

Hazlemere Lodge

What
do 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 - 16 rooms are available on our specialist dementia living area without requiring a Social Services referral, please contact the Care Home Manager directly on 01494 767800 for availability and other details. All other rooms in Hazlemere Lodge are made available to Social Services. In the first instance call your local Social Services and request an assessment with a view to a placement at Hazlemere House.

Where to find Social Services Offices

All staff are based in area offices and work with people who live locally. Some staff work in specialist teams to meet the needs of individuals with very specific requirements.

Aylesbury District:

Buckinghamshire County Council
County Hall, Walton Street, Aylesbury, HP20 1YU
Telephone: 01296 395000
Open Mon - Fri 9am – 5.30pm

Chiltern and South Bucks:

Buckinghamshire County Council, Council Offices,
King George V Road, Amersham, HP6 5BN
Telephone: 01494 729000
Open Mon - Fri 9am – 5.30pm

High Wycombe:

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

Hazlemere Lodge

Cedar Avenue, Hazlemere,
Buckinghamshire HP15 7DW
Tel 01494 767800 Fax 01494 767888
www.hazlemerehome.co.uk

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.

Heritage Care Registered Office
Connaught House, 112-120 High
Road, Loughton, Essex IG10 4HJ
Tel: 020 8502 3933 Fax: 020 8502 3543
Email:
general.enquiries@heritagecare.co.uk
www.heritagecare.co.uk



Hazlemere Lodge

HAZLEMERE • BUCKINGHAMSHIRE

“Our aim is for people to enjoy
a stimulating and fulfilled lifestyle”



www.heritagecare.co.uk



INVESTOR IN PEOPLE



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

“Hazlemere Lodge has had a chequered history. In 1906, the Lodge was a country house with its own private zoo! Since then, it has been home to Polish refugees during the second world war and a school in recent years.

Built in 2005, Hazlemere Lodge is now a purpose built care home for older people with beautifully furnished, large bedrooms - all with en suite facilities and equipped with the latest technology.”

The home is set on the edge of the Green belt, overlooking protected woodlands whilst being in close proximity to all local amenities.

Hazlemere Lodge provides residential and nursing care to 64 older people in four separate small communities, each with their own qualified 24 hour staff teams. 16 privately funded rooms are available to people who have a dementia. Technology such as sensor pads and the latest call system with staff dect phones, enhance the specialist 24/7 care. In addition, full nursing care is offered to 32 people, living in two self contained living areas. A further 16 residential care rooms are available for people who require care and support and who can no longer stay in their own homes.

With its courtyard landscaped gardens designed with full wheelchair access - a walk in the grounds tells of the peace, tranquillity, and security desired by many. People are encouraged to maintain as much personal independence as they wish. This, linked to the high standard of personalised care and support makes Hazlemere Lodge 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 Hazlemere Lodge.”



Hazlemere Lodge



Why choose Hazlemere

Private Personal Space

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

All rooms have television and telephone points, enabling the easy installation of private TV's and telephones. Telephones can be provided and calls managed by the home if people wish. 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. We offer a Visitor's Room 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 for your 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 in a way that ensures people are treated with respect and dignity is maintained at all times.

Staffing

The Manager and senior team lead a staff group who 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 our 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 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.

Well being and meaningful activities

Activities are often the things that lend quality to a person's life. We listen to what Residents want and try always to provide a stimulating environment. Fulfilling and meaningful activities are personal to each individual and we try to ensure that social opportunities are based on people's preferences.

Medical Support

Residents can retain their own G.P. (if practicable) or our local G.P. practice will be happy to care for any medical needs. The Doctor holds a weekly surgery or will visit whenever requested to do so. District nurses will also visit those Residents not requiring full nursing care. We will also make local arrangements for private chiropody, dental, optical and other healthcare needs.

Involvement and Advocacy

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

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

“There are no constraints on visits to the Home, or on trips and visits to family and friends outside the Home.”

“All our Service Users are invited to participate in the day-to-day management of the home through individual consultation and regular resident meetings.”

