

# Hartcliffe, Bristol

---

Nursing care



Person-centred care and support



# Hartcliffe

---

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 Hartcliffe offering:

- nursing 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.

## Hartcliffe

Hartcliffe Nursing Home is situated within its own grounds in a quiet residential area on Murford Avenue in Bristol. The location is a quiet suburban setting and offers a quiet, relaxing pace of life.

Here we provide dedicated nursing care in a purpose-built setting, 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 Hartcliffe 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.



---

**Nursing Care** - Our 24-hour nursing care is provided by professional qualified nurses and trained care staff. We seek to meet increased physical needs and mental frailty with our on-going personalised nursing care.

Most importantly we ensure each resident is treated with the 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 Hartcliffe.

### **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.

### **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.

### **Health Care**

As a resident of Hartcliffe, 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.

### **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

Hartcliffe Nursing Home has a large number of residents' communal areas including a spacious lounge, 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, Hartcliffe has its own Social Care Co-ordinator who organises a complete selection of activities for you to take part in if you wish. These include painting, crafts, sing-alongs, theme days, physical fun, games, bingo and coffee mornings. We also like to organise social events with outside entertainers and musicians for our residents' enjoyment.

## Community Facilities

Bristol has a strong maritime heritage, the old city docks now house the Industrial Museum and the SS Great Britain can be visited in her dry dock. Designed by Brunel, the ship was the first iron, propellant-driven vessel to cross the Atlantic. Old Bristol with its Georgian architecture is also full of charm. Visitors enjoy the street markets and attractions such as Bristol Old Vic Theatre, the oldest working theatre in the country.

Other community facilities within easy reach of Hartcliffe include a park, post office, library and local shops.



---

## 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 the M5.** Leave the motorway at junction 18, signposted Avonmouth. Follow the signs for Bristol Airport - this will take you past Avonmouth and onto the Portway, a long road that follows the River Avon.

Pass under the Bristol Suspension Bridge and over Cumberland Basin. (Bristol Airport is signposted all the way.) Continue on past Bristol City Football Ground, along Winterstoke Road and around a large one-way system (A38 Bristol Airport is still signposted.)

Continue on up the hill and at the top there is a set of traffic lights in front of 'The Cross Hands' pub. Take the left fork and carry on for approximately one mile to a mini-roundabout. Take a left turn here and you will come to the Job Centre and a 'Pioneer' supermarket on the left - there are also some traffic lights.

Turn right into Hareclive Road BEFORE the lights. Murford Avenue is then the second on the right. Hartcliffe Nursing Home is a short distance along this road on the left-hand side.



### Interested in finding out more?

Please give us a call on  
**0117 964 1000.**  
We will be delighted to talk to you.

Hartcliffe Nursing Home  
15 Murford Avenue  
Hartcliffe  
Bristol  
BS13 9JS

Fax: 0117 964 1100  
Email: [home.hcl@mha.org.uk](mailto:home.hcl@mha.org.uk)



housing and care for older people

### Head Office

Epworth House  
Stuart Street  
Derby  
DE1 2EQ

Phone: 01332 296200  
Fax: 01332 296925  
Email: [enquiries@mha.org.uk](mailto:enquiries@mha.org.uk)  
Website: [www.mha.org.uk](http://www.mha.org.uk)

Registered as a Charity - No. 1083995  
Company Limited by Guarantee - No. 4043124  
Methodist Homes for the Aged is part of MHA