



ROYAL BAY
CARE HOMES

Heronswood Rd
Spennells
Kidderminster
DY10 4EX

HERONS PARK NURSING HOME

A NURSING HOME OF DISTINCTION

What we believe a home should be . . .

- A place where each person is an individual with special needs.
- A residence without unnecessary rules and regulations.
- A corner where dignity, peace and comfort take priority.
- A niche providing tender loving care.
- A meeting place where companionship, interest and activity flourishes.

Heronswood Park Nursing Home is located in quiet parkland in Kidderminster. The home was acquired by Royal Bay in 2006. The home provides its residents with a comfortable and safe living environment coupled with dedicated professional nursing care. All efforts are made to ensure that residents experience a good quality of life.

Accommodation is all en-suite with some larger companion rooms available. Each floor has a large social area with a spacious lounge and separate dining space. The floors can be accessed via the passenger lift or the wide staircase.

All meals are prepared to have that home cooked taste, with the use of fresh produce whenever we can. The chef provides a varied menu along with catering for special diets (diabetic, low fat etc.) The home also has excellent relations with local GP surgeries and hospitals who provide full support.

OUR STAFF

Heronswood Park Nursing Home is run by a Registered Manager, a professional nurse who is always available to discuss all aspects of care and the health of the residents.

In this clinical role, the Registered Manager is supported by a team of trained nurses and nursing auxiliaries, many of whom have achieved National Vocational Qualifications (NVQs).

The clinical team is supported by catering and domestic staff, occupational therapists and physiotherapists where necessary. An Administration Manager provides basic business support to complement the non-clinical services of the Registered Manager.

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LIFESTYLES

Herons Park Nursing Home encourages residents to maintain their independence and allows them to continue to define their individual lifestyles through a range of existing and new interests. We provide a complete programme of activities. Residents have the option to participate if they are happy to do so.

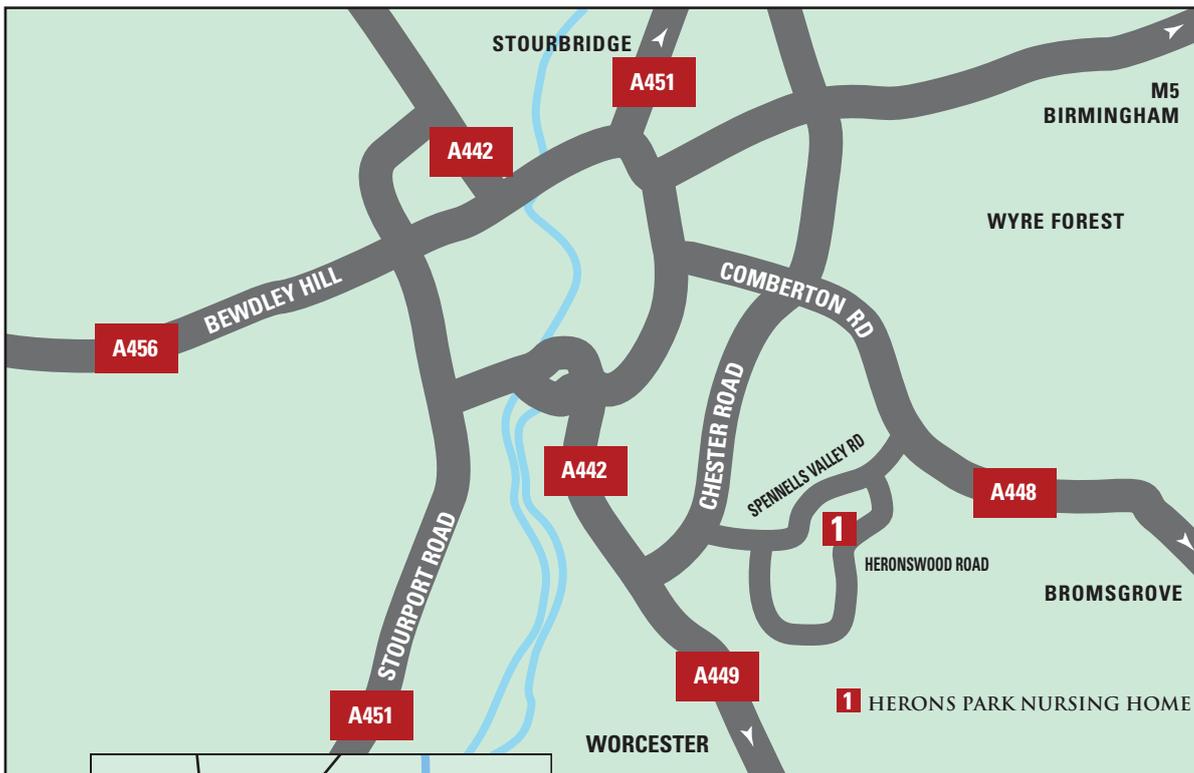
Friends and family are warmly welcomed and add to residents' quality of life. There are no fixed visiting times but it is sensible and considerate to residents to try to visit between 11am and 4.30pm.

