

CHC



# CHARING HEALTHCARE

*committed to care and support*

## Welcome to Hillbeck

Hillbeck is situated in the beautiful Kent countryside on the outskirts of the village of Bearsted near Maidstone. Bearsted is a traditional English village with a number of restaurants as well as a large village green which hosts a variety of sporting and social activities.



Hillbeck Care Home began its life as a local doctor's home until 1990 when it was extended and converted into the charming care home that it is today. Charing Healthcare was delighted to acquire Hillbeck in December 2002 and undertook an extensive refurbishment programme to improve the property. Since then Hillbeck has had two further extensions, one in 2009 and another in 2015, both built to a high specification. The home stands in beautiful grounds, which are alive with colourful plants and wildlife throughout the year. There are several large bright lounge areas, leading out onto secure patio areas where clients can enjoy the panoramic countryside views and beautiful gardens.



## Care

Care at Hillbeck is delivered in a sensitive and respectful manner and aims to promote our residents' physical and mental health. Our hope for people choosing to come to Hillbeck is that it will become their home and not just the place where they live. We strive to provide a high quality of care within a comfortable environment that feels alive.

Hillbeck, Roundwell, Bearstead, Maidstone, Kent ME14 4HN

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A move into residential care leads to many changes for both the individual and their families and our aim is to make these changes as painless as possible by showing that residential care can be an enjoyable and positive experience. Clients are encouraged to join in with a wide range of daily activities that include arts and crafts, weekly films, cookery, bingo, music and movement, and therapeutic activities. Regular outings are arranged for those that are physically able, such as trips to the seaside and opportunities to watch nearby sporting events like a game of cricket or football on the local village green.



## Staff

Every carer at Hillbeck is fully trained in the provision of care to the elderly living with dementia. Staff are also fully qualified first aiders and have studied infection control, moving & handling, fire awareness and many other relevant



training courses on a regular basis. This ensures our standards never slip, our dedicated and professional staff regularly update their knowledge and caring skills by attending appropriate training courses.

## Facilities

Hillbeck is currently able to provide accommodation and high-quality care for sixty residents living with dementia. The majority of rooms have en-suite facilities and there are three twin rooms for couples or friends who wish to share. Some of our rooms have views of the grounds whilst others enjoy views of the countryside. All bedrooms are tastefully decorated and furnished, although clients are welcome to bring in small items of their own furnishings to personalise their rooms.

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Along with the main communal areas, we have several large, bright lounges with televisions, where residents can enjoy their favourite programmes, participate in group activities or simply relax and enjoy the view from the windows, which overlook the beautiful grounds. There is ample seating for residents and their visitors in the communal areas but should clients require more privacy, they are welcome to entertain visitors in their rooms.

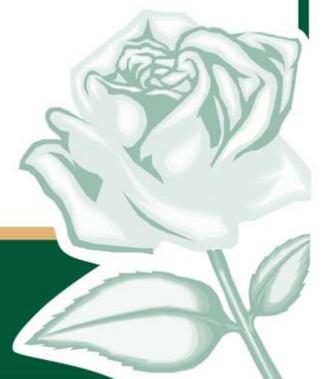
Hillbeck Care Home is blessed with a wealth of garden space, some of which is used as a large patio area where residents can sit and enjoy the good weather. We have a separate area with a large poly tunnel where residents are encouraged to grow plants and vegetables.

## **Food & Drink**

We provide a seasonal menu at Hillbeck, with a choice of dishes for the 3 main meals a day, along with snacks and liquid refreshments in between meals. The menu is updated every 4 weeks and is focused on using fresh local produce. It is designed to provide a well-balanced, nutritional diet for our residents and all dishes are freshly cooked. Our menus may vary slightly depending on the client's needs/likes.

