

RESIDENTS' GUIDE

Everything you want
to know about
Heathlands Village



**THE
FED**

Heathlands
Village

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WELCOME!

Dear Resident,

We are delighted that you have chosen to live at Heathlands Village and hope your stay with us will be very happy and comfortable.



This welcome folder is intended to help you get to know where things are and what goes on. We hope it will help you settle in as quickly and easily as possible and that you will be very happy here.

A member of our care team will be designated as your **keyworker**. They will make themselves known to you, and will focus on your needs. If you have any concerns, they are the first person you should speak to. If he or she is not available, please speak to any other member of the Care Team.



Sarah Holland



Charlotte Johnson

We would also like to introduce you to Sarah Holland, our Business Development and Customer Care Manager, who is also here to help you 'find your feet'.

Working alongside Sarah is Charlotte Johnson, our Customer Care Co-ordinator, who is here to support people settling in for their stay.

Should you wish to speak to either Sarah or Charlotte, just let a member of staff know or leave a message at reception.

MENU OPTIONS

Special diets

We cater for all dietary needs including vegetarian, diabetic, gluten or lactose free, pureed or soft diets. Our staff are available to assist you at mealtimes if needed.



Menus

Our menu plans change every week and run in a four-week cycle, giving you lots of variety. These are overseen by our Catering Manager and Executive Head Chef and are displayed in reception areas, and throughout the buildings. Generally:

Allergies?

Please let our Catering & Hospitality Team know if you have any food allergies.

- **Breakfast** offers hot and cold menu choices
- **Lunch** includes soup followed by a choice of main course, dessert and hot and cold drinks
- **Evening meal** offers a hot main course or light snack such as omelettes, filled jacket potatoes and sandwiches. A salad bar is also available, as well as hot and cold drinks.

Kashrus

All food served at Heathlands Village is kosher and prepared under the supervision of the Manchester Beth Din (Rabbinical Authority). **Residents, their friends and family must not bring food into the home***, other than fruit and vegetables, unless it is in date and has a hechsher (rabbinical certification).

* Food may be brought into the Simon Jenkins Nursing Assessment Household, however, non-kosher foods must be eaten in the resident's own room using disposable tableware and trays. A copy of our food policy can be obtained from our catering department. *More information about Kashrus is on pages 28 - 29.*

VILLAGE DINING

Meals are served in a number of dining areas throughout Heathlands Village and room-service may also be available in the residential areas of the main building.

Our main dining area, **Balcombe Hall**, is a restaurant that provides table service. It is on the ground floor of the main building, accessible through the Atrium.



Our nursing and residential living areas have their own dining rooms. In some living areas, residents may choose to dine in Balcombe Hall.

Eventhall House has dining areas on each floor, including Oakwood.

Meal-times for Balcombe Hall and other dining-rooms are shown on page 5.

If you would like to invite a relative or friend to have a meal with you we would be delighted to host them. Simply let a member of the Customer Services Team know that you are expecting a guest and arrange for payment to be either made in advance at reception in the main building, or charged to your account. Prices are available upon request,

MEAL OPTIONS

Although we have set meal-times, in reality we aim to be as flexible as possible regarding when people eat, in order to fit in with their individual needs. Alternative food options can sometimes be made available on request.

MAIN BUILDING:

Balcombe Hall Restaurant

Breakfast		8.00am - 10.00am
Lunch	First sitting	12.00pm - 1.00pm
	Second sitting	1.00pm - 2.00pm
Evening Meal	First sitting	4.45pm - 6.00pm
	Second sitting	6.00pm - 6.45pm

Wolfson House

Breakfast	8.15am - 10.00am
Lunch	12.45pm - 2.00pm
Evening Meal	4.45pm - 6.30pm

Hamburger House

Breakfast	8.30am - 10.00am
Lunch	12.30pm - 1.30pm
Evening Meal	4.45pm - 6.00pm

Beach House

Breakfast	8.30am - 10.00am
Lunch	12.30pm - 2.00pm
Evening Meal	4.45pm - 6.00pm

Cedarwood House

Please see Balcombe Hall Restaurant times on page 5.

