



THE HEATHERS INFORMATION PACK 2025

Our Philosophy of Care

At the Heathers Nursing Home, we aim to provide each service user with a comfortable and homely environment in which security, independence and dignity is maintained.

About our Home

The Heathers offers both single and companion bedroom accommodation for up to 29 residents. The property has 2 levels, all offering comfortable homely rooms. All rooms are tastefully decorated to enhance the homely atmosphere of the home. We have a lovely Patio area, where residents can sit in the garden under the canopy (weather permitting).

The trained staff and care assistants are dedicated, caring, and hardworking, and all share the same goal; to ensure that the residents receive the highest quality of care and attention they require, and to ease any anxieties they have, so they are happy and relaxed, and enjoy their time with us. We are accredited with the national Gold Standards Framework (GSF) Quality Hallmark Award in recognition of the excellent end of life care we provide. This is a celebration of the UK's exceptional health and social care providers for care in the final year of life.

In line with our Equality and Diversity Policy we do not discriminate against ethnicity, sexuality or disability, age or gender. All assessments are undertaken using the same criteria, with no pre-judgements being made.

Mr Aneesh Nath is the registered manager of the home. If you need to contact Aneesh, please do not hesitate to contact him on 01454 312726 - option 2, or alternatively by e-mail: heathersmanager@3abcare.co.uk

The registered manager is closely supported by all the RGN nurses. Julie Shave is the general manager of The Heathers 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 01454 312726 – option 1, or email julie.shave@3abcare.co.uk.

Fees

Details for the fees can be obtained from Aneesh or Julie.

Local Services

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.

Hairdresser

We have a unisex hairdresser who visits The Heathers every Thursday/Friday, who will happily do haircuts, perms etc. We also have a barber that visits every 5 weeks.

Social activities and seasonal special events

At The Heathers, we strive to keep our residents as active as possible and do our utmost to keep an ongoing programme of variable events. This helps to keep the residents engaged and occupied whilst helping to maintain both physical and mental wellbeing. We employ Activity Co-ordinators who are very popular with our residents and who organise a large variety of external trips and several events within the home throughout the year.

Some of the activities include:

- Dominoes/Jigsaw Puzzles
- Bingo
- Guitarist – playing old time favourites
- Craft making
- Nail painting/Manicures
- Reminiscence
- Karaoke
- Animal workshops
- Singers
- Exercise Therapy

We strive to make seasonal events such as Christmas, Easter, Birthdays etc. memorable events for our residents. We organise fetes and coffee mornings for external visitors to bring the community to our residents. All monies raised at these events go into a resident fund to give them extra little treats. Dependent on the ability of individuals we can offer trips to the local park, shops, church, library and further afield.

We are open to suggestions from residents, staff, and relatives to make these trips as successful and enjoyable as possible so please feel free to make any suggestions when you visit the home.

Visiting

The Heathers has an open visiting policy, we welcome visitors between the times 10.00am to 8.00pm (but like to protect meal times), except in exceptional circumstances which will be reviewed on a case-to-case basis. The relatives are free to choose as to where they want to spend time with their relatives, either their rooms for privacy or lounges for more comfort if they prefer. You can also take the residents out if you choose to do so. We do, however, ask you to sign in/out on our digital reception tablet to conform to fire regulations.

Smoking/Vaping

We operate a strict “No Smoking and vaping Policy” for the home; however, we do allow residents who do smoke to be able to do so in the allocated smoking area near the car park.

Laundry

We have a Laundress at The Heathers, who is responsible for the washing and ironing of all residents clothing. We do request that all items of clothing be clearly labelled with the resident name and not room number.

Catering

At The Heathers, we have experienced cooks with many years' experiences within the catering industry. They 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 food on the menu and ensure that mealtimes are as relaxed as possible, ensuring our residents can enjoy their meal.

- Breakfast is served between 0900 am and 10.00am
- Tea and Coffee will be served at 11.00am
- Lunch is served in the dining rooms at 12.30pm
- Afternoon Tea is served between 3.00-3.30pm (tea/coffee, homemade cakes/biscuits)
- Supper is served at 5.00pm

(Cold & hot drinks, water and snacks are available all day)

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 difficult 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 cover?
- Is there a contract?
- Does the home accept residents funded by the local authority?
- Is there a trial period for new residents?
- How much choice does a 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 resident's room? □ Are their adequate stair lifts/fire escapes?
- Is medication supervised?
- What happens if a resident has to go into hospital?
- What happens when a resident die – funerals etc?
- Will the resident's religious needs be catered for? □ What are the homes staffing levels?
- Look at residents – do they look happy?

Whilst you are viewing the home, please feel free to stop and talk to any of the staff 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 will provide you with the most reliable information in making your decision to choose The Heathers 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/theheathers

Contacts:

Julie Shave – General Manager

Aneesh Nath – Registered Manager

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