



“A warm and friendly home”



Swan House
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Heritage Care was formed in 1993 and since then has built a high reputation for best practice, innovation and responsiveness. Services are provided in a range of settings, but as a social care provider we specialise in residential and supported living or ‘extra care’ schemes, providing 24-hour care and support. Heritage Care is a ‘not for profit’ organisation that supports people from diverse backgrounds. Primarily, we help those who have only limited opportunity to participate meaningfully in their communities, despite having a range of abilities, skills and potential. This may be because of the ageing process, mental ill health or a learning disability. Heritage Care is an Industrial and Provident Society (Registration number 27739R). We are governed by a Board of Trustees with members from a wide range of professional backgrounds and act in a voluntary capacity.



INVESTOR IN PEOPLE

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Swan House
WINSLOW BUCKINGHAMSHIRE



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Situated in the heart of the old market town of Winslow, Swan House provides care for 32 older people. Winslow has many quaint shops to visit and provides excellent services, such as the local Doctors surgery, Health Centre, Chiropodist, Opticians and Library. The Library van also visits the home on a monthly basis.

We have over twenty years experience in providing high standards of care to our residents. Care is provided in two self-contained living areas, each with their own 24 hour staff teams. One living area provides a higher level of support and is designed for Older People with dementia.

We provide all our residents with:

CARE

- Individualised care plans – reflect needs and preferences.

SECURITY AND SAFETY

- Residents have the freedom to wander combined with comfortable level of safety and security.

ACCOMMODATION

- New purpose built care home
- All single rooms with full en-suite facilities
- Connections available for telephone, internet and TV in all rooms.
- Comfortable and attractive living and dining rooms.
- In house Chef – ensure all dietary needs and choices catered.
- Well maintained gardens with an aromatic seating area in a sun-trapped haven.

ACTIVITIES

- In house hairdressing salon with hairdresser.
- In house activity workers –programme of activities throughout the week.
- Mini bus available with tail lift – for outings and visits.



Philosophy of Care

We provide a high standard of individual care that makes Swan House feel like a “home from home”, with residents encouraged to maintain their independence.

Our staff provide care in a professional manner to maintain dignity and respect for the privacy and choice of each resident.

Your Own Space

You have your own bedroom and en-suite shower. We hope you will personalise this by bringing in some of your favourite pictures, photographs and ornaments. You and your family may wish to decorate the room to your choice of décor.

Your Own Personal Carer

One of the first people you will meet is your Keyworker. This is a member of staff especially assigned to pay particular attention to your needs and to put your mind at rest over any concerns that you may have.

Your Own Care Plan

Your Keyworker will work with you to set up your personal Care Plan. This will detail your specific needs as well as any likes and dislikes that you may have.

Your Own Personal Care

No doubt, you will want to continue to care for yourself and may have a shower or bath whenever you wish. If you require help please speak to your Keyworker and our staff will carry out any personal care with dignity and respect and honour your privacy.

Meals and Snacks

- Breakfast is usually available from 8.00am onwards and Lunch is served at 1.00pm.
- Tea and biscuits are served around 3.00pm and Supper is at 6.00pm.
- In between meals, coffee, tea and biscuits, and cold drinks are readily available.
- The Catering staff are used to providing for a number of dietary requirements.

Bedtime and the Night

There is no set time to go to bed - just let the staff know when you are ready to retire. They will be happy to assist you. You will be offered a hot drink and biscuits of your choice. Staff will be happy to make you a sandwich if you prefer. There will always be four staff on duty throughout the night to check on you regularly and help you if you need it. There is a call bell in your room.

Cleaning your Room

There is a housekeeping team, who work together to keep the Home clean and you can expect your bedroom to be given a thorough clean each week. Bed linen is changed weekly or as necessary.

Medical Support

Either your own G.P. our local G.P. practise will be happy to care for your medical needs. The Doctor holds a clinic at the Home each week and will visit whenever requested to do so.

District nurses also visit at least twice a week and will come more often if necessary.

Activities and Entertainment

Our activities organiser is in the home most days and encourages residents to join in the quizzes, games, art and craft work plus we have frequent in-house entertainment and musical sing-a-longs. The staff also organise outings, and visits to the garden centre or pub lunch.

Family and Friends

There are no constraints on visits to the Home, or on trips and visits to family and friends outside the Home. We encourage you to see your family and friends whenever you wish.

Hairdressing and Shopping

The hairdresser visits twice a week and will be happy to do anything from a ‘wash and dry’ to a ‘perm’. If you prefer we can arrange for a visit to a local hairdresser or a brief trip to the shops, staff will go with you if you wish them to.

Television and Telephone

There are TV aerial points and telephone points in every bedroom so you may choose to provide your own personal television and telephone if you wish. Each lounge has a large television for the benefit of all residents.



What do I do next

All of the places in this Care Home are made available to Social Services. In the first instance call your local Social Services and request an assessment with a view to a placement at Swan House.

Where to find Social Services Offices

All staff are based in area offices and work with people who live locally. Some staff work in specialist teams to meet the needs of individuals with very specific requirements.

Aylesbury District:

Buckinghamshire County Council
County Hall, Walton Street
Aylesbury HP20 1YU
Telephone: 01296 395000
Open Mon - Thurs 9am - 5.30pm,
Fri 9am - 5pm.

Chiltern and South Bucks:

Buckinghamshire County Council
Council Offices, King George V Road
Amersham HP6 5BN
Telephone: 01494 732134
Open Mon - Thurs 9am - 5.30pm,
Fri 9am - 5pm.

High Wycombe:

Buckinghamshire County Council
Council Offices, Easton Street
High Wycombe HP11 1NH
Telephone: 01494 475000
Open Mon - Thurs 9am - 5.30pm,
Fri 9am - 5pm.

