

# Stanhope Court Brochure

## Residential & Short Stay Care Home





January 2021 Edition  
Registered Charity Number 1034510

## INDEX

<b>Page Number</b>	<b>Section</b>
5	Welcome & Introductions
6	Our Aims
6	Endorsements & Testimonials
6	Our Registered Manager
6	Quality Assurance
7	Objectives
7	Accommodation
8	Food & Beverages
8	Special Requirements
8	Services & Facilities
9	Opening Times & Duration of Stays
10	Our Fees
10	Comments & Complaints
11	Independent Advocacy Support
11	Contacting Us
12	Finding Us
13	Useful Contacts





## **Welcome & Introduction to Residential & Short Stay Care at Stanhope Court - Meadowcroft**

We would like to offer you a warm welcome at Stanhope Court our Residential & Short Stay Centre based in Meadowcroft hub. We pride ourselves on going out of our way to ensure a bespoke and very personal care service, designed predominantly (but not exclusively) to provide people with Dementia aged 50+ with genuinely enjoyable experiences. We are also able to consider residents/guests without Dementia or who are under the age of 50 – contact us if you would like to discuss your individual circumstances.

As an organisation predominantly devoted to the care and support of older people, Age UK Wirral's specialist centre offers a 'home from home' environment in which people with Dementia are able to benefit from consistently high standards of care, delivered by staff who are well-trained and have the support and resources of a large organisation behind them.

We understand that choosing the right care for a loved one can be a challenging and difficult decision. Hopefully, this brochure will give you all the information you need about what we are able to offer service users at Meadowcroft.

Age UK Wirral has been working in Wirral since 1948, so we know a lot about the Borough and the communities that live here. We have been caring for people with Dementia since 1984, and with over 30 years' experience, we have a wealth of knowledge and expertise that underpins our excellent reputation in Wirral. Over recent years, we have also built up specific additional expertise around working with younger people with Dementia.

Stanhope Court our residential short stay home is located within Meadowcroft hub which is centrally based in Bromborough, just off the A41, and is a large purpose-built building, which has been renovated, extended and redecorated since we purchased it in 2012. Built around a landscaped central courtyard, the building enjoys large gardens and residential outlooks, further adding to its 'homely' appeal. What sets Meadowcroft apart from other residential and short stay establishments is the large range of additional services and activities provided from the building which service users are able to access. These include:

- Activity based sessions enabling people with dementia to take part in a range of health, education, leisure and learning classes, including an IT Suite
- Specific health promotion for carers of people with dementia
- Bathing Service
- Ask Us Wirral - information and advice about benefits, housing, law & rights etc □ Community Drop-in Lounge
- A range of health clinics, including Memory Clinics and visiting NHS professionals
- Complementary therapies and chiropody

We place huge importance on people visiting us personally to view the building and meet our staff. We welcome and encourage visits at any time and encourage you to drop-in; if you have a specific issue you wish to discuss, it may be advisable to make an appointment.

The Service is led by our Registered Manager, Julie Rooney, who oversees our committed team of care staff, all of whom hold relevant, up-to-date qualifications and have Diplomas in Dementia Care. They are supported by an excellent and friendly team of housekeeping and catering staff.

We have a very high level of staff retention, which enables us to ensure consistency of staffing – this really allows our staff to get to know our residents & guests and to make a stay at Meadowcroft even more personal.

## **Our Aims**

We want Stanhope Court to be a 'relaxed home from home' environment, and as such encourage all our residents/guests to treat it as their home for the duration of their stay, whether long-term or short-term. We take pride in the appearance and cleanliness of the building, in the same way that you would of your own home. To help with the homely feel, our staff do not wear uniforms, as we feel that this helps to create more relaxed relationships between staff and service users.

Our specific aims are:

- To provide residents & guests with high quality care and facilities, in a way which encourages as normal a life as is possible, with due regard to individual health and circumstances, in a home-from-home environment.
- To provide all residents & guests with bespoke and flexible packages of care of the highest possible quality that will enable them to live as independently as they can and that upholds their dignity, privacy and respect and encourages them to make their own choices.
- To create an environment where the well-being of both resident/guest and those who care for them is of paramount importance, and to provide residents/guests with a positive experience whereby they feel valued and treated as individuals.
- To provide and deliver a range of therapeutic and reminiscence stimulating activities to maximise the enjoyment of each individual resident/guest whilst also promoting mental alertness, self-esteem, and social interaction with other guests.