Willow Tree House

Breakfast	8.30am - 10.00am
Lunch	12.30pm - 2.00pm
Evening Meal	4.45pm - 6.00pm

EVENTHALL HOUSE:

oakwood

Breakfast	8.30am - 10.00am
Lunch	12.30pm - 2.00pm
Evening Meal	4.45pm - 6.00pm

Simon Jenkins House

Breakfast	8.30am - 10.00am
Lunch	12:30pm - 2:00pm
Evening Meal	4.45pm - 6.00pm

COFFEE & SNACKS

A selection of dairy and parev (not containing meat or dairy ingredients) sandwiches is available if you fancy a snack during the evening or through the night.

At 11:00am tea, coffee and refreshments are served in the Sunny Lounge on the ground floor of the main building, and in other communal lounges. Similarly at 3:00pm we serve afternoon tea, coffee and cakes. If you prefer, these can be served in your room.



Whilst we may not always be able to offer a drink or refreshment outside the above times in the communal areas, staff in your own care household will be able to provide these whenever you need one.

The Village Coffee Shop

Heathlands Village is also home to The Village Coffee Shop - our very own barista-style cafe situated next to the Sunny Lounge, on the ground floor of the main building. This popular cafe is a great place to meet up with friends and family.



Here we serve a lovely dairy menu including fresh salads, soup, baked potatoes, hot or cold baguettes, toasties, cakes, hot and cold drinks.

Coffee Shop opening hours

10:30am - 4:00pm **Mon - Thurs**

10:30am - 2:30pm **Friday**

11:30 am - 4:40pm **Sunday** (3pm winter months)

Closed on Shabbat and on religious holidays

MEDICAL MATTERS

Seeing the Doctor

If you need to see the doctor please tell your key worker, or a member of the Care Team on your floor and they will contact them for you.

You can either see them in your room or in our medical suite on the ground floor of the main building.

An out-of-hours GP service is provided by BARDOC (Bury & Rochdale Doctors On Call).



Self Administration of Medication

If you would prefer to manage your own medication, please ask to speak to the Team Leader of your care household who will discuss this with you.

Homely Remedies

Please make the Team Leader of your care household aware of any homely remedies that you use i.e. items not provided through GP prescription.

This is for safety, storage and recording in your care documentation.

THERAPEUTIC & OTHER SERVICES

The Care Team at Heathlands Village can help you access a range of therapies, treatments and services:

Physiotherapy

If you need physiotherapy, a referral has to be made by your GP to either an NHS service or to a private physiotherapist, which you would pay for directly.



The Footcare Service

The Footcare Service provides a toenail cutting service for our residents. They are not chiropodists but are qualified to carry out foot care for all residents, including those with diabetes.

Please tell your keyworker, or the person in charge of the area where you live, if you would like information about this service.

Optician

The optician, **Ian Clyne**, visits Heathlands Village regularly. He offers eye-tests, examinations and supplies and fits new glasses.

Ian can see you by prior appointment in the Medical Suite on the ground floor of the main building or in your own room. If you wish to make an appointment with Ian please ask your keyworker, or another member of the Care Team, to arrange this for you.



Pharmaceutical Services

Kwik Pharmacy deliver our prescribed medication at least once each weekday. Emergency prescriptions are also provided.

You don't need to worry about ordering repeat prescriptions as we will take care of this for you.

JEWISH LIFE & PASTORAL CARE

Heathlands Village is a Jewish home which is also very happy to welcome residents who are not of the Jewish faith.

We have a resident chaplain, our Religious Director, **Reverend Keith Rosen**, who supports the spiritual and religious welfare of our residents, whatever their religious preference.



