



# Beechcroft Residential Home



...Comfort, Companionship, Care...

***"They have managed to create a real family atmosphere"***

Beechcroft Resident Relative

***"There are few routines here, I can do as I wish... this is like my home"***

Beechcroft Resident



**A member of the Rose Care Group**  
Specialists in Residential Care  
[RoseCareGroup.co.uk](http://RoseCareGroup.co.uk)



Inspected and rated

Good



To help everyone read our brochure, this is provided in easy read format

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## Welcome to Beechcroft Residential Home



### “Quality care with a family feel”

Beechcroft Residential Home was founded on the principle that we treat residents as we'd want our own mother or father to be treated.

On joining Beechcroft Residential Home, you'll enjoy a happy home-from-home where you feel safe, cared for and supported to do what makes you happy - with professional, caring staff, a grand home and a beautiful room.

*“After caring for dad in his old age, I want my care homes to be the kind of place I'd happily have had him stay. This guides every decision we make at Beechcroft”*

**Paul Nery, Managing Director**

We are a welcoming, friendly and kind-hearted home. Often our staff will have a laugh and a joke with our residents and all our staff take pride in getting to know our residents and their family members well. As a smaller home, we nurture an atmosphere where you can make new friends and enjoy the pleasures in life.

Even more important to us is making sure that you never feel lonely or bored again and can enjoy a wealth of new experiences. With varied, twice daily activities, special taster menus to sample dishes from around the world and opportunities to discover new goals and passions – there's always something going on at Beechcroft Residential Home.

When some of our residents join, they may feel a bit shy or not like they once did. You may have lost independence due to a fall? Or maybe a medical ailment? There are so many things that can 'knock you off balance', but we pride ourselves on really getting to know you and what matters to you. The manager and your key worker will work with you, your family and other professionals to meet any goals you may have. Whether it's about feeling safe and independent, getting aspects of your mobility back,

or improving the social aspect of your life - all of our residents are important to us and we want to help you to live the life you want, in the way you want. Whatever your goal we will be there for you.

We hope to see you join us at Beechcroft Residential Home,

*P Nery*

**Paul Nery**  
**Managing Director**

## Our CQC report

Overall Good	Caring	Good ●
	Effective	Good ●
	Responsive	Good ●
	Safe	Good ●
	Well-led	Good ●

In March 2021, we were inspected and rated **Good** by the CQC both overall and in every area of assessment.

We are very proud of what they had to say about the home overall and especially our staff and the affection we show to all our residents

### What do residents and their families think<sup>1</sup>?

**Dan C**

Grandson of resident



**5.0**  
out of 5

*“My Grandmother is a long term resident at Beechcroft and I am delighted with the service she receives which is a comfort to me as I live almost 200 miles away! My brother visits her often as he is much closer by! A recent visit showed me just how happy she is at Beechcroft! She tells me she’s very happy and the staff on site 24 hours a day are always there for her whatever she needs! Grandma was 97 in February and as I say it’s a huge comfort to me that she is so well looked after!”*

**Edna K**

Resident



**4.9**  
out of 5

*“I am glad that I came here when I could not look after myself.”*

**S G**

Daughter of Resident



**4.8**  
out of 5

*“My sister and I have found Beechcroft a very warm and welcoming place and has a lovely atmosphere. Their garden room is a great space for the residents to sit and relax or to take part in the activities provided. There is a lovely garden which residents can sit out in and enjoy the sunshine. Residents rooms are nicely furnished and comfortable. The home is extremely clean and tidy and all residents seem to be very well cared for. The management and staff are extremely professional and helpful, they seem to work very well as a team. Residents are able to choose their home-cooked meals from a weekly menu, and from what I have seen they look very nutritious and appealing, there are always snacks available and refreshments are served throughout the day.*

*My father is looked after very well, staff are very patient with him and always prepared to go that extra mile for him. My father is happy living at Beechcroft and gets on well with staff and residents alike.”*

<sup>1</sup> Via carehome.co.uk as at 15/06/2019

## What do we offer?

A manager and staff who care for you like family



*"The staff here are mature, caring and intelligent and care for the residents with kindness and respect"*

**- Beechcroft Resident Relative**

Our training and the values we imbue into our staff is something very unique to Beechcroft Residential Home and regularly praised by the Care Quality Commission and all visitors to Beechcroft Residential Home.

You'll find all our staff are professional, attentive, passionate and very kind; And while we treat care as our professional duty – we encourage a unique sense of family, fun and banter between our staff and residents.

