



Care
services

Respite Care

Guide for Applicants

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



An Introduction

Bedford Citizens' Housing Association (BCHA) was formed over 50 year's ago by local residents who wanted to improve the services available to older people.

Bedford Charter House is one of BCHA's properties and is a registered care home which provides permanent and temporary accommodation with personal care and support.

BCHA is a 'Not For Profit' Housing Association run by a voluntary Board and registered as an Industrial and Provident Charitable Society.

Paid professional staff are responsible for the day-to-day operations of Bedford Charter House. Bedford Charter House is regulated by the Care Quality Commission and their reports are available at www.cqc.org or on BCHA's website at www.bchal.org

If you require any further information about our work then please contact:

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

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



Q What is respite care?

A Respite care is short term personal care and support provided in a residential care or nursing home.

Q Who is respite care suitable for?

A Respite care is suitable for the following people:

- People leaving hospital who want to recuperate before returning home
- People wanting to try residential care to see if it is suitable for them
- People who are cared for at home by friends and relatives who are going on holiday or are unwell themselves.

In some cases funding is available from Social Services for this type of care. Further details are available from Social Services.

Q What services can I expect from respite care at Bedford Charter House?

A Bedford Charter House has a number of individual respite rooms, all of which are comfortably furnished and have an ensuite WC and hand basin. Assisted bathing facilities are also available. Each room is fully furnished and has a television

and a telephone which accepts incoming calls.

The respite suite has its own lounge and there are several other lounges located around Bedford Charter House which you are encouraged to enjoy. Bedford Charter House is situated within spacious, easily accessible, well maintained gardens.

All residents are provided with a choice of meals in the spacious dining room, though it is possible for meals to be taken in the respite rooms if this is preferred.

We offer a wide and varied selection of meals to cater for all tastes and hot and cold drinks and snacks are available at all times.

BCHA runs an extensive programme of activities and entertainment ranging from professional singers to lively quizzes. Our experienced activities organisers are on hand to help you get the most out of your stay at Bedford Charter House.



Respite Care

Q How do I apply for respite care at Bedford Charter House?

A We advise you to telephone or email us in the first instance to check respite room availability. We will then provisionally book the dates requested and will send you a booking form.

You need to send us back the booking form and deposit (the amount required depends on the length of stay and is the cost of one night for every week booked). Please note that deposits are non-refundable.

We will confirm your booking in writing. Approximately two weeks before your first visit please contact us to arrange an assessment. The assessment is usually conducted by a member of the Care Home Management Team and is designed to ensure we can provide the appropriate support to meet your needs. An assessment is not required for subsequent visits unless your needs have changed.

Please note you will be charged for the number of nights booked even if you shorten your stay unless we are able to re-book the room.

Q How long can someone stay in respite for?

A In order to enable as many people as possible to use the facilities we do not normally accept bookings for longer than four weeks at any one time. There is no minimum length of stay - you can even just come into Bedford Charter House for the day, to receive respite day care.



Q How much does respite care cost?

A Prices are reviewed annually in April and are available on request. The cost covers 24 hour personal care and support, all meals and snacks, exclusive use of your own room, optional activities (there may be a charge for external trips), laundry services and the use of a safe to store valuables.

Q What extra costs might there be?

A Additional services offered include appointments with our hairdresser and the chiropodist, ordering newspapers and magazines.

Q What happens when I arrive?

A When you arrive you will be taken to your room by a carer who will help you to unpack, get you settled in and complete an itinerary of your belongings.

A care plan will then be made up, usually by a Senior Carer, using the details from your assessment and additional information which you will be able to provide us with. This care plan is extensive and covers such personal information as medication details and dietary requirements.

Any information is covered by our Data Protection Policy – details available on request.



Q What happens regarding any medicines I need to take?

A Your medication on admission will be logged in our records. Please note, if medication is to be dispensed by members of staff at Bedford Charter House, they must be brought in their original containers with the original labels. If you wish to self medicate you will need to complete a consent form. If you choose to self medicate, your medication will be left with you in your room for you to look after, it must be locked away in the lockable storage provided. If you want your medication to be looked after and dispensed by the Senior Carer at Bedford Charter House it will be taken and locked away in our office.



Q What happens when I leave?

A A carer will help you to pack and make sure that you have all of your belongings. Your medication will be logged out of our records and returned to you. We keep your care plan and file it, so we have your details should you decide to come and stay at Bedford Charter House again.

Your bill must be paid on the day you leave. You will be given an invoice detailing the amount due including any extras such as newspapers. Payment can be made in cash, by cheque supported by a banker's card or credit/debit card (a fee applies for credit card payments).

We kindly ask that before you leave you complete our Respite Care Satisfaction Survey. This provides us with feedback from your experience of staying at Bedford Charter House, and will inform us of any changes which may need to be made.

Respite rooms must be vacated by 9.30am although you are welcome to stay in our lounges until 12 noon.

We reserve the right to charge for an additional day's stay if you are unable to be picked up by 12 noon.

Q Can my friends and family visit me whilst I am staying at Bedford Charter House?

A Visitors are always welcome, but we ask that they avoid coming during meal times. All visitors must sign in and out at reception. Your friends and family may also take you out but we ask that you inform your carer of any trips out and expected return time so the relevant arrangements can be made for meal times and medication. Family members are welcome to stay for lunch with their relatives for a nominal fee.

Q What happens if I need a doctor whilst at Bedford Charter House?

A Whilst you are staying at Bedford Charter House you should maintain your own doctor if he/she is locally based. If you are not from Bedford then you will need to register with a doctor in the area, since your own doctor would not be able to treat you if it became necessary. You should ensure that you have sufficient medication to cover the whole period of your stay.

Q Are there any special arrangements I need to make with regards to the items I bring into Bedford Charter House with me?

A You must bring enough clothes and toiletries for the duration of your stay. All clothes must be clearly named to ensure that they can be correctly returned when they have been laundered. Please do not bring items that require dry cleaning. We do not have facilities to clean such items and cannot be responsible for any damage to items requiring dry cleaning.

Once completed please return your application form to:

Care Home Manager
Bedford Charter House
1B Kimbolton Road
Bedford MK40 2PU

Telephone: (01234) 321400

Fax: (01234) 352004

Email: enquiries@bchal.org

We look forward to seeing you soon at Bedford Charter House.

If you need assistance to complete the application form or if you require this booklet in a different format or language please contact BCHA and we will be pleased to help you.

Our Philosophy of Care

We support residents to achieve their full potential, physically, intellectually, emotionally and socially by encouraging self-respect and self-determination





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