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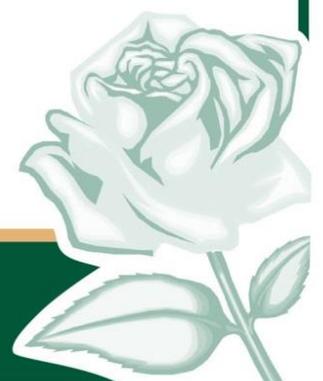


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## Guide to Facilities

- ◆ Easy Access
- ◆ Visitor Parking
- ◆ En-Suite Rooms Available
- ◆ Home Cooked Food
- ◆ Nurse Call System
- ◆ Accessible Patio/Sensory Garden
- ◆ Separate Lounge and Dining Rooms
- ◆ Security Access
- ◆ Telephone Points (Available in most Rooms)
- ◆ Television Points (Available in most rooms)
- ◆ Bath Hoists
- ◆ General Hoists
- ◆ Internal Lift
- ◆ Maintenance Team
- ◆ Hairdressing Salon
- ◆ Access to Wi Fi



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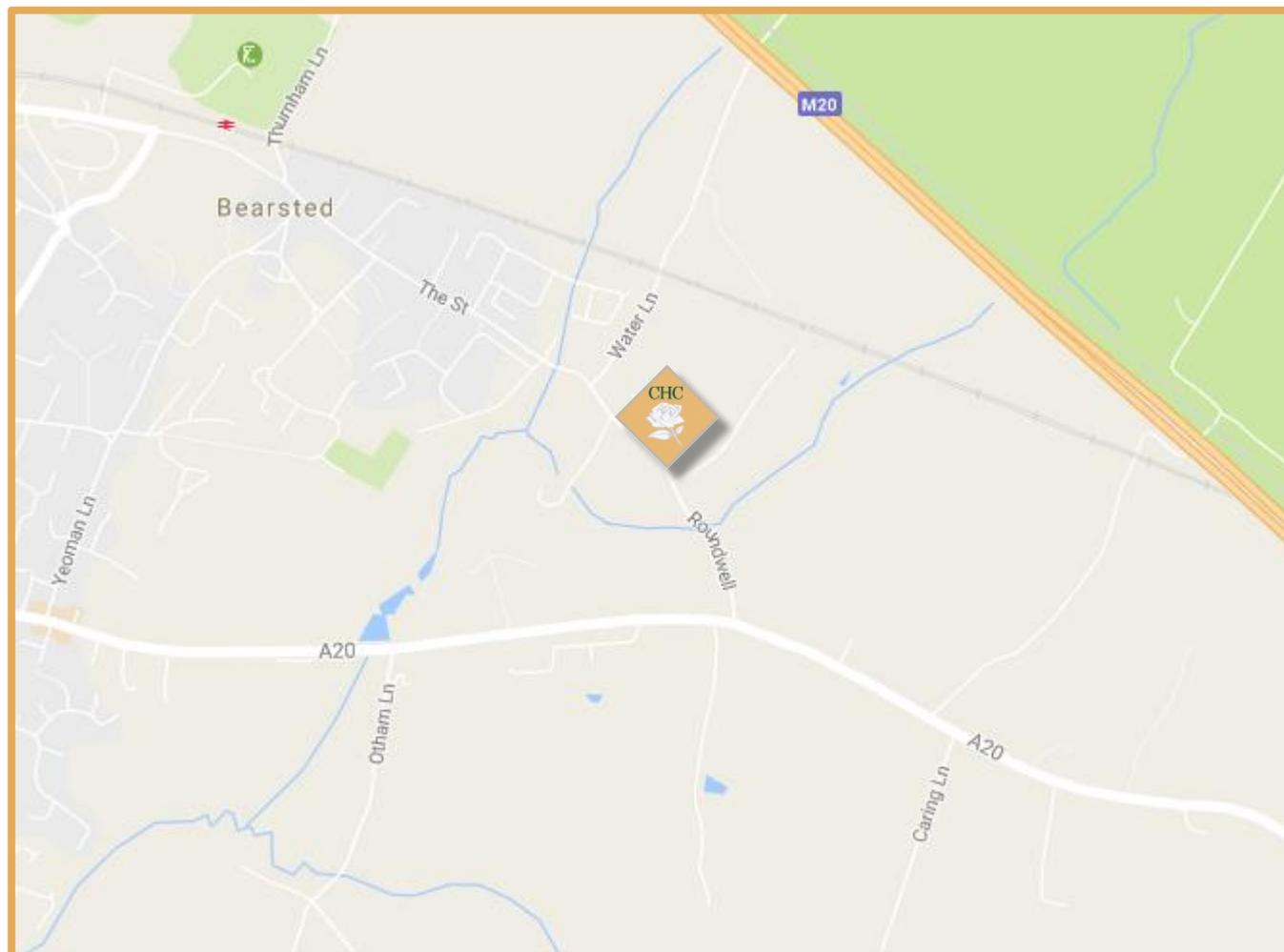
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## Address

