

# Riverview Lodge, London

Residential Care



Person-centred care and support

# Riverview Lodge

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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 Riverview Lodge offering:

- residential 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.

## Riverview Lodge

Riverview Lodge is situated within its own beautifully kept grounds on Birchen Grove in Kingsbury, London. The location is a leafy suburban setting, which ensures both quiet surroundings and a relaxed pace of life. Here we provide residential care in a modern, purpose-built environment, designed for your ease of access and comfort.

## Your Accommodation

As a resident, you'll enjoy staying in your own private single room, designed to make your life at Riverview Lodge 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.

## 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 Riverview Lodge.



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## 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.

## Health Care

As a resident of Riverview Lodge, 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.

## 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.

## 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.

## 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

Riverview Lodge offers a large number of communal areas including two spacious lounge-dining rooms. You'll find these areas sociable and popular meeting places for residents.

Our staff team organise a complete range of activities for you to take part in if you wish. These include painting, crafts, sing-alongs, physical fun, games, bingo and coffee mornings.

Outside entertainers including theatre groups and musicians visit us regularly and we also like to organise social outings such as bus trips.

### Community Facilities

London boasts many world-famous attractions including Buckingham Palace, the Houses of Parliament and Madame Tussauds. Kingsbury also has its own shopping centre, as well as numerous restaurants and leisure facilities. Our care team will be happy to advise you on all the local places of interest that we may be able to arrange for you to visit, whilst being sympathetic to your care needs.

Other local facilities within easy reach of Riverview Lodge include the library, park, post office, shops and a leisure centre.

### 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 caring 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.



## 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.

## 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?

### Travelling by Road.

Continue along the M1 to Junction 1, Staples Corner. Follow signs for Wembley, Neasden Temple and London Heathrow.

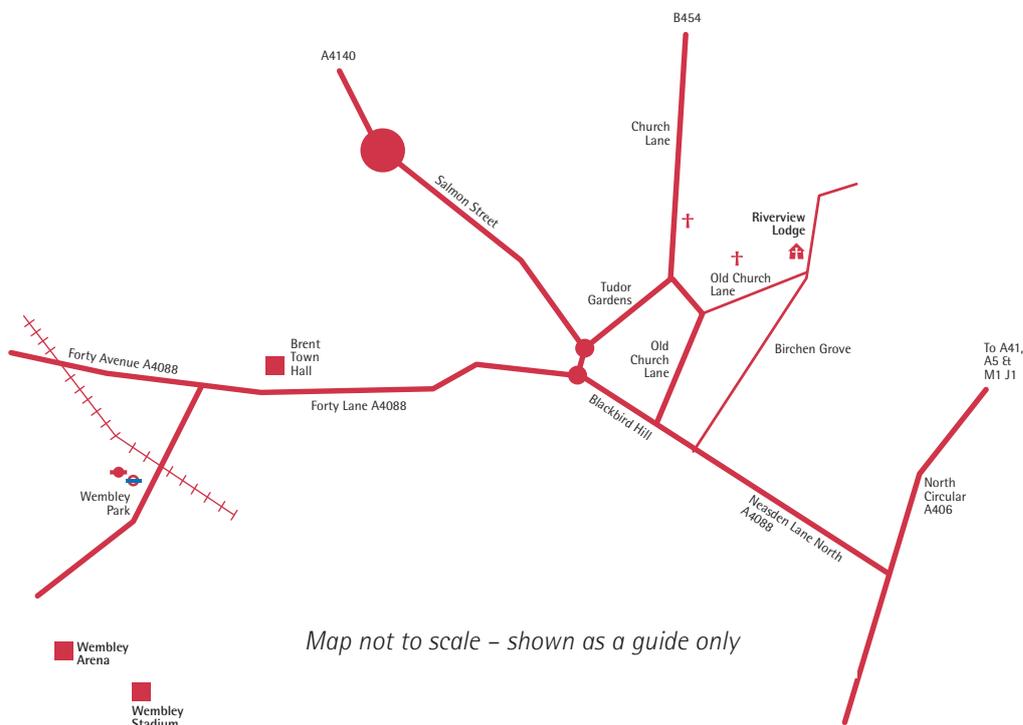
At the Staples Corner roundabout take the second exit onto the A406, sign-posted North Circular (West), Wembley. Continue along the A406. At Neasden Junction branch left and then merge onto the A4088. Continue straight past McDonald's (on your right-hand side), at the next set of traffic lights, turn right into Birchen Grove. Riverview Lodge is the last building on the left.

### From Wembley Park Tube Station.

(Jubilee and Metropolitan lines)

Buses from Wembley Park Station are 182 and 297.

Turn left out of the station, the bus stops are a few yards away on the same side. Take either bus to the first bus stop at Blackbird Hill, and take the first left onto Birchen Grove. Continue to the end of the road. Riverview Lodge is the last building on the left.





## Interested in finding out more?

Please give us a call on  
**020 8205 3190.**

We will be delighted to talk to you.

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housing and care for older people

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