

BENCentres



...taking care seriously



BEN MOTOR AND ALLIED TRADES
BENEVOLENT FUND

BEN's four nursing and residential centres provide a range of varying levels of care which can be tailored to individual needs. All the centres operate to the highest degree of quality and professionalism. The dedicated and fully qualified staff constantly strive to expand the frontiers of care and continually engage in vocational training to update and develop their skills.

Alexandra House, Birch Hill and Lynwood have achieved Investors In People awards, highlighting their dedication to people management and development. Town Thorns is now working towards this goal.

Within this framework of professionalism, each centre has its own individual character and atmosphere. Nowhere will visitors find anything resembling an institutionalised environment.



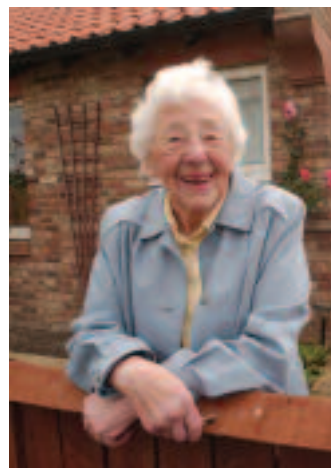
At BEN we never forget that our residents are members of the 'BEN family' and that our centres are their homes.

BEN also operates Arthur Wilson House, a day care centre in Coventry. This provides a warm and safe environment for elderly relatives to spend the day, while more able family members go out to work.

Each centre boasts a thriving programme of social and cultural activities and residents, relatives, visitors, staff and volunteer helpers all play a full part in their planning and organisation.



BEN residential centres and facilities



	ALEXANDRA HOUSE	BIRCH HILL	LYNWOOD	TOWN THORNS
NURSING BEDS	23		30	20
NURSING YOUNG DISABLED BEDS				13
RESIDENTIAL CARE BEDS	28	26	45	21
ELDERLY MENTALLY INFIRM BEDS			12	10
PALLIATIVE CARE BEDS	5			
SHELTERED HOUSING				
- FLATS			46	39
- BUNGALOWS		8		
DAY CARE FACILITIES	•	•	•	•
PHYSIOTHERAPY	•		•	•
DIVERSIONAL THERAPY	•	•	•	•
HYDROTHERAPY POOL				•
SHOP				•
HAIRDRESSING SALON	•	•	•	•
LAUNDERETTE	•		•	•
LICENSED BAR			•	•
PAYPHONES	•	•	•	•
MINIBUSES	•	•	•	•
LIBRARY FACILITIES	•	•	•	•
COMMUNITY HALL				•
LOUNGES	•	•	•	•
TRANQUILITY ROOM	•			•
CHAPEL	•		•	•
VISITOR ACCOMMODATION			•	•
GARDENS & GROUNDS	•	•	•	•

• denotes that the facility mentioned is available at that Centre

BEN's philosophy of care, aims and objectives

The objective of BEN's care programme is to meet the holistic needs of each individual by identifying, planning, implementing and evaluating, on a multi-disciplinary team basis, a care programme specifically designed to meet their physical, social, spiritual, psychological and esteemic needs and requirements. In order to provide effective care, staff are perceptive to changing needs and adopt a flexible attitude.

BEN Centres are designed to create a warm, caring, family atmosphere. Each resident is acknowledged as an individual, addressed with respect by their chosen name and accorded the status of a valued member of society. Community living is not allowed to infringe upon the independence, privacy, autonomy or personal beliefs of the resident, although as family members they too are encouraged to recognise the needs of others and display social courtesy.

Continuing care provides emotional

security and the varying levels of accommodation and care, together with extensive rehabilitation facilities, motivate independence. Whenever possible, residents become actively involved in planning their own care programme and setting realistic goals in order to achieve maximum potential.

Staff are aware of, and provide for, religious, ethnic and cultural observations. Such beliefs are respected and catered for as part of the holistic care programme. For some, local church involvement meets a social as well as spiritual need, while others may prefer to worship alone or attend services in the centre chapel. Similarly, those with differing ethnic backgrounds appreciate staff who sensitively understand and willingly respond to lifelong values and past traditions.

Particularly important is the fact that staff appreciate the need to spend time personally relating to residents as this enables them to recognise the worth of

the individual and understand social behaviour, emotions and expectations.

The values of staff are not inflicted upon those in care – freedom of choice and individuality are encouraged and social programmes designed to reflect the widest possible choice of normal activities, particularly concentrating on the enjoyable and the familiar. In addition to the provision of diversional therapy, leisure and social opportunities at the centre, community interest is fostered and relationships encouraged.