We invest heavily in in-house and external training – with programmes based on the Social Care Institute of Excellence.

Close relationships are important and that's why every resident has a Key Care Assistant assigned to them (and never more than 4 residents per Care Assistant). This means that every week they can have a proper catch-up with you and make sure your every need is being met.

This is also why, unlike other homes, there's no staff room and why we encourage our staff to join in on activities. We want our Care Assistants to mix at all times.

Our managers too are key to the service and they meet with every resident weekly and do at least one shift on the care floor every week to make sure they stay close to the care.

### A Partnership with Family and Friends



Many family members worry about their loved one moving into a home because they feel they won't see them as much or be as involved in their lives.

We are here to help with that anxiety. We see care as being a partnership between you, the Home and Family, so we make every effort to involve your Family as part of a three-way

process in your care.

Your family members are given plenty of opportunities to take part your care and are always welcome. They of course are always welcome to drop by whenever, receive regular updates with staff and management and even attend private appointments with our staff regarding your care. Either a phone in your room or access to the home's phone is available and we can organise video calls and regular get-togethers too. Our aim is to make sure you never feel out of touch.

## A vibrant place to be, with a range of activities



*"There is always something fun going on at the home"*

- **Beechcroft Resident**

*"There are few routines here, I can do as I wish... this is like my home"*

- **Beechcroft Resident**

Although many residents who join us are initially shy, they quickly rise to discover a renewed energy.

We achieve this by not just ensuring a vibrant atmosphere, but training our care staff in how to support our residents to join

in.

We consider activities not just the business of our Activities Coordinator. Our Care Assistants also spend valuable one-to-one time with residents – playing games, joining on outings or just having a chat.

We invest heavily to ensure the days fly by and make sure you're never lonely. We do this through regular activities, partnerships with local societies and our residents' own social clubs.

Scheduled activities are held twice a day such as visits from the local pre-school, music afternoons, bingo, quizzes, animal therapy, light exercise sessions and live music entertainment. We also organise special outings to cafés, shops and restaurants around the area.

We maintain strong links with the local community and our residents are often invited to charity and local church events.

There is a vibrant resident-run social community in Beechcroft Residential Home too, with a range of activities that vary based on who is living at the home. We actively



encourage everyone's contributions and have a knitting club and puzzles club at the home.

### Living with purpose

While some of our residents join and just want a place where they can be safe and enjoy the amenities, many benefit from our Living with Purpose scheme.

Through this, we organise fundraising events for charities or local concerns and support our residents to contribute to the things that matter to them.

### A traditional menu with new experiences



*"I really enjoyed the Duck Spring Rolls we had last week. I've not had them before and it was a welcome surprise"*

- **Beechcroft Residential Home Resident**

Food is one of life's pleasures.

As such, our menus include a combination of traditional and non-traditional dishes designed to satisfy all tastes, home-cooked with nutritious ingredients that are delivered twice each week.

If you like a tittle, red and white wine is available to pair with your meal

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***"...if there's something you've always wanted to try, just ask..."***

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We have also developed Tasty Tuesdays and Fun Fridays, where residents can sample dishes from around the world that they may not have otherwise tried, such as mini-Mexican tacos, Indian Lamb Samosas or Chinese Crispy Won Tons.

We provide these as sample dishes rather than main meals and often find our residents discover new foods they never knew they liked. The most popular ones find their way onto our main menu

If there's something you've always wanted to try, just ask!

### A lovely, homely place



Where our loved ones live is just as important as what they do in the home. Beechcroft Residential Home is a beautiful, Edwardian Grand House, set within around 2/3 acre of land with beautiful landscaped gardens.

The home's styling honours its Edwardian roots and our rooms are decorated to provide a comfortable place to live, with a grandeur and design that pays homage to the old English gentry that lived in the building in the past

*"The home is really nice with plenty of space"*

- **Beechcroft Resident**

*"They have managed to create a real family atmosphere"*

- **Beechcroft Resident Relative**

## Our unique care approach in action

As a Residential Care specialist, we place a heavy focus on, and are adept at, supporting our residents to remain independent and achieve their goals.

No one has exactly the same goals for themselves – maybe it's about just enjoying doing crosswords again or it's about rebuilding your mobility or the social aspects of life. Sometimes the process can only take a few weeks, sometimes it takes longer, but no matter what, we are always by your side, helping you achieve whatever your personal goals are.

