

# The Meadow, Muswell Hill

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## Residential and Dementia Care



Person-centred care and support

# The Meadow

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We understand that choosing the right care environment is an important decision, and at MHA we care about your new home as much as you do. Working with older people for over 65 years, we have used our experience to develop a special service at The Meadow offering:

- residential and dementia care within a friendly home environment
- a personal care package tailored to meet your individual needs
- an on-site dedicated staff team to provide you with 24-hour care.

## MHA – Where People Care

Making the decision to move into care can be a challenging time, and we aim to reassure you that it can be a move towards a more fulfilling later life.

MHA's care homes offer a comfortable environment that provides peace of mind, security, support and stimulation. We see every resident as a unique individual and provide care that is based on respect and loving support.

## The Meadow

The Meadow is situated within attractive grounds on the North Bank Estate in the London suburb of Muswell Hill.

Here we provide dedicated residential and dementia care facilities in a setting, designed for your ease of access and comfort, with an on-site dedicated staff team to provide you with 24-hour care and support.

## Your Accommodation

As a resident, you'll enjoy staying in your own private single room, designed to make your life at The Meadow a relaxing and comfortable one. Bright and airy, your room comes complete with high-quality furnishings and is yours to personalise to your own taste and make your own.

All rooms have modern en suite facilities, TV and telephone points, enabling you to relax and enjoy calls within the privacy of your own room.

## Your Care

We aim to give each individual person-centred care within a calm and relaxed environment. We encourage you to share in the development of your own personal care plan and we will organise daily activities to suit your personal interests and abilities, to maintain life skills.

Your keyworker will spend time with you to develop your individual care plan and inform other staff about how you wish to spend your time. This way we can ensure that we address all your personal needs.



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**Residential Care** – Our 24-hour person-centred care is provided by suitably qualified and trained care staff. We seek to meet increased physical needs and frailty with our on-going personalised care.

**Dementia Care** – MHA recognises each person as a unique individual. By getting to know the person and their life history, we aim to understand the meaning behind behaviour and plan our care to reduce any frustrations and improve well-being.

Most importantly we ensure each resident is treated with respect and dignity that we all deserve.

### **The Care Team**

Our Home Manager is a fully qualified professional who leads a team including a deputy manager, team leaders, care assistants and support staff. All our staff are fully trained in MHA's high-quality care and play a vital part in the creation of a natural, homely atmosphere within The Meadow.

### **Health Care**

As a resident of The Meadow, you will have access to the full spectrum of local health and medical services such as your own GP, hospital appointments and community nursing services. The chiropodist, optician, occupational therapist and dentist all visit residents regularly. All you need to do is inform a member of our care team if you would like to make an appointment with one of these health professionals.

### **Cleaning and Laundry**

Our domestic assistants are responsible for the cleanliness and maintenance of the home and will provide you with a thorough room cleaning service on a regular basis.

Our laundry facilities are fitted out to commercial standards and your personal washing will be carefully cleaned and returned to you within 48 hours.

### **Meals and Refreshments**

Our food is freshly prepared on site by highly trained and experienced staff. Daily menus are prepared in consultation with residents, and this enables us to provide you with a tasty and interesting diet. All of the catering staff are further trained in meeting any specialist dietary requirements as well as your own individual preferences.

We serve meals three times per day in our dining rooms, plus morning coffee with biscuits and afternoon tea.

### **Security and Peace of Mind**

Help is always at hand with our emergency call system. A call bell point is provided in every room so that in an emergency the care staff can come to your aid immediately – 24 hours a day, 365 days a year. Our external doors are all controlled by an alarm, making the home secure and our fire alarm is tested every week. We regularly update staff on fire precautions and procedures.

## Social Facilities

The Meadow has a large number of residents' communal areas including a spacious TV lounge, conservatory, tea bars and dining rooms. You'll find all these areas very sociable and popular meeting places. We also have our own Activities Co-ordinator who organises a complete schedule of activities for you to take part in if you wish.

These include crafts, sing-alongs, physical fun, games, bingo and coffee mornings. Outside theatre groups, musicians and entertainers visit regularly and we also like to organise bus trips and social events.

## Community Facilities

Facilities within easy reach of The Meadow include the local post office, library, leisure centre and shops. A library van also visits the home on a regular basis.

