

# *H*arwood Court, Cramlington

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Residential care



Person-centred care and support

# Harwood Court

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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 Harwood Court offering:

- residential 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.

## Harwood Court

Harwood Court is situated within a quiet, suburban area in Cramlington. The location is a leafy suburban setting, which ensures both quiet surroundings and a relaxed pace of life.

Here we provide dedicated residential care and support in a purpose-built setting, designed for your ease of access and comfort, with an on-site dedicated staff team to provide you with 24-hour care and support.

## Your Accommodation

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

## The Care Team

Our Home Manager is a fully qualified professional who leads a team including three assistant managers, a senior care assistant, 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 Harwood Court.



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## Your Care

We aim to give each individual person-centred care within a calm and relaxed environment. This type of personalised care seeks to meet on-going physical needs and increased frailty whilst promoting individual well-being. 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.

Most importantly we ensure each resident is treated with the respect and dignity that we all deserve.

## Health Care

As a resident of Harwood Court, 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. A chiropodist, an optician, an occupational therapist and a 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 immediately – 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

Harwood Court has a large number of residents' communal areas including two spacious TV lounges, a conservatory, tea bars and a dining room. You'll find all these areas very sociable and popular meeting places for residents.

Whilst we always respect your privacy, Harwood Court has its own Activities Co-ordinator who organises a complete schedule of activities for you to take part in if you wish. These include painting, crafts, sing-alongs, physical fun, games, bingo and coffee mornings. Outside theatre groups and entertainers visit regularly and we also like to organise social events such as bus trips.

## Community Facilities

Cramlington is situated nine miles north of Newcastle and six miles south of Morpeth. Local attractions include the Angel of the North, Newcastle Quayside – the city's cultural centre, the Gateshead Millennium Bridge and Newcastle Castle Keep built in 1080 by William the Conqueror's son.

Other community facilities local to the town of Cramlington include a library, park, post office and leisure centre.



## 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?

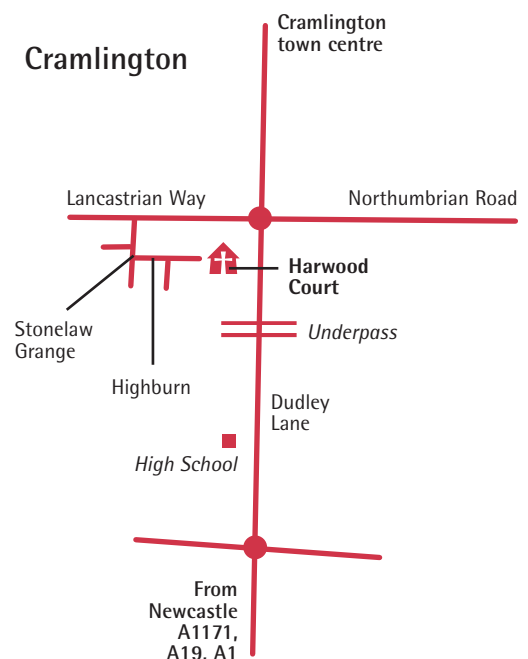
**From Newcastle city centre.**

Proceed on the A6125 two miles north of Gosforth, taking slip-road for Cramlington new town.

*At the first roundabout take the exit signposted A19 Tyne Tunnel and Cramlington. Proceed for one mile, exiting at the slip-road marked A1171. At the first roundabout, take the second exit and at the second roundabout, take the town centre road. At the next roundabout turn left into Lancastrian Way. Take the first left turn, marked Stonelaw Grange, and then left again into Highburn. Harwood Court is at the far end.*

**From A1.**

Proceed to the north of Newcastle and take the exit signposted Cramlington. Follow the directions in italics above.



Map not to scale – shown as a guide only



### Interested in finding out more?

Please give us a call on  
**01670 712492.**  
We will be delighted to talk to you.

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