Hillbeck Care Home  
Roundwell  
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## Home Contact

Mr Kevin Jhowry

## Email

[kevin@charinghealthcare.co.uk](mailto:kevin@charinghealthcare.co.uk)

## Website

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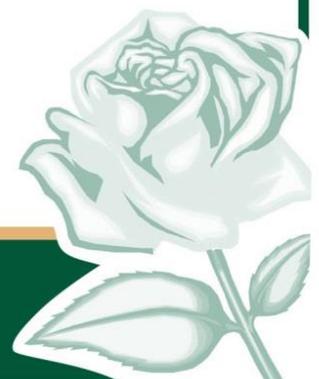




## Making The Right Choice

### Our Aims and Objectives.

- ◆ We aim to provide a home from home environment with appropriate care and support from a well trained staff team to enable you to continue living your life in a safe and happy home 24 hours a day for as long as you need to..
- ◆ We will ensure that we work with you and your family, friends, advocates and other professionals involved in your life in gathering all the information we need to make sure we can meet your needs.
- ◆ We will build your Plan of care or Support Plan to reflect the information gathered so that everyone who needs to know can support you in your care needs as an individual.
- ◆ We will strive to meet and indeed exceed the Fundamental Standards of Quality and Safety as detailed within the Health and Social Care Act 2008 by:
  - conducting regular reviews and close monitoring of our services
  - welcoming complaints and compliments
  - listening to your views
  - acting on your views and comments in a timely fashion
- ◆ We want our residents and their families to be reassured that they are in a “Home for Life” but only where we can demonstrate that we can continue to meet that individual’s needs.
- ◆ Where an increase in needs is such that we cannot realistically and safely continue caring for an individual we will ensure that all the appropriate professionals are involved, we will support that resident and their family in finding alternative accommodation.





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## Further Questions & Answers

Information is essential to enable us to make informed decisions. In 1998 the Office of Fair Trading surveyed nearly 1000 residents of care homes, they found that fewer than 1 in 4 had received, or remembered receiving, any written information about the home before they moved in. Leaving your home and its familiar surroundings to move into a care home is a big step. It is therefore important that you look at all the choices that you have available to you first and find one that suits your needs before you make a decision

### Frequently Asked Questions

Personal Possessions

Meals

Personal Care

Communal Areas

Leisure

Other Important Points

Residents' Rooms

Staff

The Fees

The questions and answers under the categories below aim to help you make an informed decision about which care home to choose. The answers below are applicable to all Charing Healthcare homes.

### Personal Possessions

**Q: How much furniture or personal possessions can I bring with me?**

**A:** It is your personal choice, we will provide bedroom furniture and would encourage you to bring in any smaller items to personalise your room, like photographs, pictures, clock, soft furnishings and nic naks. If you wish to bring in a larger item please discuss this with the manager.

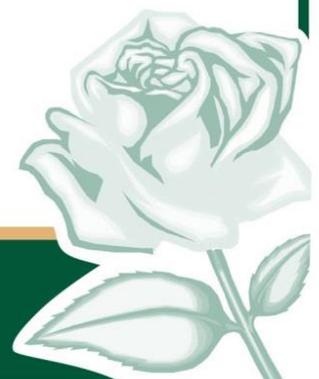
**Q: Can I bring any pet?**

**A:** We are more than happy to consider you bringing your pet into your new home but the manager would need to assess the situation taking into account a number of other factors.