Local attractions within Muswell Hill and the surrounding area are numerous and include Alexandra Palace and many, many more. Just speak with our care team who will be happy to advise you on all the places of interest that we may be able to arrange for you to visit, whilst being sympathetic to your care needs.

## Quality Standards

We operate our own Quality Standards Programme that is constantly audited and monitored to ensure the highest standards in all areas.





MHA has been highly praised for excellent service by the Care Quality Commission, the Centre for Policy on Ageing and the Government's Audit Commission. If you would like further validation of our standards and quality of services, please do not hesitate to ask.

### Spiritual Well-being

At MHA, we support each older person to live life in the way that they wish, providing opportunities for fulfilment.

We believe that spiritual well-being is achieved by nurturing the human spirit: through relationships and positive experiences – be they with God, family and friends, animals, nature, music, art or other creative activities.

In addition to our care staff and many volunteers, we have our own Chaplain who is available for pastoral support. Our Chaplain also organises worship services for those who wish to attend and can arrange for contact with other religious ministers if you prefer.

### Visitors

Friends and family can visit you whenever they wish and are welcome to join you for a meal, for which we charge a small fee.

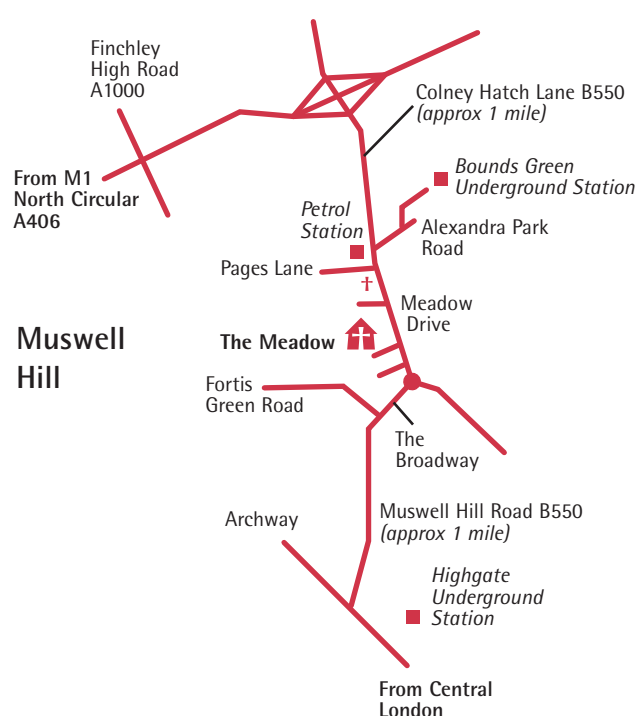
### Where Are We?

**From the M1.** At the end of the motorway, proceed east on the North Circular Road A406, signposted Finchley and Muswell Hill. Proceed straight on at the junction with A1000 Finchley High Road.

At the next main junction, take the slip-road left and then turn right along Colney Hatch Lane, B550 toward Muswell Hill. After a main left turn (Alexandra Park Road, B106) pass Pages Lane on the right and Meadow Drive is the next right turn, immediately after the Catholic Church. It is a small private entrance, so please approach slowly.

**From Central London.** Proceed north out of London along the A1, and at Highgate (with Underground Station on your right) turn right into Muswell Hill Road and follow the map.

**By Tube.** From Bounds Green (Piccadilly Line) catch bus 102 or 299 for Muswell Hill Broadway. From Highgate Station (Northern Line) catch bus to Our Lady of Muswell Hill or Muswell Hill Broadway from the bus stops on Muswell Hill Road.



Map not to scale – shown as a guide only



### Interested in finding out more?

Please give us a call on

**020 8883 2842**

We will be delighted to talk to you.

The Meadow  
Meadow Drive  
Muswell Hill  
London  
N10 1PL

Fax: 020 8442 1394

Email: [home.mus@mha.org.uk](mailto:home.mus@mha.org.uk)



### Head Office

Epworth House  
Stuart Street  
Derby  
DE1 2EQ

Phone: 01332 296200

Fax: 01332 296925

Email: [enquiries@mha.org.uk](mailto:enquiries@mha.org.uk)

Website: [www.mha.org.uk](http://www.mha.org.uk)

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