

# our bright **HAPPY HOME**

Everything about the design aims to improve the wellbeing of our residents. First impressions are of entering a modern 5 star hotel: the light-filled, uplifting, communal areas which flow into each other; the easily accessible delightful patio and garden areas; the lovely contemporary furnishings...

It's a bright happy home.

But beautiful surroundings alone are not enough - we are committed to providing the highest standard of care to all of our residents.

That includes making sure that we treat you as an individual - providing truly 'person-centred care'; focusing on your individual needs; giving you as much choice and control as possible over your own life, and always doing our utmost to respect and maintain your dignity.



# where is **HEATHLANDS VILLAGE?**

Our home is in Prestwich, a residential suburb of Manchester, about three miles north of the city centre. We are adjacent to a golf club and a stone's throw from Kersal's historic moorland.

The Village sits in a lovely five-acre landscaped site with extensive patio and lawn areas and two innovative sensory gardens, with seaside and woodland themes.

To take a virtual tour, enjoy aerial views or watch a short film about life at Heathlands Village, please visit our website:  
[www.heathlandsvillage.com](http://www.heathlandsvillage.com)





## *the things* **WE'RE MOST PROUD OF**

We are very proud that Heathlands Village:

- aspires to the highest standards of care set by the Care Quality Commission (CQC). Our latest CQC inspection report can be found on its website at [www.cqc.org.uk](http://www.cqc.org.uk)
- is rated 'excellent' by Bury Local Authority
- has been awarded 'Platinum' status under the national 'Gold Standards Framework' for end-of-life care.



## care that's **BEST FOR YOU**

We understand that people have different requirements and the level of support they need varies for each individual. Some people are relatively independent, whilst others need help with every aspect of their care.

What's important is to identify what care is right for you and in which of our various living areas we can best provide this.

We start by carrying out an 'assessment' - talking to you and your family, and if necessary, health and social care professionals.

We find out about your background, health and care needs, your likes, dislikes, hobbies and interests.

## RESIDENTIAL CARE

Residential care will be suitable if you need someone to help you with:

- **personal care** - eg showering, getting dressed and managing the toilet
- **meal-times** - serving meals to you; helping or encouraging you to eat
- **moving around** - helping you to move about, eg from bed to chair, or from your room to the dining room or activity centre
- **medication** - bringing you your medication or reminding you to take it
- **socialising/taking part in activities** - eg helping you to stay in contact with friends and family; reminding you about what's going on and encouraging you to take part



## NURSING CARE

Nursing care will be suitable if, in addition to needing residential care, you also have medical care needs, such as needing someone to:

- monitor your **nutritional intake** - this might include managing your tube-feed
- look after your **wound-care** and take measures to prevent damage to your skin - this is crucially important if you spend a lot of time in one position
- monitor your **medical condition** around-the-clock
- provide you with **palliative care** and **pain control** including giving injections





## TOWARDS THE END OF LIFE

Our nursing team at Heathlands Village offers palliative care, as an alternative to hospice care.

We can provide you and your loved ones with total support: physical, emotional and spiritual.

Our aim, if at all possible, is to avoid the need for you to be transferred to hospital towards the end of life.

We have a family room in our nursing area which provides a peaceful, private space for family and friends to take 'time out' or stay overnight. We can also set up a bed in your room so they can sleep right by your side.

## DEMENTIA CARE

Heathlands Village specialises in looking after people who are living with dementia. We offer three different options depending on the level of care that you need:

If you are fairly independent, perhaps just experiencing some difficulty remembering things, life in our main residential living area will probably suit you very well.

However, if you need a greater level of support and reassurance, 'Beach House', a smaller household where we offer specialist residential dementia care, may be more suitable for you.

We also offer specialist nursing dementia care in 'Oakwood' - a cosy, domestic-style living area situated in our annexe building, Eventhall House.



## DAY-CARE

If you need support during the daytime only, you can come and spend full days or part days at Heathlands Village, joining our residents for meals and activities. Public funding may be available to cover the cost of this.

## REST AND RECUPERATE

Not all our residents live with us full-time. Plenty of people like to join us for short breaks enjoying a welcome change of scene, some well-deserved 'TLC', and a chance to meet new people or catch up with old friends.

Whether it's an overnight stay, a few days or a few weeks, a short break can allow you to test the water before making a permanent move to Heathlands Village.

Alternatively you may choose to stay with us after a period of illness or a stay in hospital. We will help you get back on your feet while plans are made for your care and support back in your own home. You may qualify for public funding for your stay.

Short breaks can also give your family a break from looking after you and a chance to recharge their batteries or go on holiday.

## MOORVIEW

Heathlands Village is home to 'Moorview', a supported independent living facility run by The Fed. This offers rented accommodation to older people who need some care and support to manage day-to-day, but are still able largely to look after themselves. For further information contact our Admissions Team on 0161 772 4800.



# paying FOR YOUR CARE

Our Admissions Team will discuss how your care will be paid for when they carry out your assessment. Much depends on your individual financial circumstances and care needs.

If you cannot afford to pay you may be eligible for public funding from your Local Authority and/or from the NHS. You will need to have an assessment by a social worker to establish if you are eligible.

Family of residents who are publicly funded are expected to contribute financially to their care, as public funding does not cover the whole cost. The level of contribution is based on the type of accommodation you accept.

You will find a lot of very helpful information about funding for residential or nursing care on the AgeUK website: [www.ageuk.org.uk](http://www.ageuk.org.uk). You can also phone them on 0800 169 6565 to ask them to send you copies of their fact-sheets.