In order to obtain optimum independence, some risk-taking has to be accepted as inevitable and the benefits of any restrictions or limitations are always weighed against the consequence of lifestyle.

Finally, BEN centres are home to the residents and the freedom to voice opinion, suggest change, have involvement, be heard and to feel valued are their essential rights as family members.

Arthur Wilson House

Arthur Wilson House is the UK's first workplace day centre. It was purpose built in 1997 and was opened in that year by Princess Alexandra. It is a large single storey building with an enclosed sunny garden, built specifically for the client group that it helps.



Arthur Wilson House provides a safe, caring environment for visitors



Alexandra House



INVESTOR IN PEOPLE

Alexandra House, named in honour of BEN patron Princess Alexandra, opened in 1983 and enjoys a prime position in the centre of Southport. It's an elegant, but warm building that provides both residential and nursing accommodation for more than 50 people, together with a small hospice care unit. Perhaps in part thanks to its seaside location, it offers a pleasingly relaxed and friendly atmosphere.

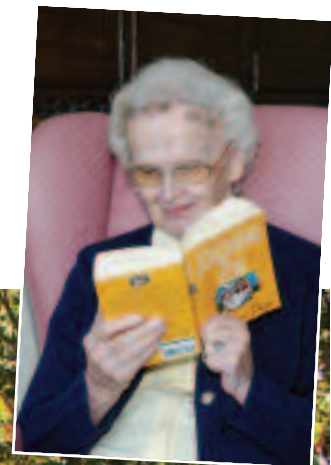


Known officially as diversional therapy, the daily programme of get-togethers for games, puzzles and handicrafts provides an opportunity to forge friendships and catch up on the latest news.

The relaxation room provides the perfect environment for special treatments, such as reflexology and reiki. Here Nell Caradine enjoys a gentle foot massage from Joan Seed.



Facilities Manager Neil Reardon is one of Alexandra House's best-known faces and his cheerful character ensures lunchtime is enjoyed by all.



Alexandra House, was built in the 19th century as a home for the jam-making Hartley family. It later became a hotel before acquisition by BEN.



Birch Hill

Birch Hill enjoys an idyllic location on the England-Scotland border. It retains much of its original character as a small country house, with its handsome architecture and fine grounds with views across the River Tweed, while also providing modern facilities for independent and residential accommodation. It offers a warm and welcoming environment with a really 'family' feel.



INVESTOR IN PEOPLE



The accommodation at Birch Hill comprises 26 residential care beds and eight bungalows.



The morning routine sees Kay Napier bringing a shine to residents' rooms.



Sam Avril is one of the many friendly, familiar faces on the dedicated care team. Patience, kind words, respect and professionalism at all times help build vital trust and rapport with the residents.



The Birch Hill dining room is truly a social centre where staff and residents can enjoy a chat and share a laugh.



There's real warmth and affection at the heart of Birch Hill, as this picture of Alice Graham, clearly enjoying some TLC, illustrates.

Lynwood



INVESTOR IN PEOPLE

Lynwood is a residential and nursing centre providing care and accommodation for more than 100 people with a wide spectrum of needs. The principal buildings provide residential and nursing care, with 46 additional flats within the grounds offering sheltered accommodation. Located near Ascot in Berkshire, it enjoys a delightful setting amid extensive private grounds.



Firm friendships are forged at Lynwood. Here Marjorie Hayes enjoys a chat with carer Mandy Ward.



Jackie Utton enjoys a steady stream of customers at the Lynwood hair dressing salon, one of the welcome services on offer to residents.



Peter Keegan, pictured here with carer Joy Walsh, is one of the popular characters at Lynwood and one of the youngest residents, having originally come to live at the centre with his late mother.



This light and airy glass corridor links the old and new buildings at Lynwood. The extensive grounds are enjoyed by all and provide a superb setting for fetes, parties and concerts.

Town Thorns

Town Thorns enjoys a peaceful rural location, but is in the traditional heart of the British motor industry. The original Victorian country house was extended in the 1960s to house a school. Subsequently, under BEN ownership a redevelopment programme has delivered superb modern accommodation, care and facilities for more than 100 people. The residents vary greatly in age as the centre also house a unit for the young physically disabled.



The calm atmosphere of the chapel at Town Thorns is enhanced by a colourful commemorative stained glass plaque, which was designed, crafted and donated by the home's former driver Larry Woodings.