### Residents' Rooms

**Q: Are Bedrooms single or shared?**

**A:** Throughout all our homes a minimum of 95% of rooms are single, our shared rooms may be suitable for couples or friends who wish to share, there is a partition curtain to respect privacy and dignity in these rooms.



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**Q: Are there any en-suite w.c's?**

A: A majority of our rooms have en-suite facilities, there are some rooms due to the nature of the building and layout we could not incorporate an en-suite facility, but all rooms have a vanity unit. For rooms with no en-suite, toilets are easily located within a short walk from all bedrooms and communal rooms.

**Q: Can I lock my room?**

A: Yes, everyone has the right to have a lock on his or her door.

**Q: Can I have a telephone installed?**

A: Any resident can have a phone installed, this will be the responsibility of the resident and all bills must be sent to them direct or to a relative. We will be happy to make arrangements for the installation of a phone should you wish to have one in your room.

**Q: Can meals be taken in my room?**

A: Yes, it is possible for residents to eat their meals in their rooms if they wish, however, we do encourage residents to join in for lunch and dinner.

**Q: What can you tell me about your bedrooms?**

A: All our bedrooms are tastefully decorated with full matching furniture and carpeted, a nurse-call conveniently located, heating can be adjusted in your room, all windows open to a safe point and a television point; should you have any other requirements we would be happy to accommodate, if possible.

## Communal Areas

**Q: Are there different sitting areas including quiet rooms?**

**Q: Is there a separate dining room?**

**Q: Are there smoking and non-smoking areas?**

**Q: Is there easy access for frames or wheelchairs to get to communal areas?**

**Q: Is there a lift?**

A: All our homes have a number of day rooms and a private room for residents who may wish to spend time with their families but not in their bedroom. All homes have separate dining, T.V and quiet rooms. All our homes have a no smoking policy inside the building, but residents and families are welcome to smoke in the designated area, all homes have a lift and corridors / walkways have easy access to wheelchairs and frames and corridors all have handrails.

## Meals

**Q: Is there a choice of meals provided?**

A: Our meals are varied and nutritious, the menus change frequently and choices are available for vegetarian, diabetic residents or any other dietary requirements. Wherever possible, we take time with our residents to find out what they like, what they would like to see on the menu in the future and if they are happy with the choices they are given.

**Q: Can I have a guest eat with me?**

A: We would happily accommodate relatives or friends at meal times, but would ask you to inform us in advance so that arrangements can be made.



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**Q: Before I move into the home, can I go there for a meal to see what it is like?**

A: This is something that we would recommend; it enables you to get to know the staff and other residents.

## Leisure

**Q: Are there any organised leisure activities or outings?**

A: Yes, leisure activities take place within our homes. Our homes often have outside entertainment such as singer's etc. come in and perform and outings are arranged.

**Q: Can I carry on doing the activities that I currently do?**

A: Our homes enjoy many trips out, depending the location of the home, we have trips to the seaside, theatre, themed lunches with a sing-a-long and many more. Where possible we would encourage residents to carry on with activities that they enjoy, we also have constant organised in-house activities. All our homes have gardens which are constantly maintained for the benefit of the residents and should they wish to do some planting of their own we have no objection to this, and if cooking is your desire you are welcomed to help prepare meals. This would be subject to the home manager being satisfied its safe for all.

**Q: Does the home celebrate days or festivals that are important to me?**

A: We enjoy celebrations of any kind, Christmas, New Year, Easter and especially resident's birthdays. If you have a personal reason to celebrate, please tell us and we will be more than happy to celebrate with you.

**Q: What are visiting hours of the home?**

A: All our homes hold an open door policy and welcome visitors at any time, however, should your relative or friend wish to visit very late at night, it would be helpful if a member of senior staff was informed during the day as all night staff are not familiar with the residents families or friends.

**Q: Do the spiritual pastors of any religions visit?**

A: We can arrange for a pastor from most dominations to visit the home should you wish.

