

Esmside, Hitchin

Residential and Dementia Care



Person-centred care and support

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 Elmside 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.

Elmside

Elmside in Hitchin provides the highest quality of care to all the residents who live there. The home is situated a short distance from Hitchin town centre within beautifully landscaped gardens, which include seating areas, a sensory garden and raised flower beds.

The two-storey building comprises single en suite rooms with showers and all the rooms come fully furnished.

A variety of communal areas including a coffee shop, an IT suite, a library, two activity rooms and hairdressing/therapy rooms are available for both the residents and those living in the adjacent apartments. The Care Centre has a strong community atmosphere where residents and their visitors enjoy all the facilities available.

Your Accommodation

As a resident, you'll enjoy staying in your own private single room, designed to make your life at Elmside 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.

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 the 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 Elmside.

Health Care

As a resident of Elmside, 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 promptly – 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

Whilst we always respect your privacy, Elmside has its own Social Care Co-ordinator who organises a complete range of activities for you to take part in should you wish. These include painting, crafts, sing-alongs, physical fun, games, bingo and coffee mornings.

Outside entertainers including theatre groups and musicians visit us regularly and we also like to organise social outings such as bus trips.

Community Facilities

We have links with various local organisations who offer opportunities for us to join with other groups, day centres and provide transport to local events. Also, our care team will be happy to advise you on local 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 Luton.

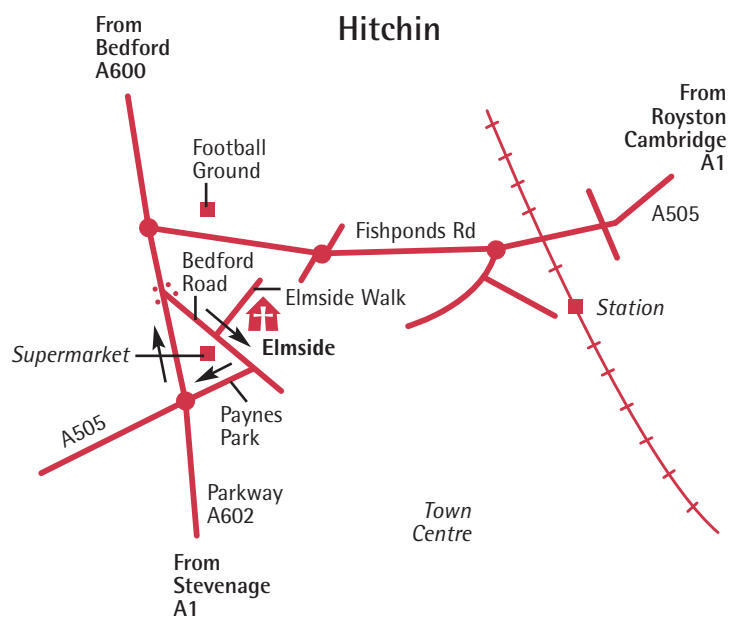
Approach Hitchin on Luton Road. At the large roundabout close to the town centre, take the first exit left onto the A505, signposted A600, Bedford. At the traffic lights 500 yards on, turn sharp right into Bedford Road. Elmside Walk is on your left, opposite the supermarket. Elmside is a short distance down here on the right.

From Cambridge & A1 (North).

Approach Hitchin on the A505 (J9 from A1), following signs for the A505 Bedford and bypassing the town centre. At the major roundabout by the football club turn left, signposted A602 Stevenage and A505 Luton. Bear left into Bedford Road, Elmside Walk is on the left.

From Stevenage & A1 (South).

Approach Hitchin on the A602 (J8 from A1), and continue around Hitchin on the bypass, joining with the A505 at a major traffic island. Then follow directions as above from Luton.



Map not to scale – shown as a guide only



Interested in finding out more?

Please give us a call on
01462 451737.

We will be delighted to talk to you.

Elmside
Elmside Walk
Hitchin
Hertfordshire
SG5 1HB

Fax: 01462 454298

Email: home.hit@mha.org.uk



housing and care for older people

Head Office

Epworth House
Stuart Street
Derby
DE1 2EQ

Phone: 01332 296200

Fax: 01332 296925

Email: enquiries@mha.org.uk

Website: www.mha.org.uk

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