



Hillside Care Home

A welcoming purpose-built home providing high standards of dementia nursing and dementia residential care, as well as respite, convalescence, Parkinson's and young physically disabled care

Hillside Avenue, Huyton, Liverpool L36 8DU | www.qualiacare.co.uk | **Tel:** 0151 443 0271 | **Email:** hillside@qualiacare.co.uk





Welcome to Hillside Care Home

The Care We Provide

At Hillside Care Home we're committed to providing the high standards of kind, attentive and considerate care that we'd expect for ourselves or a loved one.

Our dedicated care team of nurses and carers has created a warm, welcoming and friendly environment where everyone is treated with dignity, and where the focus is on promoting residents' independence and quality of life.

We provide short- and long-term dementia nursing and dementia residential care, as well as respite, convalescence, palliative, Parkinson's and young physically disabled care.

Tailored care plans are created for each resident to ensure they receive effective care that addresses their personal needs and promotes well-being.

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

Hillside enjoys a convenient location in the residential suburb of Huyton in the Metropolitan Borough of Knowsley in Merseyside.

We are close to local shops and amenities, as well as attractions including the impressive Knowsley Hall stately home, Knowsley Safari Park and Croxteth Hall & Country Park. Liverpool city centre, with its many attractions such as Albert Dock, is just nine miles away.

Hillside is easily accessible with the M57 and M62 motorways just a short drive away. The Huyton area is well-served by public transport, with both a comprehensive bus service and train stations at Huyton, Roby, Whiston and Prescot.

Bedrooms and Communal Areas

Bedrooms

Our attractive and well-furnished en suite bedrooms provide safe, clean and comfortable personal spaces for our residents.

The bedrooms enjoy pleasant views over the surrounding landscaped gardens and are equipped with a 24-hour call system, telephone and television.

Residents are encouraged to personalise their rooms with their favourite ornaments, pictures and small items of furniture.

Communal Areas

Our modern and attractive 114-bed two-floor home is made up of four separate 'houses' surrounded by pleasant landscaped grounds, including a welcoming patio area and a new tranquil sensory garden.

The calming neutral décor is complemented by homely comforts throughout. Our communal areas include a light-filled and welcoming dining room, a peaceful quiet lounge and a cinema room.

Our friendly approach also extends to the environment, with solar power providing us with clean, green energy.

Dining

We know how much residents look forward to mealtimes, so our chefs have created delicious, varied and nutritious home-cooked meals made from the freshest ingredients.

Each day's menu is posted in large, clear type on display boards in the dining rooms. We also hold special themed dining with residents able to enjoy dishes from across the world.

When a resident arrives at Hillside, we'll discuss their personal preferences and dietary needs with them. We cater for a wide range of dietary issues, including food intolerances and difficulty with chewing or swallowing.

Residents can choose to dine with others in our spacious dining room, or in the comfort of their own room. Friends and relatives are always welcome.

We offer a Night Bite menu between 6.30pm and 6.30am for when residents feel like a snack, such as a sandwich, and a hot or cold drink.





Activities and Services

Our experienced Lifestyle and Well-being Officers organise many individual activities tailored to the interests and passions of residents, as well as a varied and enjoyable range of regular days out and themed events which residents are encouraged to participate in, if they so wish. Friends and family are welcome to join in at any time.

Residents can enjoy sing-alongs, bingo, cooking, arts and crafts, film nights and a weekly 'pub theme' afternoon with games, music and a quiz. Every month there's a seasonally themed event, with local entertainers often popping by to perform. If residents feel like a spot of pampering they can treat themselves to a manicure or new hairstyle.

The young physically disabled unit is well equipped with an internet room, games room and kitchenette.

Hillside has fostered strong community links with local schools and churches and shares events such as carol concerts and luncheons.

What we offer

- Optician
- Hairdressing *
- Health & beauty
- Bespoke activities packages
- Laundry and cleaning services
- Lifestyle and Well-being Officer
- Wi-Fi
- Community involvement
- Sensory garden and patio
- Outings
- Chiropody

*Charges apply for hairdressing services

Moving In

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

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