



# HARLEY HOUSE INFORMATION PACK 2015



## Our Philosophy of Care

First and foremost, it is the aim of Harley House to provide an environment that all residents can regard as their home. We recognise that Harley House must be run to meet the needs of our residents and their wishes are paramount.

At Harley House we offer care that is of the highest standard, and is tailored to meet individuals, with specific wishes and choices. These choices will be respected and honoured at all times.

Care will be planned with regard to current research and guidelines on good practise. Where possible the resident and their family will be involved in the planning of care.

Harley house offers to its residents, a home that recognises the dignity of everyone within the home, and we seek to defend and uphold each individual's human right of our residents to worship in their own faith, and assistance will be given to make this possible.

Staff at Harley House will make themselves available to discuss any matter with the resident or their chosen representative. Input from the relatives will be encouraged and valued. Confidential information will always be treated as such, and the right of the resident to personal privacy is acknowledged. The right of privacy will extend to bedrooms, bathrooms and all personal space.

Above all, at Harley House we will strive to create a home where the resident, in comfort, safety and security, can be the person that he or she has always been.

## About our Home

Harley House offers both single and companion bedroom accommodation for up to 28 residents. The property has 3 levels, all offering comfortable homely rooms. All rooms are tastefully decorated to enhance the cosy atmosphere of the home.

The trained staff and care assistants are dedicated, caring and hardworking, all with the same goal; ensuring the residents receive the care and attention they require and to ease any anxieties they have, thus ensuring they are happy and relaxed and enjoy their time with us.

Mike Witter is the Manager of the home. If you need to contact Mike or Maureen (Deputy), please do not hesitate to contact them on 0116 270 3672.

Krishna Patel is a Director of Harley House, and is responsible for the day to day running of the home. If you have any questions you would like to ask, please do not hesitate to call her on 0116 2703672.

### **Fees**

Details for the Fees charged can be obtained from Mike or Krishna.

### **Local Services**

#### **Hairdressers**

We have a unisex hairdresser who visits Harley House every Wednesday and will happily do cuts, perms etc.

#### **Doctors**

All our residents are registered with the local doctors for the area, which is organised at time of admission.

#### **Chiropodist, dentist, and physiotherapist**

We have a local chiropodist who regularly visits the home. If required, the chiropodist, dentist and physiotherapist can be called upon.

#### **Optician**

An optician will visit annually or on request.

## Social activities and seasonal special events

At Harley House we strive to keep our residents as active as possible and do our utmost to keep an ongoing programme of events as variable as possible. We employ an activities co-ordinator who is very popular with our residents. We have our very own minibus at Harley House and the activities co-ordinator takes the residents out on a regular basis to places such as garden centres, pubs, country-side drives etc.

We aim to make seasonal events, such as Christmas, Easter, Birthdays etc, memorable ones for our residents. Our annual Christmas parties, where we invite carol singers, play games and have a sing-a-long, are always popular with our residents and their families.

## Visiting

Harley House has an open visiting policy; we welcome visitors at all times. The relatives are free to choose as to where they want to visit, either their rooms for privacy or the lounge for more comfort if they so wish.

You can also take the residents out if you wish to do so. There are no restrictions. We do, however, ask you to sign in/out of our visitor's book to conform to fire regulations.

## Smoking

We operate a strict no smoking policy at Harley House. However we do allow residents who do smoke to be able to do so in the courtyard.

## Laundry

We have a laundry assistant at Harley House who is responsible for the washing and ironing of all residents clothing. We do request that all items of clothing be clearly labelled.

## Catering

At Harley House we have experienced cooks who provide homemade, wholesome and nutritious meals. The menu is varied and caters for specialised diets such as diabetic, low fat or vegetarian meals. We believe in giving our residents a choice of menu, we like to make meal times relaxed, enabling the residents to enjoy their meal.

- Breakfast is served between 8.30am and 9.00am.
- Lunch is served in the dining rooms at 12.30pm
- Tea is served at 3.00pm – tea/coffee, homemade cake/biscuits
- Supper is served at 5.00pm in the dining room.

## Questions for you to consider

We realise what a difficult and hard decision it is to have to find a home for your family member.

Listed below are questions/observations to be made before making this very important choice as to where your relative's new home will be. We hope they will assist you.

- Is there a waiting list?
- How much will it cost – what does this cost cover?
- Is there a contract?
- Does the home accept residents funded by the local authority?
- Is there a trial period for the new residents?
- How much choice does the resident have?
- Are residents allowed to bring in personal possessions?
- Do residents have to share a room?
- Do rooms have their own toilet facilities?
- Where are the toilets situated in relation to residents rooms?
- Are there adequate stair lifts/fire escapes?
- Is medication supervised?
- What happens if a resident has to go into hospital?
- What happens when a resident dies – funerals etc?
- Will the residents religious needs be catered for?
- What are the homes staffing levels?
- Look at the residents – do they look happy?

Whilst you are viewing the home, please feel free to stop and talk to any of the staff or residents and ask any questions you feel fit. We believe it is important for you to know first-hand the standard of care that we provide at the home. Our staff and current residents will provide you with the most reliable information in making your decision to choose Harley House for your relative.

## Get in touch

If you would like to speak to our teams or send us an enquiry simply contact us using the details below or visit the website [www.3abcare.co.uk](http://www.3abcare.co.uk)

### Contacts:

Krishna Patel - Director  
Michael Witter - Manager



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