



HILLCREST

CARE HOME

01603 626073

www.larchwoodcare.co.uk





Larchwood Care is proud to offer exceptional standards of respite and residential care.

We are committed to providing the very best care in a safe and comfortable environment.

Larchwood Care homes have Activity Coordinators who provide daily programmes of events for residents and assistance with individual hobbies or interests. We encourage residents to live their lives as they wish and are able to join in, or not, as they please.

Our aim is to provide a friendly, caring, 'home from home' environment where dignity, independence, safety and comfort are paramount.

We constantly invest in our high levels of care and maintainance of the facilities and feel if you ask any of our staff the question,

"Would you be happy with your loved one residing in a Larchwood Care Home?"

We are sure the answer would be a resounding "Yes".

We look forward to welcoming you!
The Larchwood Care Team.



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HILLCREST CARE HOME

A spacious, purpose built home, designed to provide a comfortable and relaxing environment, promoting good mental and physical wellbeing. Quiet and communal areas also include a bright conservatory and a large patio with outside seating areas.

We cater for a variety of needs, from specialist care and support to help with everyday living for those who require a helping hand to retain their independence.

Warm & Welcoming

Exceptional surroundings reflect the excellent facilities in which we deliver high quality care. While each of our 48 en-suite bedrooms are tastefully decorated and furnished each resident is encouraged, should they wish, to bring in their own furnishings and personal belongings to make their room their own.





INDIVIDUAL CARE

These are our foundation stones

Compassion, respect, dignity and choice are the essential foundation stones to our approach. We ensure that we encourage greater involvement by residents and their families for shared decision making.

Residents are the focus of our service provision

We ensure that all residents are fully involved in the planning and delivery of services, promoting their right to privacy and independence.

Comfort & Wellbeing

We recognise that everyone is different and the care we deliver aims to reflect this. Hillcrest provides a homely, relaxed and safe atmosphere for its residents, guests and staff.

We go to great lengths to make everyone's stay truly beneficial

Respite care

From a few days respite or rehabilitation, to longer residential requirements, our principles remain the same and your wellbeing is always our priority.

Residential care

People who stay with us on a Residential basis will have their care package led by a Senior Carer who will, with your involvement, devise a set of care plans to meet your needs. The team will have access to the community based healthcare team that will include your GP and their District Nurses.

INDIVIDUAL NEEDS

Activities

A regular programme of activities is promoted within Larchwood Care homes by our dedicated activity coordinators.

Each activity is designed around keeping fit and active or to simply stimulate. We encourage residents to live their lives as they wish and are able to join in, or not, as they please.

Care Home activities often involve the local community and we encourage strong social links with local groups.

Typical daily activities include;

- Arts & Crafts
- Indoor bowling
- Bingo
- Passive and gentle exercises
- One to one shopping trips
- Beauty Therapy
- Reminiscence meetings
- Card games

All of our residents enjoy the dignity, security, independence and choice that every individual is entitled to.

Catering for all

We also arrange visits to Religious festival celebrations at Christmas and Easter as well as activities surrounding other non-religious festivals.

To ensure we all look our best, a hairdresser regularly visits Larchwood Care homes where salon facilities are available.

Our Catering Team provide a wide range of freshly prepared meals to suit all tastes. Clients are encouraged to make menu suggestions and any specific treats, needs or allergies can be catered for.



Hillcrest
Care Centre Manager

PHILOSOPHY OF CARE

LARCHWOOD CARE OFFERS YOU THE OPPORTUNITY TO ENHANCE YOUR QUALITY OF LIFE BY PROVIDING A SAFE AND COMFORTABLE ENVIRONMENT.

Larchwood Care provides support and stimulation to help maximise potential, whilst recognising your particular physical, emotional and social capacity.

