

# Queenswood, Nottingham

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## Residential Care



Person-centred care and support

# Queenswood



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 Queenswood 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.

## Queenswood

Queenswood is situated within a quiet suburban area on Cliffgrove Avenue, in Chilwell, Beeston. The location is a leafy suburban setting, which ensures both quiet surroundings and a relaxed pace of life.

Here we provide residential care and support in an environment designed for both 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 Queenswood 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 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 Queenswood.



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## 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.

## Health Care

As a resident of Queenswood, 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 tea bars and 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

Queenswood has a large number of residents' communal areas including a spacious lounge, tea bars, seating areas and a dining room. You'll find all these areas very sociable and popular meeting places for residents.

Whilst we always respect your privacy, Queenswood has its own Social Care Co-ordinator who organises a complete

schedule of activities for you to take part in if you wish. These include crafts, sing-a-longs, physical fun, games - including our own version of carpet bowls and coffee mornings. Outside musicians and entertainers visit us, we have close links with a local school and we also like to organise outings such as bus trips.

### Community Facilities

The local post office, library, park and shops are all situated within the town centre and a library van also visits the home regularly.

The local attractions are numerous as Nottingham, famous for the legendary Robin Hood, is steeped in culture and history. Just speak with our care team who will be happy to advise you on all the 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

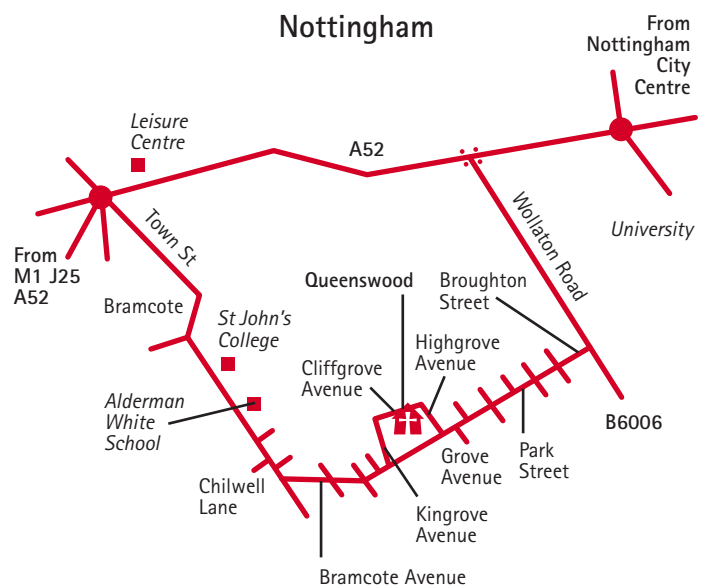
Friends and family can visit you whenever they wish and are welcome to join you for a meal, for which we charge a small fee.

## Where Are We?

**From Nottingham, A52.** Proceed from the city centre past the QMC and University, towards the M1. At the Lenton island continue straight on, then at the traffic light junction turn left toward Beeston onto Wollaton Road, B6006. Proceed along this road into Beeston centre. Turn right into Broughton Street, by the Lidl supermarket. Continue into Park Street and then Bramcote Avenue. Turn right into Highgrove Avenue, and follow the road to the left at the top into Cliffgrove Avenue, Queenswood is on the left.

## From M1.

Leave the motorway at J25 and follow the A52 into Nottingham, take the second exit at the roundabout and then approach a major junction with traffic lights in the left-hand lane. Follow the signs for Bramcote and proceed through the junction into Bramcote village, along Town Street passing St John's College and the Alderman White School on your left. After the school take the third turn on the left into Bramcote Avenue. Then take the fourth turn left into Kingrove Avenue, which leads into Cliffgrove Avenue. Queenswood is on the right.



Map not to scale – shown as a guide only



## Interested in finding out more?

Please give us a call on  
**0115 922 1037.**

We will be delighted to talk to you.

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housing and care for older people

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