



HERON HILL

CARE HOME



Abbey Healthcare
Caring for the community

*“Our residents are
at the centre of
everything we do.”*



Welcome

Heron Hill Care Home is a purpose-built Care Home in a prominent position conveniently located in Kendal, an historic town which stands at the entrance to the beautiful English Lake District that has excellent access to road, rail and bus links.

The Care Home is set in the heart of the community in a residential area, (adjacent to the Heron Hill Pub) with level access to the entrance, grounds and gardens. The surroundings are ideal for residents wishing to maintain a more independent lifestyle and enabling families to visit with ease.

We offer a range of care options in different areas from residential to palliative care.

Residents' needs may range across the board to include specialist areas as well as supporting those who may require care for dementia. All residents enjoy a luxurious, comfortable environment with their own single bedrooms with en-suite shower facilities.

Heron Hill is a true home for life allowing residents and their families the peace of mind where residents receive the professional care they need, and have a comfortable home they can call their own.

Our residents are at the centre of everything we do.



Our service begins and continues with great care

We recognise that it's not just about physical care, but also about supporting our residents to obtain the best from their lives. To achieve this we employ fully trained and dedicated professionals.

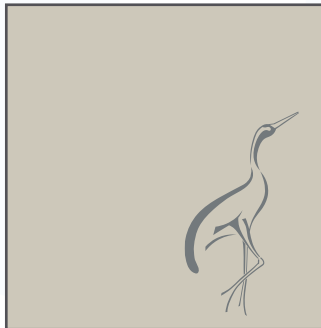
We continue to develop their skills and knowledge to ensure that exceptionally high standards of person-centred care is delivered in a friendly manner throughout our service.

A comprehensive approach to care

Every resident has a personalised care plan where residents and families may contribute, which describes what help and assistance they require and how they would like their care to be provided. The care plan includes all aspects of daily living such as medication, routines, how they prefer to be addressed, and their likes and dislikes. It enables our carers to provide thoughtful and individual care to our residents ensuring their needs are met in a safe, secure and relaxed atmosphere.

Heron Hill appreciates that families, friends and the wider community, as well as other professionals such as doctors and social workers are important to the lives of our residents and to the Care Home.





Key-worker

Although all our professional carers work to ensure that our residents' needs and preferences are met, we also provide every resident with a named member of staff who will act as their Key Worker. This ensures continued familiarity for each resident.

Prospective Residents

No photograph or description can equal a personal visit, so join us, if you wish, for a cup of tea or a meal or even to participate in our social activities. We welcome visits at any time for a tour of the home or to discuss your personal situation with the management.

At Heron Hill Care Home we ensure that we spend time with you to fully understand and appreciate your medical, physical, psychological, social and spiritual needs. This is important so that our staff are fully aware of your needs and wellbeing. This process is confidential and can even be conducted in your own home.

Monitoring and Regulation

Our service is regularly monitored and assessed, both internally by our senior management team and by external regulators CQC (Care Quality Commission) and other associated regulators. Inspection reports are available as well as being displayed on the internet.

A safe and comfortable home to make your own



Heron Hill offers a modern yet classical, luxurious and smart decor, with a range of living options from single occupancy to companion rooms – all with en-suite and shower facilities.

Rooms are furnished to a high standard with 24-hour call system, large smart screen TV, telephone and broadband facilities. However, we welcome residents to personalise their room with their own belongings and our in-house maintenance staff are always on hand to help.

The home offers a range of communal facilities such as a bar, large lounges, dining rooms, and smaller quiet rooms or family lounges which can even be suitable for private dining. All areas are easily accessible with a large lift to support movement between floors.

Heron Hill has a spacious, flat level landscaped garden with beautiful colourful plants and a patio area for the enjoyment of residents and their guests.

We employ full-time maintenance and housekeeping staff on the premises and our continued investment ensures high standards and a clean and safe environment.

Our chefs are passionate about food

Our chefs are tireless in their quest to ensure that our residents receive wholesome, well-presented and, above all, delicious meals and snacks. These are prepared from quality ingredients which include fresh and local produce.

