

Richmond, Bexhill on Sea

Residential & Dementia Care



Person-centred care and support



Richmond

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 Richmond offering:

- residential & 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.

Richmond

Richmond is situated in a quiet residential area off Little Common Road, with easy access to public transport. Here we provide both residential and dementia care 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 Richmond 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.



Residential Care - Our 24-hour person-centred care is provided by suitably qualified and trained care staff. We seek to meet increased physical needs and frailty with our on-going personalised care.

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 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 Richmond.

Health Care

As a resident of Richmond, 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 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

Richmond offers a large number of communal areas including a lounge-dining room and quiet room. You'll find all these areas very sociable and popular meeting places for residents.

Whilst we always respect your privacy, Richmond 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, needlework, books on tape, physical fun, games, bingo and speciality coffee mornings. Outside theatre groups, musicians and entertainers visit regularly and we also like to organise social events such as outings and bus or boat trips.

Community Facilities

Local facilities include a library, post office, shops and leisure centre. Bexhill on Sea is set between Eastbourne and Hastings and has been renowned since Victorian times for its health-giving air. There are numerous castles and attractions within easy reach of the home, as this is '1066 Country'. Just speak with our care team who will be happy to advise you on 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

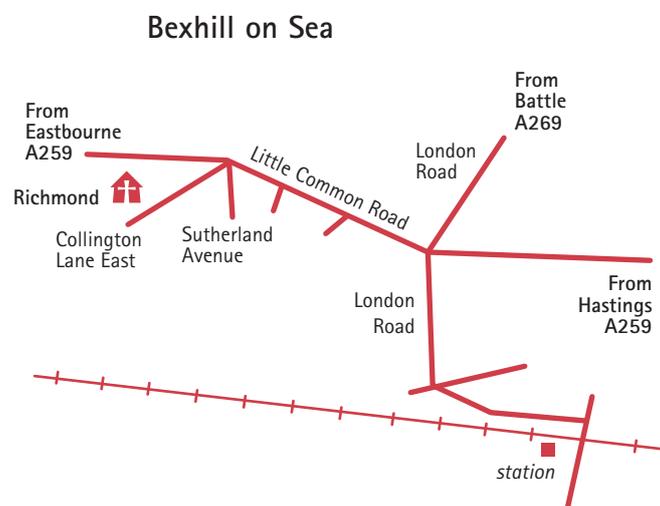
Friends and family can visit you whenever they wish and are welcome to join you for a meal, for which we charge a small fee.

Where Are We?

From Eastbourne. Follow the A259, through Little Common, go straight on at the large roundabout. Proceed up the hill, passing the Denbigh Pub on the right. Take the next major turning on the right, Sutherland Avenue, and immediately right into Collington Lane East. The home is 100m along on the right.

From Hastings. Follow the A259, past Ravenside shopping park, on the left. Bear left onto A259, De La Warr Road. Continue straight on at the lights, onto the dual carriageway. At the major traffic light junction with London Road (town centre and the sea to the left), go straight on. Take the third turning left, Sutherland Avenue, and proceed as above.

From Battle. Follow signs for Bexhill town centre. At major traffic light junction with A259, turn right, and then third left into Sutherland Avenue. Follow directions above.



Map not to scale – shown as a guide only



Interested in finding out more?

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

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