



WESTHORPE HALL
Residential Care

Sheet 3. *Facilities*



What will you find here?

Welcome to Westhorpe Hall, a residential care home operated by Three Arches Care Ltd in the village of Westhorpe in Central Suffolk. We provide high quality, 24-hour care for twenty residents aged over 65 years and those who may have dementia.

Respite care can also be arranged.

A person-centred care approach

Our care is centred upon respect for our residents' dignity and a determination to make their time with us a welcome experience.

CQC compliant

Three Arches Care Ltd is registered with the Care Quality Commission (CQC) and as such is subject to regular inspections.

Westhorpe Hall is fully CQC compliant.

Perfect surroundings

The Hall

The main house features twenty 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.

The Hall is fully accessible throughout with handrails for ease of access.

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. There are hoisting facilities and stand aids for residents who may have difficulty transferring and with bathing.

All of the bedrooms are within easy reach of additional toilets and bathrooms.

Many of the bedrooms have profile beds to enable the user to adjust their sleeping or resting posture to that which is most suitable for them. Pressure relieving mattresses and other aids to daily living are also available through the Occupational Therapist or District Nurse, if required.

As we like our residents to feel fully at home, surrounded by their own personal items, we encourage them to bring with them personal effects and selected items of furniture to enable them to put their own stamp on the look of their room. Also staff respect these rooms and treat them as the resident's own personal space.

Security

Each of the bedrooms has a nurse-call facility, door alarms and pressure mat alarms, should they be required. Access to and from the Hall and grounds is also alarmed for security.

Communal areas

The Hall has two main communal areas. A large lounge with exposed timbers and a wood-burning stove where there are plenty of chairs and tables. The second area has a large flat screen television and there are doors leading to an enclosed patio area.

Adjacent to the dining room, is a conservatory that leads onto another patio area with access to the surrounding grounds.

The grounds

The house and its gardens are entirely enclosed within the old Hall's Tudor moat and all sit in a mature wooded corner of the farm. Inside the moat the Hall's immediate grounds consist of seasonally planted flowerbeds, lawns and dedicated fruit and vegetable plots around which our resident 'chucks' forage. Year-round they provide a modest supply of fresh eggs. There is also a heated Summerhouse 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.

The Hall is served by a separate drive and has a designated car park with ten spaces.

Visit us

All, including couples or partners within our residents' demographic range, are welcome to view our facilities.

We are also happy for family, friends or representatives to visit at their leisure and we will be pleased to answer any questions that you may have.

Local staffing

One of Three Arches Care's operating principles is to look to employ local staff wherever it is possible. We have a good reputation as a local employer and on average our staff tends to have been with us for over five years – in fact some have been associated with the home for approaching thirty years! We believe this continuity is important for our residents

We are also constantly looking at ways to support and involve the local community in our enterprises (see volunteering at Westhorpe).

Meet the Key people



The Registered provider is:

Patrick Barker

Email: patrick@westhorpehall.co.uk

“I come from an established Suffolk farming family with a strong tradition of environmental stewardship, and an intention to leave our land in a better state than when we inherited it. This philosophy also underpins our attitude towards our family trust’s care home – Westhorpe Hall. Here my aim, like that of our staff, is to ensure our residents have the best care at all times.”

Patrick is one of two Barker family company directors of Three Arches Care Ltd and he is also a farmer. The Barker family own or contract farm 625 hectares in central Suffolk, with the main farmed area actually surrounding the Hall.

Patrick and his cousin Brian took the home back ‘in-house’ in October 2012 and are determined that Westhorpe Hall remains a friendly, welcoming and homely care home practising the highest standards of care.

Both directors also live in Westhorpe and also aim to keep the home as a focal point for the village and to allow the Hall’s residents to integrate with it, as well as enjoying the attractive surrounding countryside.

In addition to the 24-hour care and support there is, alongside the Director in charge, a dedicated Care Home Manager.



The Registered Manager is:

Dawn Waqalevu

Email: dawn@westhorpehall.co.uk

Having grown up locally in the villages of Woolpit and Elmswell, Dawn knows this area well. She has a wide range of experience and knowledge in the Health and Social Care Sector from supporting young people, to understanding the effects of acquired brain injuries. She also has a high level of safeguarding knowledge and has been a standing member on the Suffolk local safeguarding board.

Holding a Leadership and Management degree, Dawn is an experienced manager who brings a wealth of experience and skills to this position, and prides herself on ensuring the best outcomes are made for individuals.

If sufficient warning is given, access to all of the Care Team together can be arranged.