## **Endorsements & Testimonials**

Guests, visitors, carers and relatives are encouraged to record their experiences and comments in the Guest Book, which can be found in the Lounge. We would encourage you to look at the Guest Book when you visit us.

## **Our Registered Manager**

Our Registered Manager, Julie Rooney, is registered with CQC (Care Quality Commission) for the purposes of managing Stanhope Court. Julie has almost 20 years' experience working in the care home sector and specialises in supporting people with dementia.

## **Quality Assurance**

Age UK Wirral is registered with the Care Quality Commission (CQC) for Stanhope Court. As an organisation, we are committed to ensuring that we can evidence the quality of what we do, and currently hold the following accreditations across the organisation:

- **Investors in People GOLD Award**
- **Age UK Organisational Quality Standards**

- **AQS Advice Quality Standard**

## **Objectives**

We have three key objectives within Stanhope Court, all of which demonstrate our commitment to delivering an assured high quality standard of care:

- To carry out assessments of need that will be used to develop individual care plans, with the objectives of meeting the aims of the people's wishes & agreed needs. During the assessment process a Mental Capacity assessment will be completed to determine if the service user will need any assistance with any decision making. This part of the assessment process will be fully explained by the registered manager.
- To provide facilities, equipment, activities, resources and competent and caring staff that will ensure that the Aims and Objectives of Stanhope Court are achieved for each and every Resident/Guest.
- To deliver a comprehensive staff training programme that ensures that the full staff team are competent to deliver the highest possible care to all Residents/Guests within Stanhope Court.

## **Accommodation**

Stanhope Court is fully accessible for disabled people and people with mobility problems. The building has been refurbished to standards suitable for people with Dementia, and there are a range of discreet security / controlled access systems installed for the safety of our residents & guests.

We offer 12 bespoke residential rooms, and 1 short stay room, all of which have been lovingly decorated and furnished, with small finishing touches to add to the comfort of our residents & guests. All of our rooms are different, each having a different coloured door to help residents/guests identify their own rooms and feel that they have their 'own front door'. All are on the ground floor and all have a view out onto one of our gardens. Accommodating only 13 residents/guests at any one time, we are able to guarantee a very personal service during your stay with us.

All our bedrooms are ensuite, and have all the usual fittings and fitments expected of a high quality facility. In addition, we also have purpose-built assisted bathrooms, which have bath lifts and hoists, as well as a shower room which can accommodate wheelchairs, enabling us to offer additional assistance to our residents/guests during their stay if required.

Each bedroom offers:

- Full ensuite facilities
- Flatscreen TV
- Appropriate bed, mattress & headboard, with high quality bedding and a bedside lamp □ An easy chair
- Wardrobe, bedside table & chest of drawers
- Radiator with individual thermostat
- Staff call point

We also have a comfortable and relaxing Lounge, with a choice of chairs and sofas, television and side tables. For residents/guests requiring some quiet time, there are smaller 'quiet areas' within the Centre. Our dining room is decorated with a country cottage feel. During the day, residents/guests have a range of rooms to choose from throughout the building, including the Sun



Lounge, which extends out into the Central Courtyard, and the Day Lounge, which is at the heart of Meadowcroft.

## **Food and Beverages**

It is extremely important to us that residents/guests are able to enjoy the food and drink we serve. We pride ourselves on the standard of our catering, and work with residents/guests to ensure that our menus are appealing and cater for all tastes. Meals are served throughout the day, at times appropriate to each resident/guest, and may be served in the Dining Room, Conservatory or in the resident/guest's own bedroom. Refreshments and light snacks are available as and when a resident/guest wishes them.

## **Special Requirements**

We will explore any specific dietary requirements a resident/guest may have (allergies, vegetarian, diabetic, low fat / sodium / carbohydrate diets etc), and our Chef will ensure that we provide suitable meals that are both wholesome and interesting. Please make us aware of any cultural or religious dietary requirements that you may have so that we may respect these.

