

RICHMOND
VILLAGES

Part of Bupa

Cheltenham Care Home



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Welcome to Richmond Villages Cheltenham

We have over *25 years' experience* of making people happy in their new homes. From opening our *first Richmond Village in 1996*, we have continued to provide the *most prestigious communities* for people to start their next chapter in.

Across the entire business, we pride ourselves on person centred care and tailoring our approach to the varied and diverse needs of our residents.

We also have the rare benefit of being able to provide the best of both worlds; unrivalled on-site facilities alongside high specification properties to enable our residents to live to the fullest.





Move with confidence

As well as the *25 years of experience* we have in owning and operating our villages and care homes, we offer you the assurance of being *part of Bupa*.

Bupa is a global not for profit organisation providing Healthcare services and facilities worldwide. We are proud that all our profits are reinvested to improve our services, facilities and team development, always concentrating on improving the health and wellbeing of our residents for whom we care.

Our care services are registered and inspected by the Care Quality Commission (CQC), the independent regulator of health and social care in England.



Where comfort meets complete security

Our care home offers an *exceptional standard of residential and nursing care* for those who are elderly and frail as well as those who live with Dementia. Professionally designed interiors exude *warmth and comfort*. Our *high specification* private bedrooms are all complete with their own en-suite shower room and a nurse call system.

Inviting a sense of home, residents are encouraged to personalise their room with photographs, pictures, ornaments and small pieces of furniture to create a familiar environment.

Our ethos is to foster an atmosphere of care and support which enables residents to live as fully and independently as possible.





“The level of care shown to my mum is *exemplary*. Without exception, all staff show *compassion*, have *empathy* and are totally *professional*, in addition to being *affectionate*. We could not wish for more, in terms of caring for our *mum’s needs*.”

—
Daughter of care home resident

Source: carehome.co.uk

Care for the elderly

Our care home offers both *nursing* and *residential care* with a *person centred approach*.

Our *friendly* and *highly qualified* nurses are able to provide highly specialised care in the comfort of your own private bedroom, promoting a *sense of calm* and *security* for our residents.

Our fully qualified nurses are thoroughly trained in all aspects of elderly care, encompassing a wide range of conditions and palliative care. Our insistence on rigorous training and on-going supervision ensures that the highest standards are constantly maintained. Our residents also benefit from a weekly GP visit and we provide support with access to recreational therapists and chiropodists, should the need arise.

Care planning, agreed with the individual and their loved ones, ensures our approach is highly personalised and appropriate to residents’ needs. At all times, the wishes of the person being cared for are paramount and their dignity and respect is continuously upheld without question.

Dementia care

Our *specialised* residential and nursing dementia care home provides a *safe and secure* environment with *easy-to-navigate* spaces and daily, *fulfilling* activities, enabling those with dementia to *live well*. As part of Bupa, we work closely with leading *dementia specialists*, ensuring that we remain at the *forefront* of the very best in dementia care.

Not only do we provide a high standard of personalised care, but we also create stimulating yet comforting environments, with a focus on health and wellbeing. Reminiscence sessions, shared history and musical therapy feature as part of the daily activities, as well as time spent outdoors, enjoying the rooftop terraces and gardens.

“They’ve been *wonderfully supportive*. There’s always a listening ear, *reassuring* comment or even a *hug* when things are tough.”


—
 Daughter of a care home resident

Source: carehome.co.uk

Respite care

We understand the *importance of rest and recovery* when you need it most, perhaps after an operation or following an illness. Our *safe and calm* environment is the *ideal* place to rehabilitate before returning to your own home. Our care home is the perfect place to *recuperate*, where you can find a *supportive community*, a chance to enjoy the fresh air with *beautiful outdoor spaces*, and a range of fabulous onsite facilities.

Our luxurious private bedrooms, complete with their own en-suite bathrooms and profiling bed, offer the perfect setting to rest and recuperate. Rebuild your strength and confidence in a supported and comfortable environment.

A photograph showing a woman in a blue uniform, likely a care worker, smiling as she uses a hairdryer on the hair of an elderly woman. The elderly woman is also smiling broadly, looking towards the camera. The background is slightly blurred, suggesting an indoor setting like a care home.

“The *kindness* I have experienced during my *respite care* has given me the *confidence* to go home. The staff are so *dedicated and loved*.”

Short stay resident

Source: carehome.co.uk

At the heart of the retirement village

Nestled in the heart of Richmond Villages Cheltenham, our care home is *fully integrated* into the retirement village community. Residents and their loved ones can enjoy *easy access* to the wider range of facilities and amenities.