Every resident decides to what extent he or she wishes to take part in the Jewish cultural and religious life at Heathlands Village. These include:

- Weekly shiurim (religious talks) given in our Shul (Synagogue), by Rabbi Walker of Heaton Park Hebrew Congregation.
- Visits from members of L'Chaim Lubavitch, Manchester, to enhance our residents' experience of Shabbat (the Jewish Sabbath) and religious festivals.
- Having a regular chavrusa (one-to-one religious learning session). Reverend Rosen can arrange for you to have a learning partner.

Residents can contact Reverend Rosen to discuss anything of a religious Jewish nature - just let your keyworker or other staff member know, or contact customer services and they will arrange for him to visit you.

For more information about Jewish life, see pages 29 - 31.

VILLAGE LIFE

Heathlands Village offers residents a great variety of activities, facilities and resources:

The Library

Our well stocked library includes a range of very large print and talking books. It is situated on the ground floor of the main building next to the Shul (Synagogue).

The Shul (Synagogue)

Heathlands Village Shul is situated on the ground floor of the main building near the Sunny Lounge and is used daily by residents, their families and members of the local community.



Services are held twice a day on weekdays and every Shabbat (Shabbos/the Sabbath) and Yomim Tovim/Chagim (festivals). There is a regular kiddush (reception with drinks and snacks) after Shabbat morning services.

Please see the noticeboards at reception for the times of services, the start and end of Shabbat, Yomim Tovim and fast days. Candle lighting times are displayed in the Sunny Lounge.

Telephone

If you wish to have a telephone installed in your room, please speak to your keyworker or the person in charge of the area where you live.

Computers

We have a range of computers, laptops and 'tablets' for you to use.

A computer is located in the library in the main building, and others in the Activity Centre.



Video Calls

Our computers and other devices are installed with software that allows you to make video calls to friends and family via Skype, FaceTime or WhatsApp, with the help of staff if required. This is very popular amongst our residents.

If you would like to arrange a video call, please tell your keyworker, the person in charge of your household or contact the reception and this will be arranged for you.



Hairdressing

We have a hair salon called “Betty Blue” which is situated on the ground floor of the main building close to the Atrium.

Betty Blue is run independently by **Danielle**.

Usual Opening Hours:

Tuesday	9:30am - 2:30pm
Wednesday	9:30am - 3:00pm
Thursday	9:30am - 4:00pm
Friday	9:30am - 2:00pm



Appointments can be made by calling Danielle on **ext 4245** during her business hours.

You may either pay Danielle directly or charge the cost to your Heathlands Village account.

Prices can be found on the central noticeboard on the ground floor of the main building.

Hand and Nail-care



A volunteer visits the Village most weekdays to provide manicures.

There is no charge for this service. If you would like to book a hand massage or manicure, please tell your key worker or a member of the Care or Activity Team.

OUR SHARED SPACES

There are many communal and shared areas around the Village - some busier, some quieter and calmer - but always somewhere to suit your mood.

The main communal area in Heathlands Village is the 'Sunny Lounge' situated at the front of the main building with an adjoining patio area leading into the gardens.

The Sunny Lounge merges with our Village Coffee Shop into a large open-plan L-shaped space which can be enlarged further by opening up the Memorial Hall.



This creates a great space for larger events like parties, dance displays and concerts.

A regular programme of activities and smaller scale events take place daily in the Activity Centre on the ground floor of the main building.

In addition to these areas each individual household has its own communal lounge and a smaller 'quiet' lounge.



THE VILLAGE SHOP

The Village Shop

The Village Shop is situated on the ground floor of the main building just off the Atrium.

As well as selling drinks, snacks, toiletries, stationery, cards and other handy products, you will find a range of beautiful handbags, scarves, gifts and accessories by 'Antonia's'.



Shop Opening Hours

Monday	8am - 4pm
Tuesday	8am - 4pm
Wednesday	8am - 4pm
Thursday	8am - 4pm
Friday	8am - 2pm (Early closing for Shabbat)
Saturday	Closed for Shabbat
Sunday	10am - 4pm

The shop is usually run by a member of staff with the help of volunteers. When they are on leave, the normal opening times may be reduced.

