



Birchley Hall Care Home

Providing high-quality individualised residential and dementia care for people across St Helens and surrounding areas.

Birchley Hall Care Home, Birchley Road, Billinge, Wigan, WN5 7QJ
www.qualiacare.co.uk | **Tel:** 01744 894 893 | **Email:** birchleyhall@qualiacare.co.uk





Welcome to Birchley Hall Care Home

The Care We Provide

At Birchley Hall we pride ourselves on providing high standards of individualised residential and dementia care for people across St Helens and surrounding areas.

Our highly-qualified, experienced team is committed to providing safe, dignified and compassionate care for our residents – delivering individualised care plans to help people remain independent for as long as possible.

This commitment to quality care is reflected in the home's 2017 'Good' rating from the Care Quality Commission (CQC), the independent regulator of health and social care in England.

Care Funding

We welcome both publically-funded (local authority) and privately-funded individuals, or people who combine private and local authority funds.

The first step towards funding care is a means test. A means test is an assessment carried out by your local authority to discuss what care requirements a loved one needs and, based on their personal circumstances, what financial contributions the local authority can make (if any) towards the cost of this care.

If you'd like more information on care funding then please feel free to contact us and we'll talk you through the process.

Location

Birchley Hall is a beautiful and characterful Grade-II listed Tudor manor house – dating back to the 16th century – which is complemented by a modern wing. Our welcoming and historic home enjoys a peaceful location, set against a backdrop of mature woodland and landscaped gardens, overlooking a picturesque lake.

The rural leafy village of Billinge is a quiet and pleasant residential area within the Metropolitan Borough of St Helens, yet is just 4 miles to the south-west of Wigan, 3 miles to the north-east of St Helens, 15 miles to the east of Liverpool and 26 miles to the west of Manchester.

Birchley Hall is easily accessible by both car and public transport. We are close to the A580 East Lancashire Road, which is on a local bus route, while the M6 and M58 motorways are just a short drive away. There are also train stations in nearby Garswood and Orrell.

Bedrooms and Communal Areas

Bedrooms

At Birchley Hall our aim is to make residents feel at home the minute they join us. We do everything we can to make residents feel peaceful, comfortable and happy to be living with us.

Our 28 single rooms – most of which are en suite – provide safe, comfortable and welcoming personal spaces, complete with modern amenities such as Wi-Fi and smart TVs. We encourage our residents to dress their rooms to make them as homely as possible.

Our bedrooms are undergoing a continuous programme of refurbishment, which is enhancing facilities for residents.

Communal Areas

Residents at Birchley Hall benefit from attractive and well-appointed communal areas and facilities, some of which have been tastefully refurbished.

There is a welcoming dining room, while two lounge areas and a light and airy conservatory are very much the social hub of the home, providing pleasant places for residents to meet, chat and relax.

A new hi-tech ‘pamper bathroom’ with sensory lighting systems, easy-access bath and a waterfall feature has been installed, providing residents with a pleasant and calming bathing experience.

Birchley Hall’s historic building is complemented by beautiful mature gardens. A large expanse of lawn is framed by attractive flower borders, while two patio areas provide residents with attractive spots to breathe in the fresh air and surroundings.

Dining

We know how important food is to our residents, so we put great emphasis on providing a varied range of delicious and nutritious home-cooked meals – freshly made on the premises.

Our aim is to serve meals that satisfy. So when it comes to creating tasty, well-balanced menus we welcome input from both residents and their families.

As part of our activities programme we also hold ‘themed’ dining days, which take residents on a culinary journey around the world.



A close-up photograph showing a person's hands planting a young tree. One hand holds the trunk of the sapling, while the other uses a trowel with a yellow handle and a blue grip to work the soil around its base. The trowel is partially buried in the dark brown earth. The background is a soft-focus green, suggesting an outdoor garden setting.

“Quality of life
is at the heart
of everything we
do at Birchley
Hall Care Home”

Activities and Services

At Birchley Hall quality of life is at the heart of everything we do. We believe that keeping active enhances our residents' physical and mental well-being. Our Lifestyle and Well-being Officer organises a range of activities and social events, which residents are encouraged to participate in, if they so wish.

People choosing to live with us have different requirements, dreams and aspirations; there are many things they can do, and they can have a wide range of interests and abilities. So our care and support teams deliver a tailored package that takes into account a person's strengths, capabilities and interests.

Each month we design activities and events around key seasonal and topical themes. These may include sporting events, reminiscence through music or gardening. Family and friends are very welcome to come along and join in.

Parties and events for special occasions such as birthdays and anniversaries can be catered for, which can be led by residents and their families.

Trained hairdressers visit Birchley Hall on a weekly basis, and cater for both male and female customers. There is a charge for this service, with details displayed in the hairdressing salon.

What we offer

- Hairdressing*
- Chiropody*
- Outings
- Lifestyle & Well-being Officer
- Events programme
- Spiritual support
- Community involvement

*Charges apply for hairdressing and chiropody services

Moving In

Moving home can be a stressful time for anyone, particularly for someone living with a dementia or related condition.

