



WESTHORPE HALL
Residential Care

*Home from
home care*



A warm welcome awaits



Welcome to Westhorpe Hall, a residential care home operated by Three Arches Care Ltd in the village of Westhorpe in Central Suffolk. It is run by the Barker family trust with two members of this farming family personally involved. This is why our care home has such a welcoming family feel to it.



Westhorpe Hall provides high quality, 24-hour care for twenty residents aged over 65 years and for those who may have dementia.

Respite care can also be arranged.



Possibly uniquely in the UK care field, it not only provides the elderly with a valuable link to the English countryside, but also occupies a fascinating place in England's history.

All of our care is centred on respect for our residents and their dignity, plus a determination to ensure that their life with us is a welcome experience.



Westthorpe Hall, with a sense of history and links to Nature

The village of Westthorpe is very proud of its Tudor and royal connections and Westthorpe Hall is central to both.

In 1514 Henry VIII sent his young sister Mary to France to marry the then King, Louis XII. A mere three months later her fifty-three-year-old husband was dead, so Henry despatched his trusted friend Charles Brandon, the first Duke of Suffolk, to France to escort Mary home.

But when news arrived from Paris that Charles and Mary had secretly married in March 1515 Henry was outraged. Once Henry had been calmed down and Charles had begun to pay off a substantial fine for his 'presumption', the couple

were permitted to return to England.

Naturally they settled in Charles' Dukedom in Suffolk and set about building a mansion fit for royalty at Westthorpe.

Mary Queen of France, as she liked to be addressed, duly bore Charles four children at Westthorpe. But she was to die there relatively young in 1533. Her tomb can be found at St Mary's in Bury St Edmunds.

Now little remains of Charles and Mary's Hall, other than the moat and the quaint

three-arched Tudor bridge that straddles it. Nevertheless something of the charm of this 'regal' couple's idyll still lingers on at the Grade II listed Westthorpe Hall today.





Nature's contribution to care

The health benefits of contact with Nature are well attested. Spending time engaged with the natural world is known to reduce stress levels, quieten the mind, improve

concentration (vital if we are to counter dementia) and leaves people happier.

At Westhorpe Hall we believe that allowing our residents secure access to our farm and its wildlife can be beneficial

for them. Contact with Nature is therefore valuable. This, plus our serene surroundings, all adds to our resident's contentment.

Which is why, as well as the typical activities for the

elderly, we arrange seasonal trips to natural features around the farm, providing ample opportunities to encounter its wildlife, plus local places of the residents' choosing.



Enjoying life at Westhorpe Hall

Westhorpe Hall provides facilities to ensure our residents' comfort.

Perfect surroundings

The house

The main house features nineteen bedrooms. In keeping with a unique historic property like ours, every room is different. Most rooms are on the ground floor and accessible by wheelchair users and people who may have difficulty in walking, whilst the first floor bedrooms are accessible by stair lifts.



Bedrooms

We cater for couples. Many bedrooms have their own toilet and all of the rooms have their own washing facility. Water temperatures are thermostatically controlled throughout the building.

We like our residents to feel fully at home, surrounded by their own personal items, so we encourage them to put their own stamp on the look of their room.



Communal areas

There are two good-sized communal areas and, adjacent to the dining room, is a conservatory that leads onto a patio area with access to the surrounding grounds.

The grounds

The house and its gardens are entirely enclosed by the old Hall's Tudor moat sitting in a mature wooded corner of the farm. Inside the moat Westhorpe Hall's immediate grounds consist of seasonally planted flowerbeds, vegetable and fruit plots, lawns and patios on which to relax.

Behind the Hall is a small orchard with apple, pear and plum trees that provide fruits for us all in the autumn.





Providing a full range of quality services

Food

We believe in providing good food and plenty of choice, using fresh country fare from Rolfe's of Walsham. We pride ourselves on the quality of the cooking served from our modern kitchen and we maintain a 5-star hygiene rating.

Leisure & activities

There's a good programme of activities and events in place and, for those who like to participate, there's plenty to do all day, every day.





Medical matters

All of our residents have access to all NHS services. They can either retain their own doctor, or register with our local GP who visits weekly.

Medication

If they wish residents can be responsible for their own medication. We abide by the full medication regulations, all staff are trained to apply appropriate medication and we operate the Boots' Monitored Dosage System.



Respite care

We are happy to arrange for respite care breaks.

Personal allowances

If you wish, we are happy to hold small quantities of money on behalf of our residents to cover the purchase of small items.

Newspapers and magazines

We have an arrangement with our local newsagent who delivers papers daily or as and when needed.



Laundry

A full laundry service is provided within the home at no extra charge.

Hairdressing

There is a weekly salon.

Religion

We make every effort to ensure that residents are able to attend religious services within the local community.

Pets

We are happy to consider accommodating small, well-behaved pets.



Living at Westhorpe Hall

Westhorpe Hall's comprehensive administrative practices cover every aspect of our residents' stays.

A comprehensive but flexible admin system keeps our residents comfortable and contented. Further, as resident's conditions change, so too does Westhorpe Hall's response. At Westhorpe Hall all care is person-centred.

Keyworker assigned

Over and above the 24-hour care and support by our dedicated staff team, every resident has a named person, a keyworker. The key worker supports them and sees to their individual needs.

Joining us at Westhorpe Hall

We are aware that making a decision about moving into residential care is never easy, so we guide you through every aspect of the admissions process.

Acquaintance visits

Anyone thinking of respite or a permanent residency at Westhorpe Hall is encouraged to spend a few days with us beforehand.

Care and social needs assessment

Prior to a resident being admitted to Westhorpe Hall, the Manager or one

of the Senior Care team will always undertake an initial assessment of needs.

Detailed assessment on admission

Once an admission date has been confirmed a more detailed assessment of needs will then be undertaken.





Support Plan provision

Every resident has their own personal Support Plan outlining their care and specific social needs and showing how the staff of Westhorpe will meet these needs.

Reviews

This plan is a working document and so is under continual review to ensure that care and support remains appropriate as residents' needs change. The review is conducted with all interested parties – the resident and/or their family or the independent advocacy service.



Family contact

Family, relatives and friends are encouraged to visit regularly or, when visiting is not possible, maintain contact by other means.

Giving guidance

Selecting the right care home can be a complex and difficult choice. We recognise this and that is why we help carers by providing guidance about all the financial and legal issues that can arise when arranging a care package.



We listen

We are committed to improving the quality of our facilities and services and undertake regular audits to highlight any shortcomings, plus we hold reviews with residents and, if necessary, carers. Further we encourage residents and/or their families to inform us of any respect in which we can make improvements.

Contract and fees

In brief, fees cover a single private occupancy with full board and lodging, household bills, laundry on the premises and 24-hour care support.

These fees are charged on a weekly basis using a daily scale and are payable in advance and are reviewed at the beginning of each financial year.



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Westhorpe Hall. Please call us
to arrange a convenient time.*



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Design and photography by www.dynamiccreative.co.uk
Barn Owl photograph courtesy of Jon Evans
Copy by Virtual-Associate. (Dec. 2014)



Westhorpe Hall at a glance:

- The Hall provides a unique care home environment – a Georgian building with a fascinating Tudor history.
- The Barker family's stewardship of the local countryside exemplifies a commitment to excellence at the Hall.
- As a family trust we are not profit-driven and have an on-going policy of constantly investing to improve the Hall's facilities.
- The extended family atmosphere is captured by our mission statement: 'Home from home care'.
- Being fully CQC compliant and committed to staff training is a guarantee that Westhorpe Hall's care quality is and remains of the highest standard.