- Clients are encouraged to be involved in decisions affecting their lives
- The assumption, underlying all care decisions, is that Clients are capable of making choices about their own lifestyle (e.g. deciding what to do and when to do it)
- Staff will respect and enable residents to live dignified lives
- The Care Home offers opportunities for Clients to review their own situation regularly, along with a relative, friend or adviser, Key Worker or Manager
- Clients are entitled to 'private' accommodation (ideally single rooms – subject to availability) which they can call their own, use as and when they wish and invite guests to. This implies choice about the nature of the room or space (e.g. furnishings), availability to lock the room and to have a secure place for personal belongings
- Staff will adhere to the principle that the needs of the Client are paramount
- Staff will ensure that the individual needs, and wishes, of all Clients are ascertained, respected and met wherever possible, particularly bearing in mind ethnic, religious and cultural and other important factors
- Clients should be treated with respect and dignity at all times, but especially in regard to staff's treatment of incontinence issues, bathing or dressing and the manner by which they are addressed
- Staff are required to ensure that they adhere to the instructions given in the Quality Manual, and other specified standards and instructions, issued as part of Larchwood Care's training programmes
- We ensure that, wherever possible, Clients continue to have access to all community support services, including health, social services, leisure and education and we will facilitate such access wherever possible

CLIENT'S CHARTER OF RIGHTS

Individual Client Rights

- To be given respect as an individual
- To be treated with dignity
- To have status, regardless of handicap or infirmity
- To be given access to services and resources according to individual needs
- Not to be discriminated against
- To be a partner in the care process and be consulted and fully involved in decisions
- To accept or refuse a service

Client Information

- To receive information about the Care Home prior to admission
- To comment upon, complain about or offer thanks for the quality of care received
- Clients may choose to have a relative, friend, advisor or loved one to represent their wishes and ensure their rights are protected
- To be advised of the services available to Clients and the implications of refusing a service

Client Responsibility

- To take part in planning and reviewing care
- To consent to, or refuse a service, subject to consideration of their own health, welfare or safety or that of other clients. This is subject to the legal status of the Clients concerned
- To make financial contributions toward the cost of their accommodation

Client Confidentiality

- To know the information given to, or received from, the Client will be relevant, accurate, kept secure and will be treated confidentially
- To know that this information will be obtained fairly and carefully, held only for lawful purposes and not used or disclosed to a third party without the consent of the Client

Client Healthcare

- To choose their own medical and dental practitioner
- To receive health and social care services
- To know that any medication is given on the instruction of a registered medical practitioner

THE UK'S LEADING PROVIDER

ALL LARCHWOOD CARE HOMES ARE MANAGED BY HEALTHCARE MANAGEMENT SOLUTIONS; THE COUNTRY'S LEADING PROVIDER OF MANAGEMENT AND CONSULTANCY TO THE CARE HOME SECTOR.

The delivery of high quality care

Our nationwide team of Regional Managers and Peripatetic Managers is supported by a Head Office in the West Midlands. This team provides an intensive and direct support to homes.

A national resource

Through our executives, experienced in-house staff and an excellent team of partners, we deliver outstanding results across every facet of care home administration including:

- Operations
- Estates Management
- Human Resources
- Quality Management

Expert & Experienced

We are a people business, committed to providing the highest standards of care and service to our residents. This is achieved through the skill and determination of our staff, from Head Office to your Care Team.

Rest assured

Larchwood Care homes benefit from bespoke technology, developed to measure and monitor quality in all of our care homes.



A revolution in quality and compliance in care homes.

Healthcare Management Solutions have developed **IMPACT**, a bespoke online quality management audit tool, used by our trained experts to measure and assure the quality of care.





“Every Larchwood Care home is staffed by diligent, caring and trustworthy personnel who have each resident and their family’s happiness as a core priority”.

Easing Your Concerns

Larchwood Care provides as much support as possible to residents and their families during the moving process and throughout the residents stay.

We know how to help

Larchwood Care staff have the experience and training to know and understand the challenges that everybody involved has to overcome, so we know how to help.

Assistance with care fees

We have extensive experience with financial support for residential care. Our Home Manager will be happy to discuss your specific circumstances and needs in total confidence.

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