

# Willowcroft, Derby

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Residential and Dementia Care



Person-centred care and support

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. Having worked with older people for nearly 70 years, we have used our experience to develop a special service at Willowcroft offering:

- residential and 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.

## Willowcroft

Willowcroft is located on Nottingham Road, on the spacious site of the former Angler's Arms. Willowcroft is the first development to be opened in Derby by MHA, the nationwide charity for older people, whose office is located in the city centre.

Here we provide residential and dementia care in a purpose-built development. Built over two floors, Willowcroft can accommodate 30 residential and 30 dementia care residents. The care home is designed to enhance the independence and dignity of all residents.

## Your Accommodation

As a resident, you'll enjoy staying in your own private single room, designed to make your life at Willowcroft a relaxing and comfortable one. Bright and airy, your room comes complete with attractive fitted furniture and is yours to personalise to your own taste and make your own. All rooms have en suite facilities, mini fridges, plasma TVs with freeview and phone points, enabling you to enjoy calls within the privacy of your own room.

## The Care & Support Service

The Home Manager is a fully qualified professional who leads a team including a Deputy Manager, Senior Care Assistants, Care Assistants and Support Staff. All our staff are fully trained by MHA to deliver high-quality care and play a vital part in the creation of a natural, homely atmosphere.



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## Personal Care

We provide person-centred care in a calm environment to help fulfill your emotional, social, physical and spiritual needs. We encourage you to share in the development of your own personal care plan and we organise daily activities to suit your personal interests and 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 any increased physical needs and frailty through 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 can understand the meaning behind behaviour and plan our care to reduce any anxieties and improve well-being. Most importantly MHA aims to ensure each resident is treated with the respect and dignity that we all deserve.

## Health Care

As a resident of Willowcroft, 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 and optician 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, alternatively residents will be supported to visit their preferred health care professional.

## 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 in an efficient manner.

## Meals and Refreshments

All 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 varied and interesting diet which uses the best seasonal produce available. All of our catering staff are further trained in meeting any specialist dietary requirements as well as your own individual preferences.

We serve meals restaurant style at flexible times to suit each individual throughout the day. Refreshments will be made available at your request every day. Various dining arrangements will also be available to suit individual needs, including special occasions.

## 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 fire alarm is tested every week. We regularly update staff on fire precautions and procedures. Our staff are also trained to monitor security both inside and outside the home.

## Social Facilities

Willowcroft has a large number of residents' communal areas including spacious lounges, seating and dining areas. You'll find all these areas very sociable and popular meeting places for residents.

Whilst we always respect your privacy, Willowcroft has a complete schedule of social events designed by yourselves for you to take part in if you wish.

## In The Local Area

Facilities within easy reach of Willowcroft include the local Post Office, park and shops. Local attractions are numerous and include Derby's Industrial Museum, Pride Park Stadium and the Westfield Centre, a major shopping outlet minutes from Willowcroft via the local bus route. Just speak with our care team who will be happy to advise you on all the local places of interest that we may be able to arrange for you to visit.





## 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 in the local area.

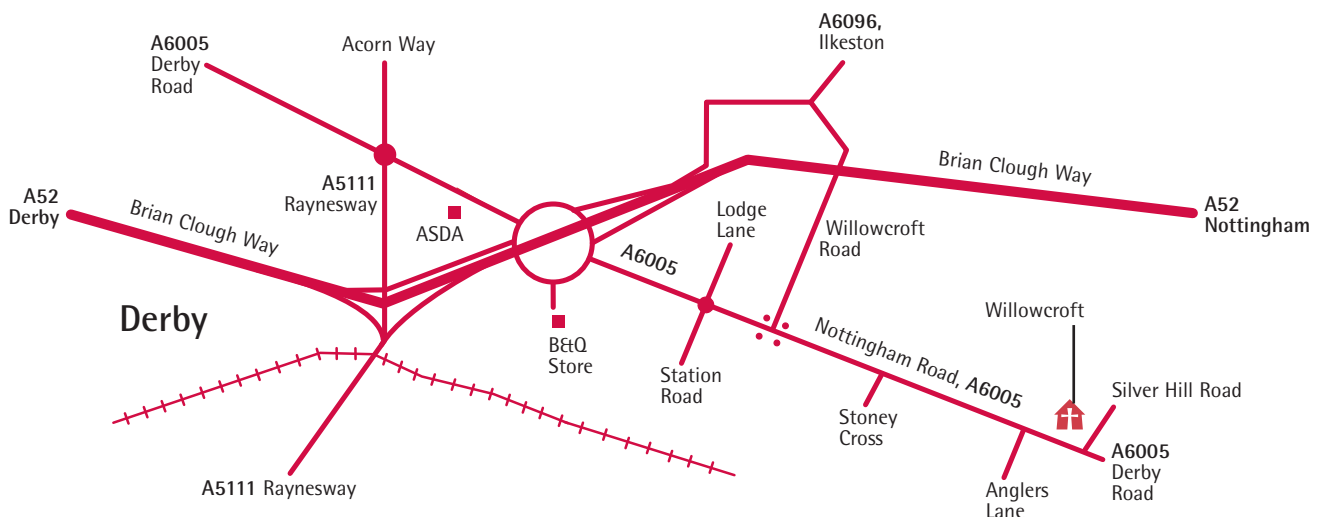
## Visitors

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

## Where Are We?

**From A52/Derby City Centre.** Leave the city centre via the A52, Brian Clough Way heading towards Nottingham. Pass Pride Park on your right and then exit the A52 keeping in the right-hand lane following signs for A6005, Borrowwash. At the traffic island take the third exit onto the A6005, Derby Road. Proceed along this road until you reach Anglers Lane on the right, pass this and Willowcroft is on your left hand side just before Silver Hill Road.

**From M1.** Leave the M1 at Junction 25 and follow the A52, Brian Clough Way towards Derby. Exit the A52 onto the A6005, signed Spondon/Chaddesden. At the traffic island take the first exit onto the A6005, Derby Road. Proceed along this road until you reach Anglers Lane on the right, pass this and Willowcroft is on your left hand side just before Silver Hill Road.



*Not to scale – shown as a guide only*



## Quality Standards

We operate our own Quality Standards programme that is constantly audited and monitored to ensure the highest standards in all areas. MHA's services have been independently assessed for quality by the English care sector's regulator, the Care Quality Commission (CQC) and have achieved one of the highest ratings.

## Interested in finding out more?

Please give us a call on:

01332 676010

We will be delighted to talk to you.

Willowcroft

Nottingham Road

Spondon

Derby

DE21 7NN

Fax: 01332 664833

Email: [home.spo@mha.org.uk](mailto:home.spo@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)

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