All of our catering staff are trained to understand the requirements of food allergic residents/guests and we have procedures in place to protect cross contamination. Any allergies or intolerances will be recorded upon initial assessment and staff will be available to advise on the ingredients within all meals.

Should a resident/guest celebrate a birthday or other special occasion during their time with us, then we will ensure that a celebration cake is made available. We also provide a small gift at these special times. Residents/guests staying with us during particular holiday or festival periods, will be offered appropriate festive meals and treats (e.g. Christmas Day).

## **Services and Facilities**

- **Personal care** (included in our basic fee) – assistance with washing, dressing, bathing, shaving, using the toilet, hair-washing.
- **Laundry** (included in our basic fee) – any items which are machine-washable will be washed, dried and ironed as required.
- **Mealtimes** (included in our basic fee) - preparation of meals and refreshments (specific to individual choice and dietary requirements) and help with eating and drinking
- **Communication** (included in our basic fee) – support with verbal and non-verbal communication. We recognise that keeping in touch with friends and family is very important, even during a short stay, and will ensure that postcards are shared with residents/guests as soon as they are received. Facilities are available for residents/guests to make and receive telephone calls in private, and residents/guests are able to use one of our iPads, with support if necessary, in order to keep in touch with friends and family through FaceTime or Skype. □ **Mobility** (included in our basic fee) – help to get around indoors and outdoors
- **Medication** (included in our basic fee) – help to take tablets and other medications.
- **Newspapers & magazines** (not included in our basic fee) – we can order newspapers and magazines for residents/guests from the local newsagent as required / requested.
- **Visitors** – visitors are welcomed at all times, and may join residents/guests either in one of the lounges, dining room or the residents/guests own bedroom. Where visitors wish to join a

resident/guest at mealtime, we will require advance notice for catering purposes, and a nominal charge will apply for the cost of the meal.

- **Religion** – we have no particular religious affiliation, and we more than welcome visits from local clergy.
- **Valuables** – we have a safe that valuables can be stored securely in, although we advise that short-stay guests should only bring essential valuable items with them. All residents are expected to have their own insurance cover in place for personal possessions (including hearing aids and glasses) and valuables.
- **Outings** (not included in our basic fee) – we are able to provide one-to-one support to residents/guests wishing to go out during their stay with us. This will be discussed when we take a booking or admission.
- **Group & One to One Activities** (not all included in our basic fee) - we offer a range of daytime activities at Meadowcroft that our residents/guests may join for a small additional charge. Residents/guests not wishing to take part during the day in a specific activity are able to either join one of our Day Care sessions, offering additional opportunities for socialising and companionship, or spend time relaxing in one of the lounge areas. Opportunities for daytime activities include:
  - Yoga (chair based yoga available also)
  - Chair-Based Exercise
  - Tai'Chi
  - Flower arranging
  - Knitting, sewing & crafts
  - Computer / digital inclusion classes

Residents/guests may also book from a range of Therapies, including:

- Massage
- Reflexology
- Reiki
- Indian Head Massage

A State Registered Chiroprapist visits every Tuesday.

### **Opening Times & Duration of Stays**

We are open 24 hours a day, 365 days a year, and we offer both permanent residential care and we have one short-stay bed bookable via the Registered Manager. Unfortunately, we are unable to offer nursing care.

## Our Fees

Our current fees, as at 28<sup>th</sup> January 2021, are as follows.

<b>Permanent Residential Care</b> <i>Includes: personal care, medication, accommodation &amp; meals</i>	<b>£690 per week</b>
<b>Respite Care - Per night (24 hours)</b> <i>Includes: personal care, medication, accommodation &amp; meals</i>	<b>£98.58 per night</b>
<b>Respite Care - Per week (7 consecutive nights)</b> <i>Includes: personal care, medication, accommodation &amp; meals</i>	<b>£690 per week</b>
<i>Optional extras including therapies, some activities, outings and 1-2-1 support, are charged separately and the cost of these can be discussed with the Manager.</i>	

Details of all of our payment terms are available from the Registered Manager.

## Comments & Complaints

It is acknowledged that, despite our best efforts to maintain consistently high standards, occasions may arise when people feel the need to express dissatisfaction. There may be a time when they wish to make a complaint about a service we provide. If there is room for improvement we need to know in order to put matters right.