- Urban dry spa with nail bar, hair salon, therapy room, gym and fitness studio
- Restaurant and bar
Our catering and hospitality team delivers exceptional food and service. Although the Care Home has its own restaurant, residents and guests are welcome to use the main Village restaurant if they wish for a small surcharge
- Library
- Atrium and various relaxing lounges
- Activities Room - painting, woodwork, card making and other craft activities
- Landscaped gardens and woodland
- Rooftop terraces with stunning views across the spa town of Cheltenham



A vibrant community

Our *dedicated activities team* run an extensive programme of events and activities, *tailored to residents'* hobbies and interests. This includes *activities* such as arts and crafts, various workshops, music, entertainment and gardening.

Within the wider Village, we also host annual festivities such as our Easter fair, summer fete, Christmas fair, as well as occasional tea parties, dog shows, monthly supper clubs and we arrange guest speakers on topics suggested by our residents. Those living in our care home enjoy independent access to all village activities.





Take the next step

Contact a Village Adviser


Our friendly and experienced advisers love meeting new people. Passionate about what we can offer, these are the best people to talk to when you are considering a move to one of our care homes.

Book a showround

We'd love to welcome you to Richmond Villages Cheltenham in person. There's a lot to show you, so by booking a private appointment, we can arrange a tour of the village, facilities and the care floor plus have time for a lovely cup of tea and slice of cake!

FIND OUT MORE

Call **01242 474 333** or email us
cheltenham@richmond-villages.com

 **Richmond Villages Cheltenham**
 Hatherley Lane,
 Cheltenham,
 Gloucestershire GL51 6PN

FAQs

Who are Richmond Villages?

Part of Bupa, we are an exclusive collection of premium retirement communities, offering luxury retirement properties plus a care home at each location. We pride ourselves on providing an aspirational lifestyle for the over-55s, with many of our villages boasting outstanding facilities such as the indulgent Wellness Spa. You can choose to live independently, enjoying all the village has to offer, or in one of our Assisted Living Apartments, where daily chores and tasks become a thing of the past. We also offer in-home care and support. With a range of ownership options available, including rentals and shared ownership, there's no better time to make your move.

Who can I speak to about paying for care?

If you own a property or have savings it is likely that you will have to pay your own care fees. Your local authority will carry out an assessment of your individual care needs as well as a financial assessment, and based on these they will determine who is responsible for paying for your care. For more information about funding and paying for care, please refer to our All You Need To Know document.

What are the benefits of being part of Bupa?

Richmond Villages has been owned by Bupa since 2013. Bupa is a respected and trusted global private healthcare organisation founded in 1947. Not for profit and without shareholders, it means their customers are the absolute focus. It also means we can provide a stable environment which benefits not only our employees but our residents who choose to make a Richmond Village their home. As well as our retirement property and wellness spa business, you'll know Bupa also provide dental services, health insurance and own the Cromwell Hospital in London. We work with our Bupa colleagues day in, day out to ensure we remain at the forefront of providing the very best service.

What are the alternatives to a care home?

Depending on your care and support needs, there may be other options worthy of consideration:

Assisted living apartments

Within the retirement village we have incorporated assisted living apartments, designed for those who are able to live independently but who may require some support with personal care or other aspects of daily living such as cooking, laundry and cleaning. Residents living in these apartments can enjoy a worry-free and enriched lifestyle with their daily tasks and chores taken care of, support on hand if needed, access to all village facilities and be part of a vibrant village community.

Home care

Personal care and other support services can be provided to you in your existing home by community-based care agencies. These providers offer different types of accommodation support services and care, therefore it is essential that you ask exactly what is included so that you can make an informed decision based on your individual needs and preferences. You should also consider how services are delivered to you, how flexible these are in terms of receiving the support you require when you need it and consistency in terms of the staff providing the services. You should also consider what happens should your needs or circumstances change.





Arrange a visit

To visit one of our homes
give one of our team a call.

Lines are open 8am to 6pm, Monday to Friday, 9am to 12.30pm on Saturday.
Closed Sundays and bank holidays. We may record or monitor our calls.

Richmond Villages Operations Limited, Company No: 4779288.

Registered Office: 1 Angel Court, London, EC2R 7HJ, United Kingdom. Registered in England and Wales.

*More than
a care home*

FIND OUT MORE

at richmond-villages.com
or call **01242 474 333**