



The Chestnuts

AYLESBURY • BUCKINGHAMSHIRE

“A warm and welcoming home”



"I love them all.
I'm the luckiest
man alive"

“The Chestnuts is a modern purpose built Care Home offering 64 stylishly furnished, single bedrooms - all with en-suite facilities.

The home is located on the Southcourt estate, a short bus ride away from the county town of Aylesbury and is surrounded by a number of popular visitor destinations, including Waddesdon Manor, Claydon House and Stowe landscape Gardens.”



The Chestnuts is designed around four independent living suites, each with its own spacious and comfortable living and dining areas. Two of the independent living suites offer a higher level of support specifically for 32 residents who have a dementia and two further suites support people who privately fund their own residential care.

Our aim is for individuals to lead a valued life at The Chestnuts and within the local community, exercising independence, choice and control over their life.

With its courtyard landscaped gardens designed with full wheelchair access - a walk in the grounds tells of the peace, tranquility, and security desired by many. We concentrate on people's well-being and encourage residents to maintain their independence, whilst protecting people's dignity and privacy. This, linked to the high standard of individualized personal care and support makes The Chestnuts a residence for older people, and certainly *NOT* an 'old peoples home'.





“ We respect the individual requirements and wishes of each person who lives at The Chestnuts.”

Why choose The Chestnuts

Private Personal Space



All the rooms at The Chestnuts are single rooms that can be personalised to reflect individual tastes and personalities. Each room has private en-suite shower facilities and assisted bathrooms are also available if people prefer. A call system in each room enables people to summon help if needed.

All rooms have television and telephone points, enabling the easy installation of private TV's and telephones. There are no constraints on visits to the Home, or on trips and visits to family and friends outside the Home. We will

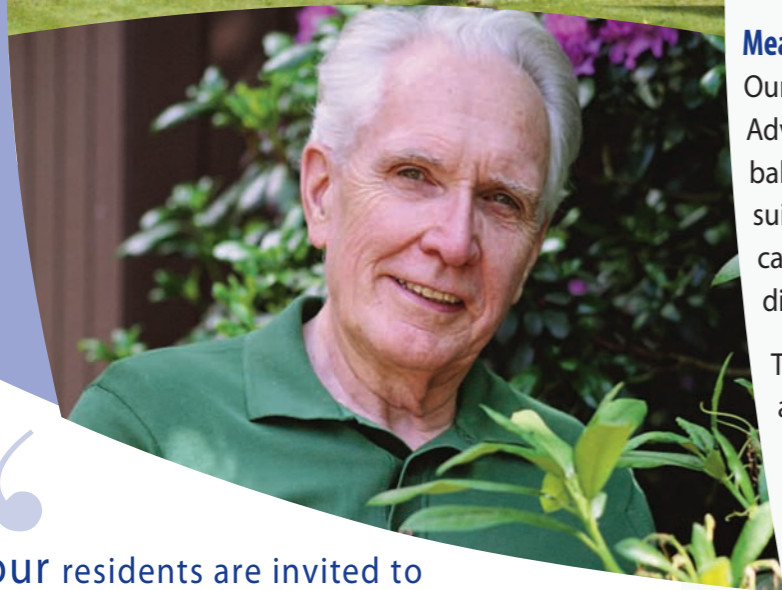
ensure that all close contacts are maintained. A Visitor's Room is available to accommodate a relative's overnight stay in the event of a relative being concerned for the well-being of a person.

A full housekeeping team will carry out all cleaning and care of laundry. We respect the fact that some people may prefer to do their own cleaning or personal laundry and will work with them to achieve this.

A Person Centred Plan

Knowing as much as possible about a person will enable us to tailor the care and support to the individual. Each person will have a named carer (key worker) who will work in partnership with the resident and their family to jointly prepare a Person Centred Plan. This will detail personal preferences and wishes and ensure that care and support is provided as and when it is required, 24 hours a day.





Staffing

The staff team work in an atmosphere of mutual respect and trust and are committed to a person centred approach to caring for and supporting older people. A dedicated night staff team are available throughout the night.

All staff, regardless of their role and qualifications, undergo a thorough induction. This is designed to assist them to understand the specific requirements and considerations involved in working with people who may have complex needs. Further training and development of staff is linked to National Vocational Qualifications and the skills and knowledge needed for their role.

Meals and Snacks

Our resident Cook works closely with our Catering Advisor to ensure that meals are nutritionally balanced and menus offer flexibility and choice to suit all ethnic and religious requirements. Both the care staff and catering staff will be pleased to discuss any special dietary needs or preferences.

Three full meals each day are offered and hot and cold drinks and snacks are available at all times, including home-made cakes and fresh fruit. Residents can choose to eat in the dining room or, if they prefer, in their own room.

Facilities

We have four light and airy spacious lounges that are homely, where residents can sit and relax, or watch their favourite programmes on the large flat screen TV's.

Alternatively, if a person seeks peace and quiet and privacy, they can use our secluded, garden or enjoy the tranquillity of their own room.

Dining rooms are comfortable and each has a small domestic kitchen for people to feel at home and enable daily domestic tasks to be enjoyed.

A hairdressing facility is available or, if preferred, we can arrange a visit to your own hairdresser.

Meaningful activities

Activities are often the things that lend quality to a person's life. We listen to what people want and try always to provide a stimulating environment. Fulfilling and meaningful activities are personal to each individual and we try to ensure they are appropriate, relevant and fun. Leisure and recreational opportunities are provided for both individuals and groups.

For people who have a dementia, engaging in organized group activities can sometimes be difficult. Therefore staff will support the resident to enjoy a variety of activities and social opportunities based on their preferences and strengths.

Medical Support

Residents can retain their own G.P. (if practicable) or the local G.P. practice will be happy to care for any medical needs. The Doctor will visit whenever requested to do so. District and community nurses will also visit when necessary. We will also make local arrangements for private chiropody, dental, optical and other healthcare needs.

Planning in Partnership - Involvement

Residents are invited to participate in the day-to-day management of the home through individual consultation and regular meetings. We want to know what people think of the service we provide as we are always looking to improve.

Friends and family are also actively encouraged to comment and take part in the meetings.

A rigorous annual audit of the home also seeks the views of not only residents and their family and friends but also other professional agencies.

Advocacy

Age Concern visit regularly to chair resident meetings and invite objective feed-back on people's views of the service and any issues they may have. We can also arrange individual meetings with an independent Advocate if people wish.

A befriending service is provided by the Church of Good Shepherd and can also provide an advocacy service as required.



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What
should
I do
next?

If you wish to discuss anything in more detail, please contact the Manager or one of our Care Team who will be delighted to give you further information or arrange a visit. You may also wish to view our Inspection report which is available within the home or can be found on www.csci.org.uk

Private Rooms

32 places are available without requiring a Social Services referral, please contact the Care Home Manager directly on 01296 414980 for availability and other details.

Where to find Social Services Offices

32 places in this Care Home are made available to Social Services. Should you feel that you will need assistance to pay for your care costs, in the first instance telephone your local Social Services and request an assessment with a view to a placement at The Chestnuts.

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 729000
Open Mon – Thurs 9am – 5.30pm, Fri 9am – 5pm

High Wycombe:

Buckinghamshire County Council
Council Offices, Easton Street,
High Wycombe, HP11 1NH
Telephone: 01494 461000
Open Mon – Thurs 9am – 5.30pm, Fri 9am – 5pm

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Lavric Road, Aylesbury
Buckinghamshire HP21 8JN
Tel: 01296 414980
Fax: 01296 414999

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.

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INVESTOR IN PEOPLE