ACTIVITIES

Our Activity Team arrange a varied programme of things to do, designed to help you get the best out of life. Whether you like gardening, music or surfing the net - there's something for everyone!

Our programme caters for people with very different interests and care needs and we constantly add to what's available. A list of our varied activities is shown on the next page. We're sure you will find plenty to enjoy!



Weekly activity sheets are published every Friday for the week ahead and displayed in both reception areas, as well as on notice boards on each floor.

Please ask your keyworker, or other member of staff, to keep you up-to-date with what's going on.



SHOPPING TRIPS

If you need to do a little shopping you'll be glad to know that our drivers make regular trips to local supermarkets.

Let one of the Care Team or Customer Services Team know if you would like to go along.

Monday - Tesco

Meet in main reception area at 1:45pm

Tuesday - Morrisons

Meet in main reception area at 1:30pm

First Wednesday in the month - Bury Market

Meet in main reception area at 1:00pm

Friday - Tesco

Meet in main reception area at 9:30am

Please note

Trips may occasionally be postponed due to unforeseen circumstances.

Once a month, we swap Mondays and Tuesdays around.

FOR YOUR ENJOYMENT

- Motiview Bikes
- Shabbat Meals
- Cocktail and Dance Nights
- Concerts
- Hand & Foot Massage
- Art and Crafts
- Gardening Club (seasonal)
- Community Cafe
- Reading Group
- Giant Scrabble
- Lectures/Discussion Groups
- Shiur
- Kalooki/Rummikub
- Giant Cross-words
- Jabadao
- Bingo
- Sing-alongs
- Pre-Shabbat & Yomim Tovim activities such as cake and challah-making
- Activities based around key calendar events
- Music Therapy
- Bridge/Card Games
- Exercise Classes
- Pampering Sessions
- Quizzes
- Creative Writing Group
- Parties
- Reminiscence Sessions
- Shopping Trips
- Outings to art galleries or museums
- Excursions to the seaside, countryside and stately homes
- Music Appreciation
- Choir
- DVD Club
- Pets at Home visits
- Monthly Gentlemen's Club
- Poetry
- Baking
- Social Evenings
- Quiz evenings

YOUR PERSONAL ACCOUNT

‘Resident Incidentals Account’

A personal account can be set up for you if you like. This way you won't need to handle money when you want to pay for something, for example, buying something in the Village Shop or paying to have your hair done.

We can then invoice you or a family member, on a monthly basis, for all items that have been charged to your account.



Separate charges are made for items such as:

- goods bought from the Village Shop
- dental and optical fees
- hairdressing
- telephone bills
- newspapers and magazines
- certain trips or special entertainment
- Village Coffee Shop refreshments

PERSONAL BELONGINGS

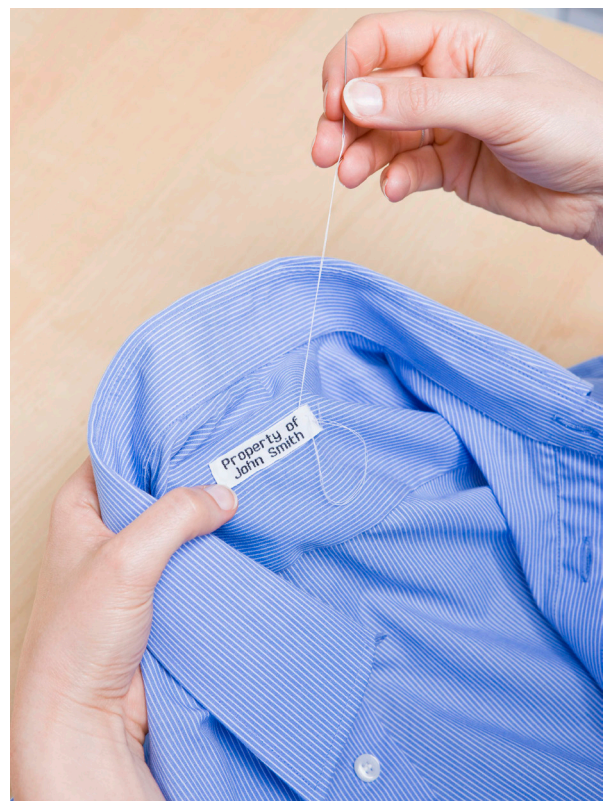
When you move in to Heathlands Village we make a list of all your personal belongings and clothes. Should you buy anything new, or should you ask a family member to remove something from your room, please let your keyworker know so that we can update your list.

