

www.heritagecare.co.uk



“A warm and friendly home”





The Croft

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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 HEAD OFFICE

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The Croft

AMERSHAM BUCKINGHAMSHIRE



“A warm and friendly home”

The Croft Care Home has recently been completely rebuilt and now provides specially designed accommodation for 60 older people. It is ideally situated close to Amersham town centre and within easy reach of its range of shops, services and excellent public transport connections. Accommodation is arranged in four self-contained living areas all of which are comfortably and attractively furnished.

Staff at the Croft, have 30 years experience in providing high standards of care to older people in the Amersham area. They take great pride in their excellent person-centred planning in their care and support, especially for those who suffer from dementia.

We provide all our residents with:

CARE

- 24 hour care staff – highly skilled and professional staff.
- Individualised care plans – reflects needs and preferences.

SECURITY AND SAFETY

- New purpose built Care Home – meeting all new standards.

ACCOMMODATION

- Single rooms with full en-suite facilities
- Connections available for telephone, internet and TV in all rooms.
- Two specially staffed living areas for residents suffering from dementia.
- Choice of nutritious home cooked meals – all dietary needs and choices catered for.

ACTIVITIES

- Pleasant sensory gardens – with raised beds to enable residents’ participation.
- Hair dressing salon – with own hairdresser.
- Activity workers – providing a weekly programme of activities.
- Mini bus available with tail lift – for outings and visits.



INVESTOR IN PEOPLE



Philosophy of Care

We provide a high standard of individual care that makes The Croft feel like a “home from home”, with residents encouraged to maintain their independence.

Our staff provide care in a professional manner that will maintain dignity and respect. Care will be individualised, reflecting needs and preferences.

Your Own Space

You have your own room and ensuite shower. We hope you will personalise this by bringing in some of your favourite pictures, photographs and ornaments. You and your family may wish to decorate the room to your choice of décor.

Your Own Personal Carer

One of the first people you will meet is your Keyworker. This is a member of staff especially assigned to pay particular attention to your needs and to put your mind at rest over any concerns that you may have.

Your Own Care Plan

Your Keyworker will work with you to set up your personal Care Plan. This will detail your specific needs as well as any likes and dislikes that you may have.

Your Own Personal Care

No doubt, you will want to continue to care for yourself and may have a shower or bath whenever you wish. If you require help please speak to your Keyworker and our staff will carry out any personal care with dignity and respect.

Meals and Snacks

Our menus offer a choice of meals and are changed regularly. Both the care staff and catering staff will be pleased to consult with you on any dietary needs or preferences you may have. Three full meals each day are offered and hot and cold drinks and snacks are available at all times.

Bedtime and the Night

There is no set time to go to bed - just let the staff know when you are ready to retire. They will be happy to assist you. You will be offered light refreshments. Staff will be happy to make you a sandwich if you prefer. There will always be staff on duty throughout the night and help if you need it. There is a call bell in your room.

Cleaning your Room

There is a housekeeping team, who work together to keep the Home clean and you can expect your room to be given a thorough clean each week. Bed linen is changed weekly or as required.

Medical Support

Either your own G.P. or our local G.P. practice will be happy to care for your medical needs. The Doctor will visit whenever requested to do so. District nurses will also visit when needed.

Activities and Entertainment

Leisure, social and recreational activities are offered on a regular basis. Activities are flexible and varied and staff will ensure you are kept informed of what is going on.

Family and Friends

There are no constraints on visits to the Home, or on trips and visits to family and friends outside the Home. We encourage you to see your family and friends whenever you wish.

Hairdressing and Shopping

The hairdresser visits and will be happy to do anything from a 'wash and dry' to a 'perm'. If you prefer you could visit a local hairdresser or take a trip to the shops. Staff will go with you if you wish them to.

Television and Telephone

There are TV aerial points and telephone points in every room so you may choose to provide your own personal television and telephone if you wish. The living room has a large television for the benefit of all residents.



What do I do next

All of the places in this Care Home are made available to Social Services. In the first instance call your local Social Services and request an assessment with a view to a placement at The Croft.

Where to find Social Services Offices

All staff are based in area offices and work with people who live locally. Some staff work in specialist teams to meet the needs of individuals with very specific requirements.

Aylesbury District:

Buckinghamshire County Council
County Hall, Walton Street, Aylesbury HP20 1YU
Telephone: 01296 395000
Open Mon - Thurs 9am - 5.30pm, Fri 9am - 5pm.

Chiltern and South Bucks:

Buckinghamshire County Council
Council Offices, King George V Road
Amersham HP6 5BN
Telephone: 01494 732134
Open Mon - Thurs 9am - 5.30pm, Fri 9am - 5pm.

High Wycombe:

Buckinghamshire County Council
Council Offices, Easton Street
High Wycombe HP11 1NH
Telephone: 01494 475000
Open Mon - Thurs 9am - 5.30pm, Fri 9am - 5pm.

