

hillcroft
CARE HOME
Supporting your Independence



Hillcroft Care Home

Providing Residential and Dementia Care Within a Care Home Environment

Welcome

to Hillcroft

Thank you for your enquiry regarding Hillcroft Care Home.

Our goal is to provide each of our residents with the very best facilities and care in beautiful and luxurious surroundings. We aim to promote individuality and independence, and encourage our residents to exercise choice in all aspects of their care.

We hope you find this brochure useful, whilst you make this important decision for yourself or your relative. We invite you to visit Hillcroft to meet our dedicated and highly trained staff, view our wonderful home and feel the warm and caring atmosphere. You may visit at any time, but if you call beforehand, we can arrange an appointment with either myself or another senior member of the care team.

If you have any queries, or would like any further information, please do not hesitate to contact me.

Thank you for your interest and I look forward to meeting you,

Yours Sincerely,
Peter McCarten
Manager



Your Home

Hillcroft is a registered Care Home for the elderly that accommodates 34 residents and includes a specialist 15 bedroom dementia environment. We pride ourselves in the care we provide for our residents. Improving the quality of life of our residents is our mission.

Hillcroft has recently undergone an extensive building renovation to provide the highest quality environment and facilities for you or your loved ones. We are registered with the Care Quality Commission who ensure we provide the highest standard of care that will give you peace of mind. To ensure this level of care is maintained, there is an extensive, ongoing training programme for all our care colleagues and we are Investors in People Accredited.

Bedrooms

Hillcroft Care Home consists of 34 single bedrooms, however we can accommodate a couple to share a bedroom if required.

Health and safety is always at the fore of our concern and the home is fitted throughout with a fire sprinkler system for added safety. There are adequate detectors in each room along with a nurse call system, which is wireless and is available in all areas.

-  Rooms are cleaned daily
-  Bright, spacious and attractive
-  South facing reminiscence garden
-  Fitted locks and lockable drawer space
-  Flat screen television in both lounges
-  Telephone available
-  High-tech nurse call system allowing quick response times



Creating the Ideal Living Space

We want to make our guests feel at home during their stay, however long they are with Hillcroft Care Home. It is very important for guests and residents to mix socially within the many activity groups the care team organise on a daily basis, each creating interaction and stimulation. But, it is equally essential that the residents maintain a level of privacy and independence.

Each resident has their own room complete with a comfortable bed, arm chairs for relaxing in, wardrobe for their clothes and a table and chair set for them to use. Many of the rooms come complete with en-suite bathrooms consisting of a W.C, wash basin and a walk in shower or wet room.

Although many would like to keep their dignity in regard to their personal hygiene and bathing, help is always on hand and regular checks are made to ensure the safety of all residents. All rooms have alarm buttons and smoke alarms installed for that extra peace of mind.



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My auntie is very happy here and has been since she became a resident in 2020. She always mentions how good the staff are in their friendliness and seeing to her needs.

Nephew of Resident | November 2024



Communal Areas

The communal areas include a large furnished and tastefully decorated lounge on the ground floor, and a smaller lounge on our Dementia unit for those relaxing moments. Each unit has a well laid out dining area. There is easy access to toilets from the lounge & dining area. There are two extra bathrooms one of which is fitted with a spa bath so you can experience the luxury of the spa bubbles!