## choosing YOUR ROOM



We offer a variety of room types - bedroom only, studio with a living room and bedroom alcove, and larger alternatives with a separate bedroom and living room.

All our accommodation is comfortable, well-appointed and highly maintained. Our rooms are generally larger than in most other care homes and the majority have a private en-suite bathroom.

Charges and family contributions depend on the type, size, location and style of the room.



## the heart **OF OUR HOME**

The heart of our home is the communal 'hub' in our main building - a lively area including our Function Hall, Sunny Lounge, and The Central Café - a modern barista-style coffee shop. These overlook and lead out onto our patio and gardens where residents love to sit and socialise or have a meal when the weather is fine.

The café is a popular meeting place, not only for residents and their families, but also our staff and visitors from the local community.

The hub also houses our 'Betty Blue' hairdressing salon; residents' activity centre; central atrium leading to our main restaurant, Balcombe Hall and village shop; our medical suite; games room and synagogue.

Throughout the village you will also find plenty of smaller lounges and dining rooms for people who prefer quieter spaces.

# come DINE WITH US

The Heathlands Village Catering Team offers a varied menu of tasty, nutritious meals. Whatever your palette or specialist dietary needs, (including puréed foods) there will be something to take your fancy. A sample menu can be found at the back of the brochure.

If you are Jewish and observe the laws of Kashrus you will be pleased to know that our kitchens are under the supervision of the Manchester Beth Din.

There's also plenty of choice about where you have your meals. You might enjoy the hustle and bustle of our main Balcombe Hall restaurant or perhaps you would prefer to eat in a smaller dining room nearer to your room, or to take advantage of room service.

You are more than welcome to invite family and friends to join you at meal times. A list of guest meal charges is available at the back of this brochure.

Like many of our residents, you might like to have a snack with your visitors at The Central Café - open daily, apart from Saturday (the Jewish day of rest) and Jewish festival days.

For a special treat you can 'dine out' in style at one of our popular 'Chef's Nights' which offer multi-course gourmet menus.



# what's ON TODAY?



Our dedicated Activity Team takes pride in offering a rich and varied programme aimed at keeping our residents entertained, stimulated and feeling great.

These include: cocktail nights; dance nights; table-tennis; Motiview cycling; bridge and Kalooki; music appreciation; cookery demos; residents' concerts and choir practice; Jabadao; reminiscence sessions; film shows; visits from professional dancers and singers; animal petting sessions; intergenerational activities and visits from local schools, choirs and theatre groups.

Activities take place in our activity centre and also run in our smaller lounges around the village.

The team also offers shopping trips, outings to the seaside, stately homes and other places of interest. A sample programme can be found at the back of this brochure.





## *all this* **UNDER ONE ROOF**

Our numerous facilities and services also include: free WiFi, a library, a Residents' Forum, a Relatives' Forum, a mobile multisensory unit, exercise classes and regular visits from a physiotherapist, optician and toe-nail cutting service.



# our JEWISH HOME

As a Jewish home, Heathlands Village is run in a way that enables residents to observe a Jewish religious and cultural way of life, if that is their choice.

At the same time, we are delighted to welcome people who are not religiously observant or not of the Jewish faith.

Our home houses a shul (synagogue) which holds regular services. We employ a full-time Religious Director who provides spiritual and religious support to residents and their families.

You will notice one or two differences in the way we do things, but these will not affect the standard of care you receive or your enjoyment of life at Heathlands Village:

As a 'kosher' home certain foods are never permitted such as pork, bacon and shellfish and there are restrictions on foods which can be brought into the home, or cooked and served by our catering team.

From Friday afternoon or evening, (depending on the time of year), until it goes dark on Saturday, the Jewish Sabbath (day of rest) is observed. There are no formal residents' activities; TVs are turned off in communal areas and the village shop and The Central Café are closed.

The Sabbath brings a special atmosphere to Heathlands Village with an array of traditional celebratory foods, lots of extra visitors, including children and young people, and a reception after morning services in our synagogue which everyone is welcome to attend.

If you would like more information about the Jewish way of life in our home our Religious Director would be very happy to advise you.



# involving **YOUR FAMILY**

Heathlands Village encourages family and friends to visit often and stay involved in your care. They can come whenever they like, as long as this is what you want, and our open-door policy means we are happy to discuss any aspect of your care with them, provided you agree to this.

If a loved-one wants to stay with you, they can stay in a guest room or we can provide a fold-away bed in your room. More information about this is available from our Admissions Team on 0161 772 4800.

We also encourage your family and friends to share their thoughts with us, including what we could do better, so that we can continually evaluate how well we do things and make improvements if necessary. 'Feedback Boxes' are situated around our home for people to leave their comments.

An independent Relatives' Forum meets regularly and also provides helpful suggestions and support to our management team.





## meet **OUR STAFF**

We employ over 300 people at Heathlands Village. Our care and nursing teams are supported by housekeepers, chefs and kitchen staff, laundry staff, porters, customer service staff and handymen, all working together to provide you with the highest possible standard of care.

A good number have worked for us for many years - testament to Heathlands Village being a happy place to work.

All staff undergo compulsory training. We place great emphasis on personal development and ongoing training, encouraging people to take professional qualifications.

Volunteers support our staff and bring added vitality and friendship to the village, helping to run activities or just spending time chatting to residents.





## *and* **WHAT NEXT?**

To arrange to look around our beautiful home; to join us for a taster day or come and stay for a trial period, or just to ask us a few questions, please call our Admissions Team on 0161 772 4800 or email [info@thefed.org.uk](mailto:info@thefed.org.uk)

We're looking forward to meeting you.