



Residential Care at Bedford Charter House

Guide for Applicants

BCHA is committed to providing individual and high quality support, care and homes for our residents



Residential Care

“At BCHA we understand that moving into residential care is a difficult and life changing decision for residents and their families.

We aim to make your move as straight forward as possible by providing you with honest and easy to understand information to help you make that decision.

This introductory guide provides some hints about how to choose a Care Home, what BCHA offers and what happens next if you decide

you want to move to our home. We are confident that our service will meet the “Mum’s test” challenge set by our regulator, the Care Quality Commission.”

Vanessa Connolly
Registered Provider and CEO,
BCHA

If you require any further information about residential care please contact:

Care Home Manager,
BCHA, 1B Kimbolton
Road, Bedford, MK40 2PU

Tel: 01234 321400 **Email:**
enquiries@bchal.org



Some hints on how to choose a Care Home

- ✓ Draw up a list of what will be important to you. For example, do you want a new home or an older smaller home? Does the home feel safe, secure and happy?
- ✓ Some things you might want to consider are location, staffing levels, facilities (e.g. are all rooms fully en-suite?), internet access, social events, fully accessible garden, cooked options available for all meals?
- ✓ Visit different homes at different times. Are all your questions answered by staff at any level? Are the rooms clean and tidy and odour free? Are residents well dressed and engaged with their surroundings? Are the staff happy?
- ✓ Ask about any surveys undertaken of residents and relatives' opinions. Consider the information provided by the Care Home on its website and in written publications. Does the information explain clearly the cost of care, any extras, what financial help may be available, how to apply, what happens if your care needs change, what help maybe available from Social Services.
- ✓ Look at the Care Quality Commission's website to view latest reports on the Care Home.
- ✓ Try respite care before making a decision about the home you would like to move to and finally, ask friends and colleagues if they can recommend a home.



What BCHA offers at Bedford Charter House

- As with any Care Home, BCHA wants to deliver a service that is caring, compassionate, responsive to the needs of residents and effective.
- We believe these aims are best delivered by well led, well trained and well motivated staff. Our staffing levels are generous and we will invest heavily in staff training and support.
- Every resident is assessed prior to moving in and regularly assessed throughout their stay.
- Every resident has their own fully furnished room with an en-suite wet room consisting of a shower, WC and wash hand basin. Fully equipped bathrooms are also available.
- Each generously proportioned room has free wi-fi, a flat screen TV and room for residents to bring their own possessions and furniture. Room telephones are available at an extra cost.
- There are a variety of communal spaces available, at least 2 on each floor, for residents' exclusive use.
- We offer 3 cooked meals a day with cold options cooked by our in-house catering team.
- We have an on-site hairdresser, a visiting chiropody service and are currently expanding our wellbeing services.
- A daily activities programme.



Our Added Value

Our Ethos

We aim to keep standards high and fees low. We endeavour to care for residents for as long as they wish. We cater for residents with dementia in a specialist wing with higher staffing levels.

Our Receptionists

We provide a serviced reception Monday to Friday 8:30am to 5:30pm and when funds allow, this will be expanded to the weekend. All visitors receive a warm welcome during these hours. Our receptionists can answer most queries and if not, they will find out the answer.

The Club House

BCHA believes passionately that there is nothing inevitable about growing old. The Club House is integral to the Care Home but, unlike the Care Home itself, is accessible to local community groups. It is in the Club House that many of our activities and social events take place.

The Club House consists of two storeys. The ground floor has a large flexible space suitable for parties, entertainment, arts & crafts and exercise groups. It includes a wide screen TV area suitable for the film club, a bar area and an external terrace. The first floor contains a sports room, the library (with IT services) and the health & wellbeing suite.

Our Location

Bedford Charter House is close to the town centre, local churches and the North Wing hospital site. We are adjacent to the Bowls Club and within a few minutes walk from Bedford Rugby Club.

Stylish and modern décor and design

Our Care Home has been carefully designed and furnished to feel more like a hotel than a Care Home. Emergency overnight accommodation for relatives (based on the need of the resident) will be available at a small charge.

How to apply to Bedford Charter House

Before you apply for permanent accommodation, you are strongly advised to visit our home, and others. We would also recommend that you book a short respite stay to see if Bedford Charter House is for you. There is a waiting list for accommodation at our home but this is kept deliberately short (usually less than 10 people) because we recognise that once the decision has been made to move to residential care, the needs of the applicant are already quite high.

Once we receive your application, we will carry out an assessment of your care needs. This will help us to determine the level of fees to be charged (for current fee levels, which are reviewed in April, please see separate insert).

Bedford Charter House operates a 3 tier fee system. Put simply, the higher the care needs, the higher the fee. This structure applies whether you are looking for permanent or respite care.

Our charges are higher than the fees paid by Social Services. If you are eligible for financial support for your fees, we will require a top-up to meet the difference between our charges and the amount paid by Social Services. It is a condition of your acceptance of residency at Bedford Charter House that the top-up is paid.

When a suitable vacancy becomes available we will contact you, assess your needs and notify you of the fees payable. If you wish to accept a room, you will be invited to a meeting to explain all the contract details and other information before you sign any documents.



We will agree a moving in date with you and prepare your care plan with you. This document will be regularly reviewed with you whilst you are living at Bedford Charter House. We will do our best to make you feel at home from day one, however we recognise that it will take some residents longer to settle than others and, very occasionally, residents decide that Bedford Charter House is not for them. We therefore offer a 28 day cooling off period.

If you require any further information about the services BCHA provides at Bedford Charter House or to book a visit to our home, please contact us by email at enquiries@bchal.org or by telephone on 01234 321400.

Respite care is available for up to 6 weeks at a time. The procedure and charges are the same for permanent care but are charged at a daily rate.





Bedford Citizens Housing Association Ltd
1B Kimbolton Road
Bedford
MK40 2PU

Telephone: (01234) 321400

Fax: (01234) 352004

Email: enquiries@bchal.org