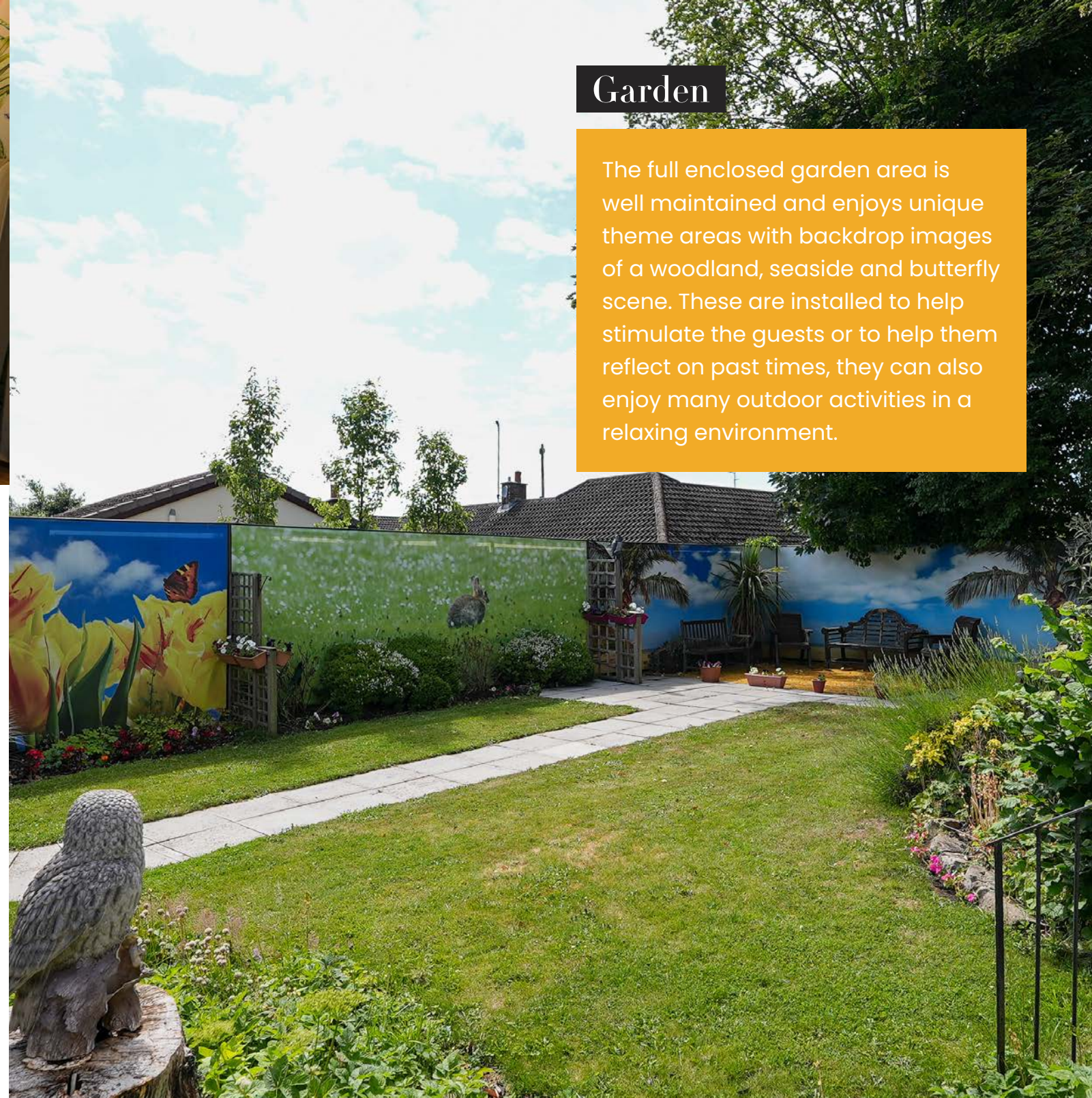
We have a hairdressing salon for our guests with weekly visits from a qualified hairdresser.

Getting about can be difficult for many of our guests so there is a passenger lift which accommodates all floors.



Garden

The full enclosed garden area is well maintained and enjoys unique theme areas with backdrop images of a woodland, seaside and butterfly scene. These are installed to help stimulate the guests or to help them reflect on past times, they can also enjoy many outdoor activities in a relaxing environment.



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Hillcroft is a very happy home that makes my mum and our family very welcome. My mum settled very quickly because of the exceptional staff. All staff are kind, caring and have taken the time to get to know my mum and her ways. I enjoy visiting my mum and know when I leave she is in safe hands. Since my mum has been a resident at Hillcroft, I have felt less anxious, knowing she is with staff who genuinely care. Thank you.

Daughter of Resident | October 2024

Your Care

The caring staff at Hillcroft Residential Care Home are trained to the very highest standards in all aspects of care. Each are committed to an ongoing training programme and refresher courses to ensure you or your loved ones receive the looking after you would wish for them.



Key Areas of Training

- Health & social care
- Moving & Handling
- Safeguarding
- COSHH Awareness
- Fire Awareness
- Food Safety
- Care Planning
- Medication
- Pressure Area Care
- Diet & Nutrition
- Health & Safety
- First Aid
- Diabetes
- Customer care
- DOL's
- Communication
- Equality & diversity
- Dementia level 2 & 3
- Infection Control
- Catheter/Stoma Care
- End of life
- Advanced Care Planning
- Supervisions/Appraisals
- Challenging Behaviour



Meet Our Team

Our outstanding care team are also dedicated and highly qualified; most have completed NVQ levels 2 or 3. We insist on a high standard of care, so our employees are carefully selected, full induction training is provided and continuing professional development is undertaken by each member of staff. Supervisions are undertaken periodically to help support our Carer's.