At Birchley Hall we understand this. Our friendly team has the skills and experience to make your loved one's move to Birchley Hall as smooth as possible. You can be reassured that many of our residents have said they feel even more comfortable, safe and content with us than in their previous homes.

It's important to us that new residents and their families feel in control, so your input is welcomed at every stage of the transition process. We'll move at your pace and will encourage new residents to meet with staff and existing residents when they feel ready.

It's the little things that often make a difference, so residents are invited to bring personal furnishings from home that give a sense of warmth, comfort and familiarity.

5 Helpful Tips:

1 Familiar items

Items of sentiment and personal significance such as photographs can help to establish a sense of familiarity in a new home.

2 Items of comfort

Soft, warm items such as bed throws, robes and slippers can add a sense of comfort and homeliness.

3 Familiar smells

Sense of smell is our most powerful memory trigger. Favourite scents like lavender on a pillow can help with relaxation, particularly on the first night.

4 Favourite meal

A favourite family meal can be a comforting and rewarding way to end a busy moving-in day, so please let our staff know of any dietary requirements.

5 Share your concerns

This may be the first time you or your loved one has moved into a care home, but our staff have experienced this many times in their working careers and are experts at helping you navigate any concerns you may have. Please call on them at any point.

About Qualia Care

Our Vision

All of our care homes have a shared vision; to become a 'best-in-area' care home that provides high-quality, affordable care in the local community. We work towards achieving this by continually improving the standards of care across all our homes. We do this because we care deeply about the experience of each person, and because we want to make a positive and tangible difference to people's lives.

Our Care

We provide a wide range of quality care and accommodation to people with varying care needs, including personal (residential care), nursing and palliative care. Our aim is to ensure every resident receives kind and dignified personal care, treatment and support – promoting their health and well-being.*

Our People

Our respected leadership team, registered managers, qualified nurses and care staff are all passionate about helping people, and are proud to be a part of making a positive difference to people's lives. Our people share a culture of inclusion that is warm and inviting. We're proud to be entrusted with – and given the honour of – caring for others, and we go the extra mile every day to be of service.

*For a full list of the care provided in our care homes please refer to the Qualia Care website: www.qualiacare.co.uk



Quality Assurance

Our home is registered and inspected by the Care Quality Commission (CQC).

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 0300 061 6161

www.cqc.org.uk

FAQs

What activities do we offer?

Our residents have a range of suitable activities from which to choose. We encourage participation and suggest activities people may like. However, we do understand that sometimes residents may prefer their own company.

Residents may prefer to continue with their own particular hobbies and interests, and we will assist with these in any way we can.

What additional healthcare support is available?

Additional support is provided by a number of healthcare professionals such as GPs, physiotherapists and occupational therapists to ensure residents receive the most comprehensive care. There is no charge for these visits if arranged via the GP practice.

Is there a chiropodist/podiatrist?

A free service may be accessible via the local GP surgery or, if you prefer, a private service can be facilitated for you via our visiting chiropodist (charge applicable).

Is there a dentist?

A community dentist is free of charge to residents in receipt of Pension Credit or other means-tested benefit, or residents may prefer to keep their own private dentist. Visits can be scheduled and residents are seen in the privacy of their own room.

Are there hairdressing facilities?

A trained hairdresser visits on a regular basis and caters for both male and female customers. Alternatively, residents can continue to use their hairdresser of their choice.

The hairdresser is not employed by the home and charges for the services provided. Prices are on display in the hairdressing salon.

What are the fees?

Fees, unless otherwise agreed, include accommodation, full board, in-house laundering of personal items of clothing and the provision of care.

Both residents and relatives need to be aware of the cost associated with living in the care home and how the fees are to be paid.

Fee levels may change in the future. We will advise in writing of any such changes to the financial details.

What are the meals like?

A range of dishes will be planned to suit each resident's dietary requirements. The daily menu will be displayed to show the choices available. Snacks and drinks are available to enjoy at any time during the day or night.

Relatives and friends can join residents at any time for a meal; just let a member of staff know in advance so arrangements can be made.

Is smoking allowed?

We promote a non-smoking, healthy environment in the home. Therefore, we do not permit smoking in any of our bedrooms or communal lounges.

We are aware that some residents have enjoyed smoking and it's their choice to continue to do so. As such we have a designated smoking area where they may smoke if they wish.

Are there telephones available to use?

Telephones are available for residents to use, which staff will be available to assist with.

It may also be possible for residents to arrange with their phone provider to have their own personal telephone in their room, which residents will have to pay for.

When are the visiting hours?

We have no set visiting times. However, should visitors arrive during meal times, or when residents are being attended to, visitors will be made welcome and asked to wait until they are ready.

Residents may also wish to visit family and friends and we'll help with this. It's important that residents inform a staff member beforehand if they plan to leave the care home for any reason.

Contact Us:

If you have any more questions please don't hesitate to get in touch.

Address:

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