Below is an example of the excellent care we provide that we feel makes us stand out from the rest

### An example of the special care we provide to encourage residents to join in

After looking after her parents at home, [Betty], was finding living on her own difficult. Her GP recommended she came to Beechcroft.

Betty was very quiet on moving in and stayed in her room a lot. She enjoyed talking, but did not like the TV or the radio on. She would often sit quietly in her room during the day.

We noticed this and by allocating a keyworker to get to know her and through visits from our other carers and staff, we discovered her interests – especially in quizzing, so we held little quiz games in her room.

As with so many of these things, it is little and often that has the best effect, and eventually Betty started coming out for meals a little, escorted by a carer to start with. She started socialising with the other residents and hearing what was going on – in particular our activities. And then she started joining in on them.

Our Night carers even got her knitting hats to send abroad!

Betty is now very settled and active in our home and on our surveys always says "I'm glad I came here"

The family is so pleased in how Betty has settled in and are stunned by the transformation in her

## Joining us at Beechcroft Residential Home

We offer three ways for you to join us:

- ❖ Permanent placements
- ❖ Day care services / short-visits
- ❖ Respite care

**Permanent placements** are the main service we offer. We always suggest that new residents join us on a one month trial period before taking permanent residency, to ensure the home is right for you. During the holiday period, if things aren't working out (though we hope they will), you can terminate the contract with just a week's notice.

**Day care and short visits** are available, space permitting. This is often preferred by those looking to get to know the home or if they just would like to do something different. **Day care residents** have access to the standard daytime services provided by the home (such as daily activities, meals, outings, washing facilities, assisted bathing and other personal care services), though they do not stay overnight.

**Respite care** is also available if there is an empty room. Respite care is a form of care, equivalent to that received by 'Permanent Residents', though where the resident is expected to only stay for a short duration.

## Contact us

Beechcroft Residential Home is registered with the Care Quality Commission to provide care for adults over the age of 65 in the regulated activity of: *Care Home Services (without nursing)*

The details of our registered manager and registered care provider are below. **For queries about the home, please contact the Manager:**

### Registered Manager

#### Sue Lewis

Sue is our Manager. She has worked in care for over 30 years. She is responsible for the daily management of the home and oversees the provision of care services to residents, staffing and other day-to-day activities. Sue is an experienced, skilful and caring qualified Manager.

**Address:** Beechcroft Residential Home, 75 North Road, Radstock, BA3 2QE

**Email:** Beechcrofthome@gmail.com

**Tel:** 01761 419 531

### The Registered Care Provider – David Nery Limited

#### Paul Nery

Paul Nery is the proprietor of Beechcroft Residential Home and the other homes in Rose Care Group. He carries a Masters degree from the University of Cambridge in Management and Computer Science. He has helped run his family's small business and then became a management consultant where he advised in the running of various companies. He decided to make the transition to Residential Care after caring for his father in his later years. He named the Provider company after his late father

## EXTRA INFORMATION

### When you move in: Helping our new residents to feel special, settle and mingle

For us, joining us isn't just about receiving care, it's about joining a small and special family. We make all our residents feel special – because you are special.

When you move in, you'll be welcomed with flowers and a welcome card in your room.

After a meeting with the manager and the Senior Care Assistant, you'll then be introduced to your chaperone for the day – a named Carer who will take care of you for all your needs until you settle in well – be it for meal times, activities or anything else.

When you first join, we buddy you up with other selected residents who have similar interests and to join in on everything happening in the home and hopefully form new friendships

We also offer a special laundry tagging service to stop those pesky incidents of laundry going missing that happens in other services. Because the last thing you want to worry about is running out of tops in your first week!

All communal space benefits from CCTV to ensure the safety of residents



## Once you're settled: A day in our lives

No two days are ever the same, but here might be a typical day for one of our residents

- 8.00** Wake up
- 8.15** A carer helps the resident to get washed and dressed ready for the day
- 8.40** The Kitchen Porter arrives with breakfast, juice and tea and their morning paper
- 10.15** Carer invites the resident to the lounge for morning activities
- 10.35** The Kitchen Porter serves tea and biscuits in the lounge while the resident enjoys the morning activity such as a game of morning quiz and armchair bowls
- 12.20** Lunch time and something special from the Taster-menu \*
- 2.00** A brief nap before the afternoon events
- 2.30** Free time where residents can enjoy the Knitting club or supporting a fundraising event
- 3.15** A stroll in the garden or walk along the Avenues
- 3.30** Our afternoon activity such as outside musical entertainment and sing-a-long of songs from the 50s and 60s  
Teas, biscuits and home-made cake served in the lounge
- 5.20** Supper and catch-up with friends
- 6.30** Watching some evening TV or reading in the lounge
- Bed** A bit of reading or TV in your own room after a bed-time Horlicks and then sleep

(\*) On Tuesdays and Fridays

## A sample menu

Below is a sample of our menu. Our menus are designed based on input from our residents, our chefs and managers. And our staff always sample the food to check it meets our high standards.



