



Sheet 2.

The Westthorpe Hall Offer & FAQs



What Westthorpe Hall offers:

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

Frequently Asked Questions:

1. How much?

Well, there's no set answer to this as it depends on the room concerned and the individual's care needs. As every room is different and each resident's care needs vary considerably we can't have a set charge. But you can rest assured that we offer competitive rates.

2. Can you cope with special dietary needs?

Most definitely. All our food is prepared on site, plus there is always a choice on the menu, so coping with special dietary needs is easy. If someone has a particular wish we're happy to accommodate it – but pâté de foie gras might have to be treated as an extra!

3. Can we accommodate resident's personal effects or memory items?

We insist upon it, as it helps to make residents' rooms more homely and more comfortable.

4. What's the programme of activities?

While there is a programme, we prefer our residents to do what they want to do at their own pace. So many of our residents will be doing something different.

5. What are the visiting hours?

There aren't any because, within reason, it can be all day every day – whenever you want to call in, you're welcome. You or the residents pick and choose when you see each other.

6. What's the provision for medical services?

Unless a resident wishes to retain their current GP, as a rule we automatically register patients with our local GP practice – Mendlesham Medical Group (Bacton Surgery)