Attentive and compassionate carers are available twenty four hours a day. The high staff - resident ratio enables us to provide companionship and stimulation, as well as tending to your physical needs.

In addition to the Care staff, Hillcroft Care Home employs an expert cook, domestic staff, catering and kitchen assistants and a maintenance person.



Hillcroft is owned by Raycare Ltd and is managed by Home Manager, Mr Peter McCarten. Peter is passionate about individualised care and is personally involved in the welfare of every single resident. As a Registered Mental Health Nurse he has gained a wealth of experience in providing care and support to elderly people for over 2 decades, and strives to deliver the highest standards in care and the best quality of life for all of our residents.

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My friend was here for a period of respite care. The staff are wonderful, nothing is too much trouble, the management goes above and beyond to ensure everyone is cared for.

It honestly feels like a home from home, not clinical like some others in the area. My friend came on leaps and bounds whilst here due to the exceptional care given.

Friend of Resident | October 2024

Your Activities

A wide range of activities are organised for our guests on a daily basis by our activity coordinator and the Care team. This includes both community involvement and in-house activities. All guests are involved in the choosing of which activities they would like to be involved in, and the choice is continuously expanding.

In-house entertainment includes, singers, choir, arts and crafts, bingo, reminiscence, knitting and natter, safari animals and pet therapy.

We also provide relatives with free Dementia training, which is run every four months. This enables family members to build an insight into the condition.



Events & Trips

Arrangements can be made for the guests in our care, to go out on a weekly basis. They are made in line with the weather at the time and they include meals in local restaurants and garden centres. This is where we offer them community involvement.

The staff team also arrange activities such as reminiscence in the home and theme garden areas, which include sunny beach, butterfly garden and the woodlands experience. Many more themes are being developed to help the residents to recall days gone by in their lives. This change of scenery helps to stimulate the thoughts of the guests with Alzheimers and Dementia.

Local schools are also getting involved with pupils coming into the home to sing songs for the guests and entertain them, join in with conversations about the good old days!



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Every time we visit it is clear that Dad is happy and content. After a turbulent year, Hillcroft staff have understood his triggers and modified their approach to him so that he is calm and relaxed. It is lovely to see him smile. Staff are always smiling and approachable. We are so grateful for their care.

Daughter of Resident | October 2024

Your Cuisine

A healthy and balanced diet is very important for all our guests. We recognise the importance of satisfying the tastebuds but more so the value of a good nutritious diet.

Hillcroft Residential Care Home makes every effort to ensure a healthy balanced diet is offered every day, meeting all special dietary requirements and needs and a choice of meals is offered at every mealtime. We are aware that some residents will not be able to express their choice verbally, in these circumstances the team can offer pictures of the daily choices ensuring each resident receives full choice. Any changes to the daily menus are discussed at regular residents meetings.

A Sample Menu

Monday Lunch

Chips, egg, sausage with tomatoes and peas

Or jacket potatoes with tuna and salad
Apple crumble with custard

Tuesday Lunch

Stew, boiled potatoes with fresh vegetables

Or jacket potatoes with cheese and salad
Chocolate sponge with custard

Wednesday Lunch

Meat balls with chips or mash potatoes, with fresh vegetables

Or cod with chips or mash potato
Gateaux

Thursday Lunch

Chicken with roast & mash potatoes, with fresh vegetables

Or curry with rice & chips
Lemon sponge



Your Health & Safety

All efforts are made to keep Hillcroft a safe environment. All entrance are fitted with secure keypad system to control access to the building.

The proprietor and management team at Hillcroft employ a Health & Safety Auditor who carries out weekly and monthly checks.

Horizon, our dementia environment is also accessible through secure key padded doors. This is protect the safety and security of all our residents. All visitors and visiting professional are asked to sign in and out of the visitors' book, which is situated in the main entrance hall.

If you are not a regular visitor to Hillcroft you may be asked for some form of identification.

Nurse Call System

All areas of the home are fitted with a wireless nurse call system, the staff will explain the system to you on your admission. Once you have activated the call system a member of staff will answer your call within minutes to attend to your needs.