YOUR NEXT STEP

The Manager will be most happy to welcome you to the home for an inspection and discussion, without obligation. We offer impartial advice and pride ourselves on maintaining our recognised high standards with modest fee levels.



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CONTACT US

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ROYAL BAY CARE HOMES

WHY WE STAND APART FROM OTHER HOMES...



www.royalbay.co.uk

We strive to provide the highest standards of care for our clients:

- Our client relationships are based on warmth, personal friendships, patience and emotional bonding - we also provide the best quality accommodation.
- All meals are prepared daily by our chefs to give a home cooked taste, using fresh produce. We cater for all nutritional needs and offer a balanced diet.
- Our excellent customer service is based on: communication; rapport; understanding; integrity; politeness; and approachability.



A Royal Bay Home does not rest on its laurels, our ethos is to continually improve all aspects of our services.

We are constantly re-evaluating our quality of service, and are making ongoing commitments to achieve these improvements.

Our clients' quality of life is an important factor in the care package. We focus on providing a variety of activities and interests to enhance our clients wellbeing.

At Royal Bay, we understand that for most people who enquire, this is their first experience of dealing with the care industry - this involves contact with ourselves, Social Services, Hospital Staff and Care Managers. This combined with the financial implications for available benefits, and the important decision of home selection, can often be confusing.



At Royal Bay our Managers can provide advice and assistance on untangling the 'placement puzzle' and give some guidance on a way forward.

However, we are not authorised to provide any specific financial advice. We can refer enquirers to financial specialists, who can discuss and suggest new insurance products that can help with fees.

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ADVICE AND DEFINITIONS

At Royal Bay, we understand the terminology encountered when searching for care homes can often be confusing. Here, we provide definitions of some of the most common terms used in placements, to ensure an easier, swifter, more knowledgeable search process.

A 'Rest Home' or 'Residential Care Home', is now simply referred to as a 'Care Home'. The level of care provided in a 'Care Home' is supervisory care with personal attention. For higher dependency clients, nursing care may be required. This is predominantly the same as residential care but with nursing interventions being provided by a professional nurse under the supervision of a G.P or Hospital Consultant. Previously these homes were called 'Nursing Homes', but are now classified as 'Care Homes with Nursing'.

Care fees are either paid by the local authority or privately or through the NHS continuing health care funding. The issue of local authority versus private funding is defined by the amount of capital available. From April 2010 the proposed level is £23,250. For a Local Authority supported placement the client would need to have below this level, with the full support becoming available below £14,250. For private clients needing nursing care then there is an entitlement of £108.70 per week (April 2010) provided by the Primary Care Trust to the client to help with their fees.

Continuing health care funding is met entirely by the NHS and the fees are paid direct to the care home.

If Social Services complete a 'Financial Assessment' and find that the client has less than the financial limit stated, then they would decide which 'Level' they can afford to support.

The level differs with degrees of care dependency i.e. low levels have low fees and higher levels have increasing fees. Under the 'Level' system, when judging whether a possible



placement can be made, it is important to establish that the receiving home has a fee framework that can accommodate Social Services flat fee funding. If there is a gap between the fee required by the home and fee offered by Social Services, then a 'top up' may be required to be added to the Social Services fee. This amount is the responsibility of a third party. Your Royal Bay Manager can give further advice regarding this and the options available. For a more comprehensive guide to care, please visit: <http://www.counselandcare.org.uk> and click on 'helping you'. This is a range of guides and factsheets available including helping to understand the process of moving into a care home.

A fundamental principle of the Community Care Act was to establish 'client choice'. There may be a number of homes available to provide the level of service that is required, and the final choice of care home MUST be made by the client or the client's representative. The client or client's representative should not be forced, coerced, or have undue pressure placed upon them, by Care Managers, to accept any other home other than the one that they have chosen. Not all homes are the same. A Royal Bay Care Home is normally the first choice of any person making a placement.

Please contact the Home Manager for further information and advice.