In order to do this we have a Complaints Procedure, which is followed by everyone who works for us. This procedure is designed to ensure that any complaint is dealt with fairly and thoroughly.

We are, of course, also pleased to hear from users of our services about aspects of our work with which they are satisfied. They should be encouraged to let us know how they feel about the support, services or activities that we have been able to offer them.

Comments & Complaints leaflets are available in all Residents & Guest bedrooms, from Reception or from any member of staff. These leaflets provide space for writing down your views or concerns and give contact details for Managers of each service to whom any comments should initially be made. Contact by letter, telephone or in person is equally welcome. All views expressed will be appreciated and listened to.

If you have any concerns during your stay about the care we are providing, please do raise this immediately with the Registered Manager, Julie Rooney.

Any safeguarding concerns, whether within Meadowcroft or elsewhere, may be raised with Wirral Council Department of Adult Social Services on 0151 514 2222 or with the Care Quality Commission on 03000 61 61 61.

## **Independent Advocacy Support**

Advocacy works with people to ensure that they are able to speak up for themselves and to ensure that their voice is heard. An advocate does not provide advice to people, but responds to requests for action made by an individual or group of individuals. This can be through supporting them and, where appropriate, providing representation for them. If you feel that during your stay with us you require independent advocacy, please contact:

**Wirral Advocacy Hub – T. 0300 2000 083**    [referral@wirraladvocacyhub.net](mailto:referral@wirraladvocacyhub.net)

## **Ask Us Wirral**

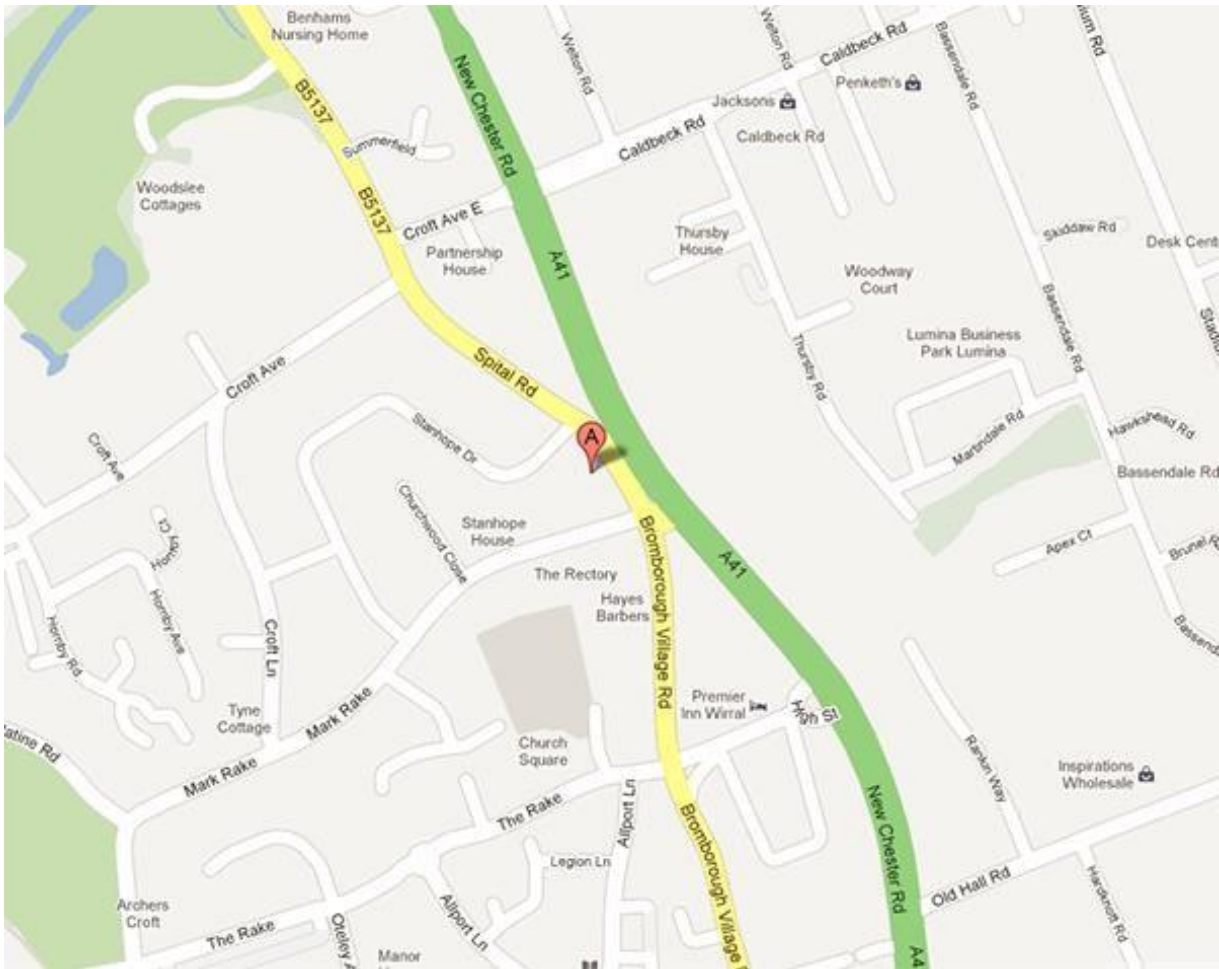
Ask Us Wirral is an information and advice service provided by Age UK Wirral in partnership with Citizens Advice Wirral, Wirral Change and Wirral Mencap, providing free and impartial information on a wider range of issues, rights and entitlements. The service can be accessed by contacting:

