big lounge



We have our own computer with large keys so it's easy for us to use



This is our day room where we watch TV and relax during the day



Our conservatory overlooks the front garden and is where we sit to do activities, like crafting, or sit and enjoy the sun, relaxing with our friends on the sofa. We have a noticeboard where all our activities and events are displayed, as well as photos and craft



Here are a couple of our bedrooms. We get to choose our own décor and have a choice of furniture. We all have TVs and access to WiFi for our phones and tablets. Some of us choose to watch TV in our rooms in the evening, while others like to sit in the communal areas



All our rooms have lovely country views and get the sun, either in the morning or afternoon



Our ensuite bathrooms and toilet facilities have all been updated over the last year. They are disability friendly and easy for us to use alone or with Support Staff, if needed



This is our laundry room where we can be helped to do our laundry, or the staff do it for us





The lovely front garden where we host events, have BBQs and enjoy the sun



This is the Work Centre, where we enjoy art and design, IT and gardening



This is called The Long House where we eat lunch and have discos



Last, but not least, here we are on our 2025 holiday to Tenerife, enjoying the music, the pool and, of course, the sun!



Thank you for taking the time to read about
our lives here at our home, Greenbanks
House.

We look forward to seeing you soon!