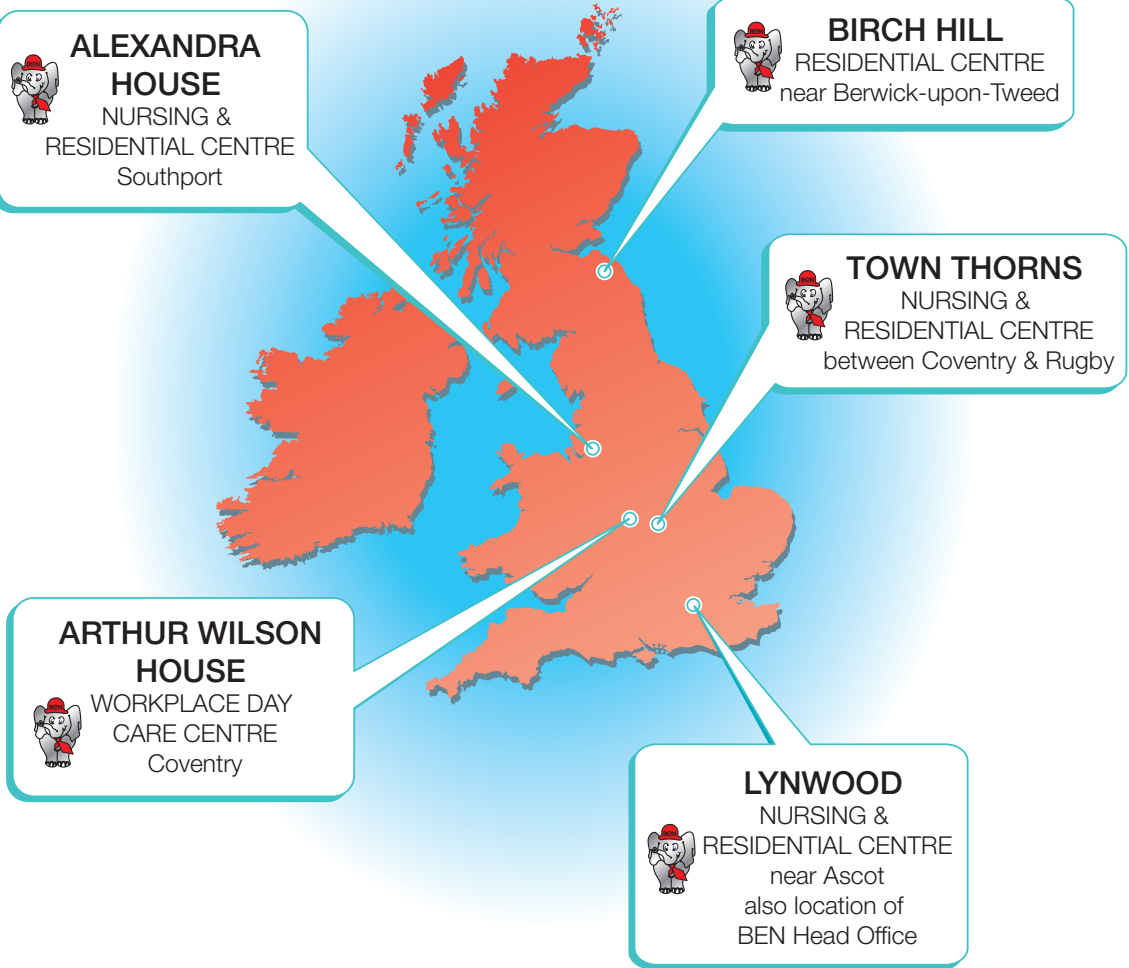
The function hall is a wonderfully flexible space, ideal for big parties and for the regular indoor bowls competitions. Pride of place is given to a Millennium Tapestry, created by staff and residents.

Town Thorns provides residential and nursing care for more than 60 people and has 39 sheltered flats.

Its physiotherapy department is also busy and the trained therapists also offer hydrotherapy in the centre's purpose-built pool



The garden Wing at Town Thorns was designed purposely for the care of the elderly mentally ill (EMI). Here Gladys Willbond enjoys the air with care staff Yvette Steele and Jackie Connolly.



Alexandra House, 2-4 Lord Street,
Southport, Merseyside PR8 1QD
Tel: 01704 543715 Fax: 01704 543828

Town Thorns, Easenhall, Nr Rugby,
Warwickshire, CV23 0JE
Tel: 01788 833311 Fax: 01788 833379

Birch Hill, Norham, Berwick-upon-Tweed,
Northumberland TD15 2JZ
Tel: 01289 382216 Fax: 01289 382087

Arthur Wilson House, Humber Road,
Coventry CV3 1LL
Tel: 024 7665 1472 Fax: 024 7665 1490

Lynwood, Sunninghill, Ascot,
Berkshire SL5 0AJ
Tel: 01344 620191 Fax: 01344 875062

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Lynwood, Sunninghill, Ascot, Berkshire, SL5 0AJ
www.ben.org.uk

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