**T. 0300 33 00 11**    [www.askuswirral.org.uk](http://www.askuswirral.org.uk)

## **Contacting Us**

By Post:	Meadowcroft, 304 Spital Road, Bromborough, Wirral CH62 2DE
By Telephone:	0151 482-3456 or 07903000470
By Email:	<a href="mailto:stanhopeseniorteam@ageukwirral.org.uk">stanhopeseniorteam@ageukwirral.org.uk</a>
Website:	<a href="http://www.ageukwirral.org.uk">www.ageukwirral.org.uk</a>
Registered Charity Number:	1034510
Company Number:	2894067
CQC Provider ID:	1-261131679

## Finding Us



**From the M53** – leave the M53 at Junction 5 and take the A41 towards Bromborough / Birkenhead. After approximately 2 miles you will pass Matalan on the left hand side and will approach a major set of traffic lights with the Croft Retail Park on the right hand side. Turn left at these lights into Croft Avenue East and after 10 yards turn left at the next set of traffic lights onto Spital Road. Meadowcroft is on the corner of Stanhope Drive, which is the second road on the right (approximately 20 to 30 yards). Access to the car park is by turning right into Stanhope Drive and immediately left into Meadowcroft.

**From Birkenhead** – follow the A41 (Bromborough / Chester) until you reach the major traffic light junction with the Croft Retail Park on the left hand side. Turn right at these lights into Croft Avenue East and after 10 yards turn left at the next set of traffic lights onto Spital Road. Meadowcroft is on the corner of Stanhope Drive, which is the second road on the right (approximately 20 to 30 yards). Access to the car park is by turning right into Stanhope Drive and immediately left into Meadowcroft.

**Local routes** – from Bromborough Village, Meadowcroft is located on the B5137, on the left hand side of Spital Road (at the junction with Stanhope Drive), just after passing Matalan on the right hand side.

### Useful Contacts

Care Quality Commission ([www.cqc.org.uk](http://www.cqc.org.uk)) - T.03000 616161 E. [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Wirral Community NHS Trust ([www.wirralct.nhs.uk](http://www.wirralct.nhs.uk)) - T.0151 514 2888

Wirral Council ([www.wirral.gov.uk](http://www.wirral.gov.uk)) - T. 0151 514-2222

E. [wcnt.centraladvisedutyteam@nhs.net](mailto:wcnt.centraladvisedutyteam@nhs.net)

Age UK Wirral ([www.ageukwirral.org.uk](http://www.ageukwirral.org.uk)) - T.0151 482 3456

E. [stanhopeseniorteam@ageukwirral.org.uk](mailto:stanhopeseniorteam@ageukwirral.org.uk)