



## Duchess Gardens Care Centre

*A quality care centre in West Yorkshire providing high standards of individualised care*

Duchess Gardens Care Centre, Lady Lane, Bingley, BD16 4UB  
www.qualiacare.co.uk | **Tel:** 01274 551 173 | **Email:** duchessgardens@qualiacare.co.uk





# Welcome to Duchess Gardens Care Centre

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## The Care We Provide

Our 85-bed care facility provides a range of high-quality care for private and local authority-funded people. This care is provided across Duchess Gardens' two buildings, which are linked by an impressive contemporary central reception area.

We provide 24-hour nursing dementia care for people living with a dementia or related condition, who often need greater support due to significant health needs. In addition to this we offer young disabled people's care – residential care for people aged 18-65 with physical and/or learning needs – as well as nursing and residential care for older people who have health needs and require greater support.

Our care is provided by qualified and dedicated nursing teams. Each resident receives a care plan which reflects their individual strengths and interests as well as their physical and emotional abilities. We have a small nursing station on each floor, so residents are never far away from staff members.

We're committed to providing the level of care we'd expect for ourselves and our loved ones. Our nurses deliver kind and dignified care that is tailored to the needs of each resident.

## 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

Duchess Gardens enjoys a peaceful location in the pleasant market town of Bingley in West Yorkshire. Our grand stone period building, which first opened its doors in 1909 as a nurses' home, has been an operational care facility since 1988.

Duchess Gardens enjoys an elevated position with striking views of the Aire Valley and rolling hills of West Yorkshire, yet is within walking distance of Bingley town centre's many shops and amenities. A pleasant stretch of the Leeds and Liverpool Canal – renowned for its impressive Five Rise Locks – runs through the town.

Bingley is close to the major cities of Leeds (17 miles to the east) and Bradford (6 miles to the south east), while the beautiful countryside of the Yorkshire Dales is a short drive away.

It is near to the picturesque village of Haworth, made world-famous by the literary Bronte sisters, and the UNESCO World Heritage Site of Saltaire.

There are good transport links including a train station that links Bingley to the cities of Leeds and Bradford, and to neighbouring towns. The creation of a new relief road in 2004 means faster road access to the local area and to the major M1 and M62 motorways.

# Bedrooms and Communal Areas

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## Bedrooms

We have 85 comfortable and attractive rooms, some with lovely valley views. Each room is wheelchair friendly, has a nurse call system and is equipped with a sink and TV points.

We consult residents prior to admission and will always try to allocate them with the room they have expressed a preference for. We encourage residents to personalise their room with photographs, ornaments and keepsakes or small items of furniture from home. For example, we like to put colourful pictures drawn by grandchildren on their grandparent's door.

Our bedrooms are undergoing a programme of rolling refurbishment so they provide a peaceful and comfortable environment for our residents. The transformation will be undertaken sensitively to minimise disturbance and inconvenience to residents. Rooms will benefit from a new calming colour scheme and dementia-friendly furniture to minimise confusion and promote restfulness.

## Communal Areas

Spending time with loved ones and fellow residents is important to the health and well-being of our residents. So our communal areas provide relaxed, comfortable spaces where residents can gather together with family, friends and new friends they have made at Duchess Gardens.

The modern central reception area that links the two main buildings. A cushioned outdoor area with seating offers residents a pleasant and safe space to enjoy some fresh air.

Our five dining rooms, spread across the individual units at Duchess Gardens, provide pleasant communal spaces where residents can gather together and enjoy the delicious menus served up by our chefs.

## Dining

We understand that meals are a very important part of our residents' day. Our menus provide a variety of tasty choices for each mealtime, while a choice of snacks, fresh fruit and refreshments are available 24 hours a day.

Our chefs take pride in knowing the tastes of our residents and prepare a choice of fresh home-cooked meals that are both delicious and nutritious. We also cater to any dietary and cultural needs.

Variety is the spice of life, so our chefs organise themed food days such as Italian to give residents the chance to enjoy tastes from across the globe.

Family and friends are welcome to join residents for meals, which are served in one of the dining rooms or, if residents wish, they can choose to eat in the privacy of their own rooms (at least 24 hours' notice is required to inform our chef).



“Quality of life is at the heart of everything we do at Duchess Gardens Care Centre”



# Evening Star

TUESDAY, JUNE 4, 1941



Churchill Announces Successful Air Landings Behind Enemy Lines  
**4000 SHIPS, THOUSANDS OF SMALLER VESSELS**

“So Far All Goes to Plan” — SHIPMENTS

**BACK**  
He is First Lord Eden is the new Dominions Secretary

By GUY EDEN  
Daily Express Political  
ONE of the first acts of the Government as soon as Britain became effective yesterday

The Supreme Headquarters of the Allied Expeditionary Force, stated that over 600 naval mines, from 18in. to 4in., are being laid along the beaches and enemy strong points in support of the armies.  
About 200 Allied mine-sweepers, with 10,000 officers and men, are engaged in the operations.

**‘Tanks Ashore on Normandy Coast’**

**ENSIVE**  
ours: French London  
SEE INSIDE PAGES

**KEEP A BOX**  
ALWAYS HANDY  
With Three Times the Strength

# Activities and Services

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We have a varied range of activities and services at Duchess Gardens. Our activities coordinator holds regular meetings with residents and their families to plan a diverse and enjoyable programme of events, with residents encouraged to participate (if they so wish).

Lady Park Stores is Duchess Gardens' very own shop, where residents can buy a range of toiletries and treat themselves to some traditional sweets. Residents can pop next door for a new hairdo and some pampering in the well-appointed, modern unisex hair salon, complete with piano!

## What We Offer

- Hairdressing\*
- Health & beauty
- Outings
- Lifestyle & Wellbeing Officer
- Bespoke activities packages
- Spiritual support
- Community involvement
- Garden area with soft flooring
- Convenience store
- Salon

\*Charges apply for hairdressing services

# Moving In

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

At Duchess Gardens we understand this. Our friendly team has the skills and experience to make your loved one's move to Duchess Gardens 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

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## 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](http://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](http://www.cqc.org.uk)**

# FAQs

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## **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, 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.

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