We recognise that our residents have a diverse range of likes, choices and special dietary requirements. Our chefs are very comfortable in planning à la carte menus with our residents, which are tailored to their needs. Residents can choose whether they would like to eat in dining rooms or enjoy a private meal in their own room.

We look forward to celebrating special occasions such as birthdays, anniversaries and national holidays in the style our residents prefer, including facilities for private parties with their friends and relatives.

Discreet help is always on hand if needed. Morning coffee, afternoon tea and round-the-clock snacks are available.



“We were both delighted
to find Mum a place here.”

Relative



Supporting Lifestyle

Families, social groups and friends are as much a part of our community as our residents and we encourage and support such wider relationships to continue. There is a dedicated facility for live video chat, which is also available in your own room.

Residents can freely entertain their guests in the communal and private areas of the home, or in the privacy of their own bedroom.

Heron Hill has an in-house hairdressing and beauty salon offering the opportunity for a bit of pampering. A range of professional services such as physiotherapy, aromatherapy and chiropody are available.

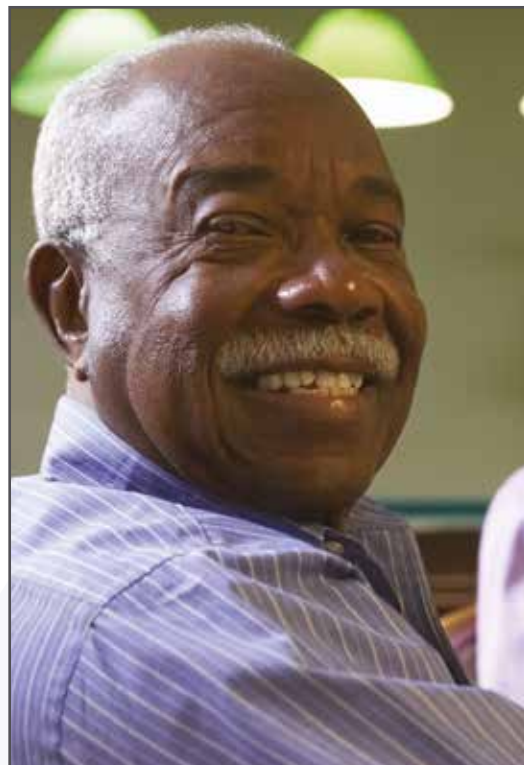
Complementary laundry services and housekeeping operate on a daily basis.

A visiting GP is available on call, and also holds periodic clinics at Heron Hill Care Home. Additionally there are regular optical and dental service visits at the home.

Heron Hill caters for all cultural and spiritual needs..



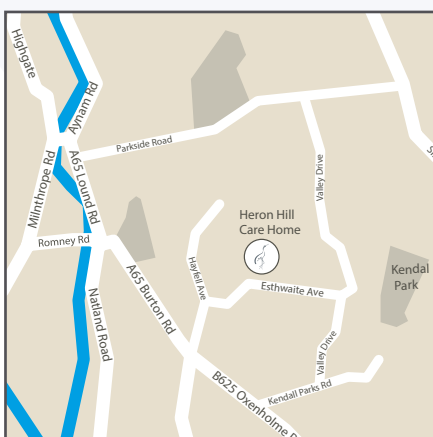
Interests and Activities



Heron Hill assists residents in developing and maintaining their social interests and engaging in meaningful activities.

This is supported by all our staff but especially by our dedicated activity staff who help co-ordinate programmes for our residents according to their choices and individual hobbies.

On any particular day, our residents could be enjoying a drive in a car or mini-bus, participating in reminiscence workshops, planting their favourite flowers in the garden, or enjoying a cinema afternoon with a glass of champagne.



“The entertainments and activities are such great fun, it’s a great place.”

Resident

Leisure and Dining



From The Bar



Café



Restaurant



Private Dining

Relaxation



Quiet Room



Cinema



Bedroom



In Room Dining

“It’s a relaxed atmosphere.”

Resident



For all enquiries:

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