# SUMMER MENU



**Breakfast - there is a choice of the following:**

Cereals / porridge / prunes

Toast with Jam / Marmalade

Poached / Boiled / Fried / Scrambled Egg/ Cooked Breakfast – bacon, egg, tomato and fried bread

	Lunch	Tea
<b>M</b>	Ham, egg, chips and peas with parsley sauce  Raspberry and Lemon Frangipane Tart	Classic prawn cocktail with bread & butter  Peach Eaton mess or fresh/tinned fruit & evaporated milk
<b>Tu</b> <M>	Hunters chicken, roasted butternut squash, cauliflower, mashed potatoes or boiled  Sweet puff stacks (strawberries) with whipped cream and Chocolate ice-cream	Homemade broccoli and stilton Soup A selection of sandwiches (ham, cheese and egg)  Angel delight, fresh fruit, tinned fruit and evaporated milk
<b>W</b>	Roast Pork with apple sauce, redcurrant jelly, Sage & onion stuffing & gravy, Roast potatoes or Mustard mash, Carrots & sprouts  Pear crumble & custard or cream	Pate on toast with side garnish (Lettuce, grated carrot, tomato, cucumber)  Flavoured ice cream and sauce/ fresh fruit / tinned fruit (& evaporated milk)
<b>Th</b>	Shepherd's pie, carrots & broccoli, extra mash on the side, extra lamb gravy  Sweet puff stacks (strawberries) with whipped cream and Chocolate ice-cream	Ham and cheese toasties with side salad garnish (tomatoes, lettuce, salad dressing)  Fruit Gateau/tinned fruit and evaporated milk
<b>F</b>	Cod Florentine & cheese sauce or Battered Fish Chips or mash, peas, lemon slices, tartare sauce, ketchup Fruit salad (oranges, banana, grapes, blueberries, pears) & citrus dressing	Pork pie & side salad (shredded lettuce, tomatoes, )with coleslaw & pickles  Cake and custard / fresh fruit / tinned fruit (& evaporated milk)
<b>Sa</b>	Braised pork shoulder in cider sauce with parsnips, New potatoes, cabbage, carrots  Stewed fruit and ice cream	Sausages, hash browns, ketchup, buttered bread and side garnish  Selection of fruit yogurts / cake / fresh or tinned fruit (& evaporated milk)
<b>S</b>	Roast lamb with rosemary & garlic & mint sauce & redcurrant jelly & lamb gravy Roast or Boiled Potatoes, Honey roasted parsnips Brussel Sprouts, Carrots  Raspberry trifle	Afternoon Tea, served on tiered cake trays: Sandwiches: Egg & Cress, Cheese and Pickle, Ham & mustard; Scones, clotted cream, jam; Iced bakewell slices Selection of crisps

At lunch the following alternatives are available:

❖ **Mon – Thurs: Jacket potato (baked beans, cheese, tuna filling) or Chicken Goujons**

❖ **Fri – Sun: Pasty or Fishcakes**

Served with mash and gravy (& vegetables as per the lunch menu)

Red and white wine is available with all meals

Fresh Fruit is always available

Home made cakes and / or variety of biscuits always available

ALTERNATIVES: **Soups:** \*Chicken, mushroom, tomato, veg; **Salads/sandwich:** Cheese, Ham, Tuna & Egg (mayo); **Further alternatives (where possible):** scrambled egg, baked beans or another simple dish



## Space for questions

When you come to Beechcroft Residential Home, we'll take you on a tour of the building. We imagine you may have many questions. So we've provided this blank page where you can take down any thoughts or questions you may have about us.

*"Our goal is to treat our residents exactly as how I'd want my mother or father to be treated  
And as a smaller home, we can treat all our residents as individuals and provide high-quality care – ensuring everyone feels a welcome and special part of our small family"*

Paul Nery, Owner



*"The staff here are mature, caring and intelligent and care for the residents with kindness and respect"*

Beechcroft Resident Relative



*"The home is perfect, I wouldn't change a thing"*

Beechcroft Resident



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