



St Audreys

OLD HATFIELD • HERTFORDSHIRE

“St Audreys revolves around you”

St Audreys

Don is a 'centurion' who surfs the internet and e-mails friends and relatives. He likes nothing more than to take his exercise by 'lapping' the huge gardens.

*"I love them all.
I'm the luckiest
man alive"*



**“We respect
the individual requirements and wishes of
each person who lives at St Audreys.”**

“St Audreys is a beautiful 18th century house set in glorious countryside yet only a few minutes from the quaint village of Old Hatfield. Originally built for Lord William Gascoigne, the house was used as a safe haven military hospital during the First World War and, later, became a home for the blind. Hatfield House, home to the 7th Marquess of Salisbury is a short walk away.”

Renovated and extended in 1999, St Audreys is now a residential care home for 38 older people providing modern, warm and welcoming accommodation and facilities. A walk in the grounds tells of the peace, tranquility, and security desired by many.

The home is set overlooking green field views whilst being in close proximity to all local amenities. Old Hatfield has many individual and quaint shops to visit, as well as traditional pubs and restaurants.

Our aim is for individuals to lead a valued life at St Audreys and within the local community, exercising independence, choice and control over their life.

We concentrate on people's well-being and encourage residents to maintain their independence, whilst protecting people's dignity and privacy. This, linked to the high standard of individualized personal care and support makes St Audreys a residence for older people, and certainly **NOT** an 'old peoples home'.

**“A splendid
building with a tradition for care.”**

St Audreys



"I need the attention. I had bad attacks of epilepsy and couldn't be alone. I can rely on being looked after. I like my own company but also enjoy the camaraderie when I feel like it"

Ennis has been at St Audreys for 6 years. Her room, decorated and furnished to her own choice, features her own paintings and embroideries and is very much *her* room

Private Personal Space

All the rooms at St Audreys are single rooms that can be personalised to suit individual tastes and personalities. Each room has private en-suite facilities and assisted bathrooms are also available if people prefer. A call system in each room enables people to summon help if needed.

All rooms have television and telephone points, enabling the easy installation of private TV's and telephones.

There are no constraints on visits to the Home, or on trips and visits to family and friends outside the Home. We will ensure that all close contacts are maintained.

A full housekeeping team will carry out all cleaning and care of laundry. We respect the fact that some people may prefer to do their own cleaning or personal laundry and will work with them to achieve this.



A Person Centred Plan

Knowing as much as possible about a person will enable us to tailor the care and support to the individual. Each person will have a named carer (key worker) who will work in partnership with the resident and their family to jointly prepare a Person Centred Plan. This will detail personal preferences and wishes and ensure that care and support is provided as and when it is required, 24 hours a day.

Staffing

The staff team work in an atmosphere of mutual respect and trust and are committed to a person centred approach to caring for and supporting older people. A dedicated night staff team are available throughout the night.

All staff, regardless of their role and qualifications, undergo a thorough induction. This is designed to assist them to understand the specific requirements and considerations involved in working with people who may have complex needs. Further training and development of staff is linked to National Vocational Qualifications and the skills and knowledge needed for their role.

Why choose St Audreys



Meals and Snacks

Our resident Cook works closely with our Catering Advisor to ensure that meals are nutritionally balanced and menu's offer flexibility and choice to suit all ethnic and religious requirements. Both the care staff and catering staff will be pleased to discuss any special dietary needs or preferences. Three full meals each day are offered and hot and cold drinks and snacks are available at all times, including home-made cakes and fresh fruit. Residents can choose to eat in the dining room or, if they prefer, in their own room.

Facilities

We have a light and airy spacious lounge where residents can sit and relax. There is also a TV lounge where people can watch their favourite programmes in the company of others.

Alternatively, if a person seeks peace and quiet and privacy, they can use the secluded garden or enjoy the tranquillity of their own room.

Well being and meaningful activities

Activities are often the things that lend quality to a person's life. We listen to what people want and try always to provide a stimulating environment. Fulfilling and meaningful activities are personal to each individual and we try to ensure that social opportunities are based on people's preferences.

Medical Support

People can retain their own G.P. (if practicable) or our local G.P. practice will be happy to care for any medical needs. The Doctor will visit whenever requested to do so. District nurses will also visit when needed. We will also make local arrangements for private chiropody, dental, optical and other healthcare needs.

Planning in Partnership - Involvement

Residents are invited to participate in the day-to-day management of the home through individual consultation and regular meetings. We want to know what people think of the service we provide as we are always looking to improve.

Friends and family are also actively encouraged to comment and take part in the meetings.

A rigorous annual audit of the home also seeks the views of not only residents and their family and friends but also other professional agencies.

Advocacy

Age Concern visit regularly to chair resident meetings and invite objective feed-back on people's views of the service and any issues they may have. We can also arrange individual meetings with an independent Advocate if people wish.



“All our residents are invited to participate in the day-to-day management of the home through individual consultation and regular resident meetings.”

“There are no constraints on visits to the Home, or on trips and visits to family and friends outside the Home.”

St Audreys

What
do I do
next?

If you wish to discuss anything in more detail, please contact the Manager or one of our Care Team who will be delighted to give you further information or arrange a visit.

You may also wish to view our Inspection report which is available within the home or can be found on www.csci.org.uk

St Audreys

Church Street, Old Hatfield, Hertfordshire, AL9 5AR

Tel: 01707 272264

Fax: 01707 275017

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.

Heritage Care Registered Office

Connaught House, 112-120 High Road, Loughton, Essex IG10 4HJ

Tel: 020 8502 3933 Fax: 020 8502 3543

Email: general.enquiries@heritagecare.co.uk

www.heritagecare.co.uk



www.heritagecare.co.uk



INVESTOR IN PEOPLE