Labelling

To avoid items being lost, all clothing should be clearly labelled with your full name.

When you come to live at the Village, we make a small charge to label all clothes.

If you acquire any new items of clothing after this, all you need to do is hand them to our Customer Services staff at our main reception. They will arrange for your clothes to be labelled by our Laundry Team, after which they will be delivered to your room. There is no charge for this service.



We do not recommend using permanent markers, as they tend to fade over time, nor the use of iron-on labels that tend to lift off after several washes.

Please try to avoid bringing delicate items of clothing such as beaded blouses which you would ordinarily handwash.

Valuables

We urge you, together with your family, to carefully consider which items of value you bring to Heathlands Village.

We care for many people who have difficulty in recognising if an item is theirs or if it belongs to someone else, or who may throw things away by mistake, or accidentally cause damage to them.

Sadly, this can mean that at times things go missing or become broken, which can be very distressing.

Therefore, if you choose to bring highly valuable items with you, we strongly advise you to arrange insurance cover.



Alternatively some people prefer to replace such items with similar looking items, of lower value.

Unfortunately The Fed, which runs Heathlands Village, cannot offer compensation for items which are lost or broken.

CLEANING & MAINTENANCE

Housekeeping

Your bedroom and bathroom is regularly cleaned but in the event of a problem, such as a spillage, please tell your keyworker, or another member of staff, and they will clear this up for you.



Porters and Maintenance

Our team of porters and maintenance staff are on hand to help.

They can move heavy items for you, such as furniture, and are available for repairs and other jobs, such as replacing light bulbs or tap washers.

Should you need their help, please ask your keyworker, or another member of staff, to contact them for you.

OUR VOLUNTEERS

Life at Heathlands Village is enhanced by our many wonderful volunteers.

They help to run residents' activities such as reminiscence, music appreciation and sing-alongs; they serve refreshments and help run the Village Shop.



Volunteers also enjoy spending time individually with our residents, getting to know them and developing friendships.

If you would like us to arrange for a volunteer to visit you occasionally, or on a regular basis, please ask your keyworker, or another member of staff, to call the Volunteers Services team to arrange this.

SHAPING OUR SERVICES

We **want to know** if you are happy with life at Heathlands Village or if there is anything we need to change.

We **value your help** in shaping our services and like to consult you and your family regularly about how to make things even better.

We have set up ways for you to give us your feedback:

Meetings

Residents' Meetings are held regularly with the assistance of a volunteer, to enable us to update you about our plans and to listen to your views, opinions, and comments.



HAVING YOUR SAY

Giving your Feedback or Making a Complaint

We need your feedback to help us achieve our aim of constantly improving our services.

If you have a comment or suggestion, please fill in a 'Feedback & Complaint Form'. These are available at both receptions.

If you wish you can share your feedback by email to

ShareYourExperience@thefed.org.uk



Alison Lightfoot

Completed forms can be left at either reception for our Quality Assurance Manager, Alison Lightfoot, who helps us develop our services.

She can also help you with making a complaint if it has not been possible to resolve a problem with your keyworker or the care staff on your household.

Alison can be contacted through the Customer Services team at either reception desk.

KEEPING YOU SAFE

Whilst you are in our care, Heathlands Village is committed to making sure you are safe and free from any form of abuse.