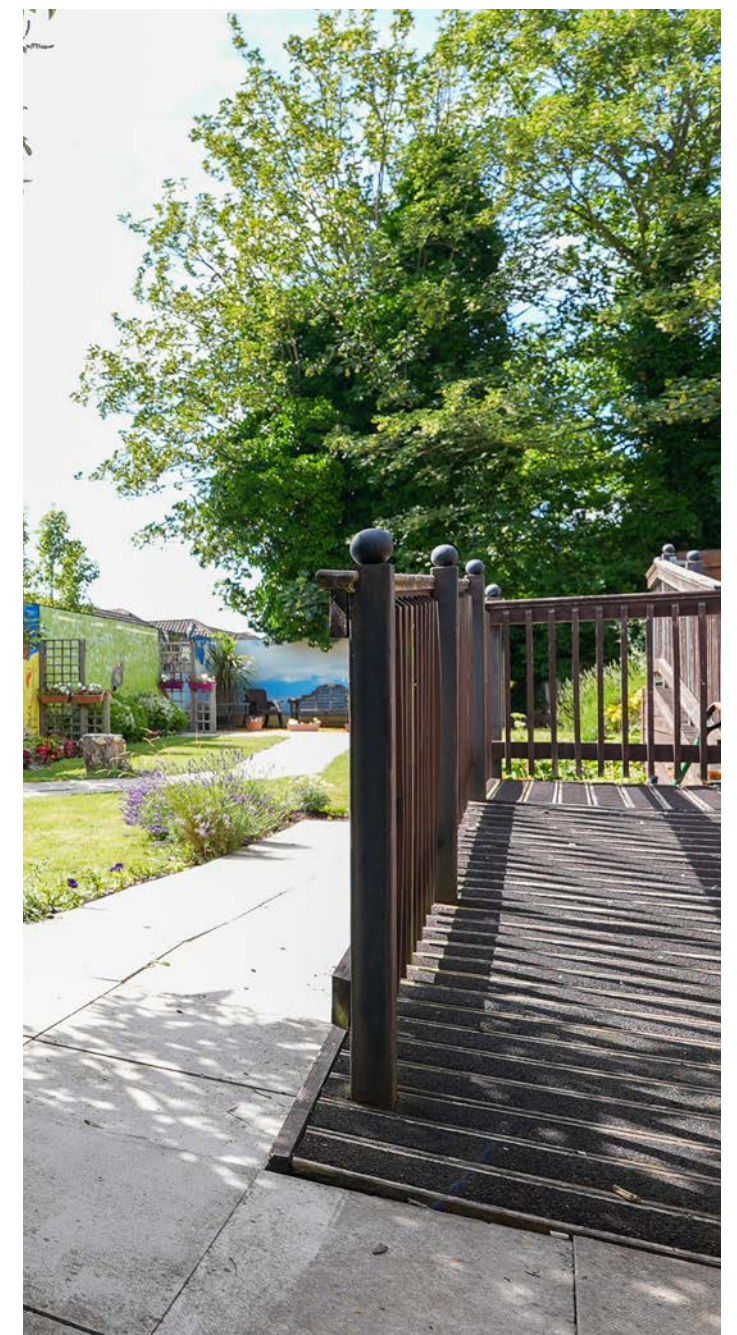
Night Checks

It is the Hillcroft's policy to ensure all our residents are checked every two hours. If for any reason you need more regular checks this will be completed in accordance to your needs i.e. where bed rails have been fitted in accordance with the personalised care plan.

Cleanliness

A safe clean environment is important and all attempts are made to ensure Hillcroft is maintained to a high standard at all times.

All domestic staff are trained to provide a good service which includes Health and Safety and COSSH training.



Our Service

The Hillcroft Care Home Team are committed to providing value for money within our comprehensive and caring service. Fees are variable depending on the level of care either you or your loved one needs. We make an assessment of each resident and guest to help ensure the room and environment suits their individual needs.

We are happy to help you personalise your bedroom too, so if there is a colour or theme you really like, let us know and we will be happy to decorate for you!

Finance

It can be a daunting task to work out the financial cost when it comes to short or long term care, so we have produced a comprehensive fee sheet, which is available on request.

The financial payment options include privately arranged fees and, where applicable, assistance from Local Authorities subject to the findings in the assessment.

If residents or family members are unsure of financial arrangements, the home manager, Peter, is always available to assist.

Chargeable extras include; dry cleaning services, hairdressing and privately funded professional visits i.e. private chiropodist.

Contributions are required when outings with large expense are arranged.

What The Fees Include

-  24-hour assistance from fully trained staff.
-  Homemade, nutritious healthy meals, including catering for special dietary needs and preferences.
-  GP, Dental, Audiology, and District Nurse visits when required.
-  Escorts from staff to outside agency appointments.
-  Easy access to nurse call system day and night.
-  Laundry Service
-  Warm and comfortable environment
-  Daily activities and outings

“

All staff are amazing, nothing is ever too much trouble. Food always looks very nice and is always hot. Staff are very friendly, kind, considerate and always go above and beyond for both residents and visitors. They help put your mind at ease.