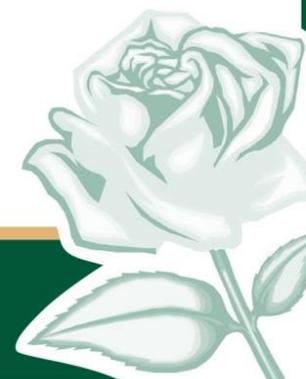
## Staff

**Q: Are there enough staff?**

A: We always run within the expected guidelines of staffing levels, we always aim to have extra staff on hand to cover for sickness and holidays; as a company policy we believe it pays nobody to be understaffed.

**Q: Does the staff have time to sit and chat to the residents?**

A: Yes, this is a big part of our staffs' duty, which is enjoyed by the residents and staff.



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**Q: Do the staff take any interest in the resident, their past, their family, their interests, their likes and dislikes?**

A: Care plans are devised to do just this, with the help of the resident and family when a resident joins us; this gives staff the basis to form a good relationship with the resident and an opening to find out more about each other.

**Q: What training is available to staff?**

A: Staff have access to a verity of training courses to ensure they are able provide good care. Some of these training courses are: Fire Awareness, First Aid, Diabetes, Infection Control, Food Hygiene etc.

**Q: Are the staff trained in handling techniques?**

A: Yes, all our staff go through Moving & Handling training.

**Q: Do they have any formal qualifications?**

A: Our extensive training program ensures that staff are trained and have every option available to them to educate themselves, many of our care staff are qualified to NVQ 2, 3 and 4 levels. From January 2011 we will support and guide our un qualified staff in undertaking the new HSC Diploma courses at differing levels. All our staff receive some form of qualification including kitchen staff, whether its first aid or food and hygiene diploma, the company has on-going training programme's in all homes.

## Personal Care

**Q: Do staff handle bathing, incontinence and give medicine in a sensitive way?**

A: Our staff are highly trained in all aspects of personal care and respect the residents rights to privacy.

**Q: Can I get up and go to bed when I like?**

A: The simple answer is yes. We want you to do as you would have done in your own home.

**Q: Can choices be made about when residents take a bath?**

A: We would accommodate each residents preferences.

**Q: Can I keep my own doctor?**

A: Yes, whenever this is possible.

## Other Important Points

**Q: Is there a waiting list or a current vacancy?**

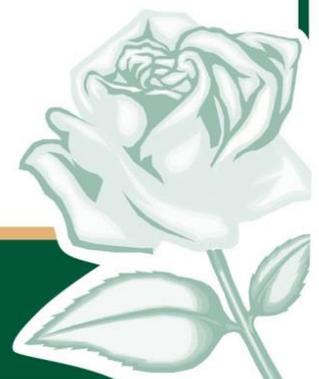
A: As this changes please ask for the latest information on the home you are interested.

**Q: Can I have a trial period?**

A: Our residents are always offered a trial period.

**Q: Will I be able to vote at elections?**

A: Yes, this is always possible for residents that wish to vote.



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**Q: Will the home regularly look at my needs?**

A: Each resident have their own Care plan which are regularly updated so that resident's needs are always being met.

**Q: Is there a complaints procedure?**

A: There is a complaints procedure and we encourage you to discuss any concerns you have with the manager of your home in the first instance.

**Q: Is a contract offered to me?**

A: A contract is always given to the resident or family member.

**Q: Is the home well equipped?**

A: All our homes are equipped with assisted baths, lifts and hoists.

**Q: Does the home have outside professionals come in?**

A: Yes, we have regular visits from the chiroprapist, hairdresser, optician and when necessary a physiotherapist.

**Q: Will you store personal valuables?**

A: We cannot store personal valuables i.e. jewellery, we can hold a small amount of cash for residents for personal expenditure if they wish.

## The Fees

**Q: What do fees include?**

**Q: How much are they?**

A: Our fees include: meals, laundry, 24-hour care. Our room prices vary from home to home and the type of care you are looking for, whether it is for residential or nursing care, each home has its own room price and the home manager can help you with this. Fees are paid monthly in advance and they are reviewed once a year, the review will be based on inflation and the resident's needs.

Should you require any further information please either contact the Home Manager  
or Heather Viggers, Director of Care.

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