If you ever feel unhappy or unsafe, or if something does not seem right, please speak to one of our senior members of staff.



If you do not feel able to speak to a member of staff and

- are worried about yourself, or someone you know, because of what you have seen or heard or been told
- feel uncomfortable or uneasy about your own, or someone else's care
- need advice from outside Heathlands Village

you can contact **Bury Adult Care Services** on **0161 253 5151** or *out-of-hours* on **0161 253 6606**

Alternatively, you can contact **The Silver Line Helpline** *any time of day* on **0800 4 70 80 90** This a free confidential helpline for older people which offers information, friendship and support and is open 24 hrs a day, every day of the year.

You can also report any concerns about your care to the **Care Quality Commission (CQC)** - the regulator for all care homes. This can be done by completing a form online at www.cqc.org.uk or by emailing **enquiries@cqc.org.uk** or by calling **03000 616161** Monday to Friday, 8.30am to 5.30pm, excluding bank holidays.

THE DIFFERENCE WITH HEATHLANDS VILLAGE

As a Jewish home, you may notice some differences in day-to-day life at Heathlands Village for the people who live, work and visit here. It is what makes us unique and will have no negative impact on the care you receive and the comfort you enjoy during your stay.

Most people living here are Jewish, though the extent to which they keep to the religious rules of Judaism varies enormously from person to person. Below are some of the key differences which we think would be helpful for you to know.

Kashrus (or Kashrut)

There are a lot of religious laws regarding food and diet for Jewish people, and we observe these at Heathlands Village. Simply speaking:

- All food brought into Heathlands Village must have a 'hechsher' (stamp of Kosher certification). This means that family members and friends cannot bring in food prepared at home. Fruit and veg is permitted. Food with a hechsher is available from local Jewish food shops, as well as supermarkets.
- Certain foods are not allowed at all - pork, bacon (sorry no full cooked breakfast here!) and shell-fish such as mussels and prawns.

- We do not prepare or serve dairy and meat foods together. This means you will not find a meat lasagne being served with a real cheese sauce, or butter being served with a 'meaty' meal! Our menus are either dairy or meat.
- Some foods, such as fruit, veg and eggs, are "parev" ie neutral (neither dairy or meat) and can mostly be eaten with either type of food. Fish is parev also, but is not served with meat.
- The Simon Jenkins household is a non-kosher environment, meaning that food can be brought into this unit. However, non-kosher foods must be consumed in the resident's own room and eaten from disposable plates/trays.

Shabbat

Shabbat, which is also known as Shabbos, is the weekly Jewish Sabbath. It starts on a Friday afternoon or evening, and ends when it goes dark on a Saturday. (The precise times depend on the time of year).

There are a few things you will notice on Shabbat that are different to the rest of the week.

It is a day of rest and there are certain things that Jewish people are not supposed to do, like watch TV, travel by car or go to work. Shabbat creates a slightly different atmosphere around our home:

- The digital screens are switched off
- The Village Shop is shut
- One of the lifts works automatically, stopping at each floor (Shabbat lift facing the Atrium)
- TVs are not used in public places, such as the lounges
- There are generally no formal activities taking place.

Shabbat is a very much a family-orientated day and you will see many families with children, and other visitors, coming to take part in the Shabbat Synagogue (Shul) services and stopping to socialise with residents.

You are very welcome to attend these services and the kiddush (reception) held afterwards.

Of course, we respect your privacy and choice and there is no problem with you watching TV or listening to music in your own room, or going out by car with a relative or friend.

Festivals

Throughout the year, there are a number of Jewish festivals, which in the main, fall from March to June and September/October and December.

We mark these with special customs, foods and celebrations which we are sure you will find interesting and enjoyable. Staff members will be happy to let you know of any upcoming festivals.

Religious Director

Our resident Religious Director and Chaplain, Reverend Rosen, will be happy to answer any questions you have, or provide further explanation about the topics above. (See page 12.)

*If there is anything that you
are not sure about please just ask!*



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