Granddaughter of Resident | November 2024

Aims & Objectives

To provide a friendly residential and dementia settings within a care home environment.

To provide a quality of life which enables residents to retain their independence, identity and a sense of value.

To provide stimulation and encourage the partaking of activities and social events.

To provide physical and emotional support to residents, family and friends.

To involve relatives and friends in the day to day affairs of the residents.

To provide well balanced, homemade, nutritious meals. Offering choice and following residents' preferences.

To maintain and develop close links with the community.

To sustain resident's morale and safeguard individual rights.

To deliver the best possible care to all residents at all times.

To ensure staff are training above and beyond the required standards.

To maintain a high quality environment for all residents.

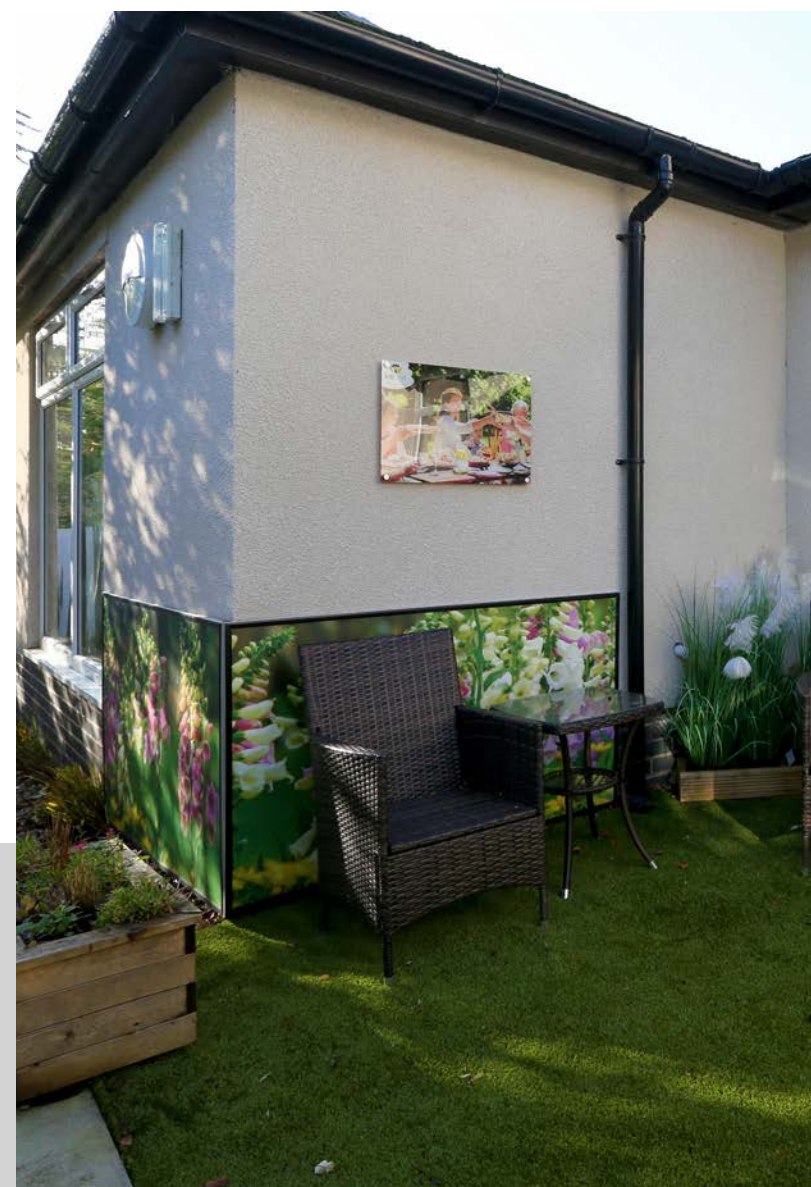
To respect individual's religion, culture and to ensure that any religious or cultural preferences are recognised, respected and maintained throughout their stay.

Statement of Purpose

Hillcroft produces a Statement of Purpose, which is regularly reviewed and can be read by anyone who's interested. The Care Quality Commission inspects the home regularly to ensure it complies with Care Standards. The CQC Report is available to all.

To view our Report, visit: www.cqc.org.uk.

Residents' and relatives' reviews can be found on: <https://www.carehome.co.uk/carehome.cfm/searchazref/10003520HILA>.



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Looking forward to meeting you

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