

Hazel End

CARE HOME



Welcome to Hazel End

By putting an emphasis on comfort and enjoyment, we want all of our residents to feel that our care home is their home

Hazel End care home in Bishop's Stortford opened its doors to residents in December 2019. It is more than just a care home – it is a lifestyle choice and the next chapter in your life, with all the finishing touches you would expect from a warm and welcoming home.

Hazel End features luxurious social spaces, attractive décor and secure gardens. All 66 bedrooms are en-suite, allowing us to deliver person-centred care in a dignified manner, while still promoting independence.



“Our aim is to provide the highest standards of care in a wonderful, modern environment”



Halcyon Care Homes

A LIFESTYLE CHOICE

Hazel End is owned and run by Halcyon Care Homes, whose goal is to help older people live happier, healthier and more fulfilled lives. By doing so, we hope that we give peace of mind to our residents' families, who have entrusted us with the care of their loved ones.

The happiness and safety of our residents is at the heart of everything that we do. By providing the right level of support for each resident, while respecting their dignity and independence, we aim to assist a better standard of life.

Our personalised high-quality care plans, five-star environment and fulfilling activities programme are all designed to enhance every day spent at our homes.

To maintain and deliver this quality of service, we constantly provide our staff with the training, respect and support they deserve.



Make your room your own special place

We want Hazel End to become each resident's new home, we encourage everyone to bring their personal effects such as furniture, paintings and photographs with them to make their en-suite bedroom look and feel more familiar.

Each one of the 66 comfortable bedrooms come fully equipped with a Smart TV, mini-fridge and a telephone as standard.

Hazel End has Wi-Fi coverage throughout, allowing devices to operate in all bedrooms as well as in all of our communal areas.

So, when you aren't taking part in an activity, want to phone friends and family members, or simply want a little quiet time to yourself at the end of a busy day, your room really is your room.

Your new home – safe and sound

Since it has been purposefully designed and newly built as a residential care home, Hazel End combines modern functionality with welcoming, stylish and comfortable design. So, for example, since every bedroom comes with its own bathroom, these have been designed with access for older guests in mind.

Combined with large, comfortable communal spaces and a wide range of amenities ranging from a beautiful garden to an on-site hairdressers, Hazel End is made to be a safe, relaxing and luxurious new home for its residents.



Care that's tailored to suit your needs

As people get older, many could benefit from a bit of extra support. That's why a well-staffed residential home can take away the anxiety of struggling with everyday tasks, reduced mobility or even isolation.

At Hazel End, we use our computerised system to develop a personalised care plan for every resident that includes their lifelong hobbies and interests as well as their immediate medical needs.

For those living with dementia, our home offers residents a safe environment with activities to stimulate both mind and body.

For anyone recovering from an illness, or who wants to give their family carer a break, we offer short-term respite. Our short break residents often use their stays as an opportunity to trial our home before deciding whether making the move permanent is right for them.



Feel better, live better

Well being means experiencing an overall feeling of happiness and satisfaction with life by doing the things you love doing.

We aim to enhance well being by arranging personal activity plans to help everyone stay physically active and mentally stimulated. We encourage residents to stay connected with their loved ones and social activities outside the home, as well as to make new friends within it.

We have a packed activities calendar to suit all tastes and abilities. Since it's important that our residents maintain their sense of fun, we arrange regular trips, outings and activities. We love giving our residents something to do, which is why there are always theatre trips, shopping excursions and day trips to look forward to.



Meals you will always look forward to

Eating good food isn't just about staying healthy – it's also about being happy. For most of us, sitting down to eat something delicious is one of the high points of every day.

Because we want everyone to look forward to their meal times, our on-site chefs at Hazel End offer a varied weekly menu with a choice of dishes at every meal. A range of delicious, nutritious and locally

sourced meals, tea, cold drinks and snacks are also available throughout the day.

Residents are also encouraged to eat with their friends and family, and special dietary requirements can also be catered for. We go the extra mile to ensure that wholesome, fresh and tasty food, eaten in good company, is the cornerstone of every resident's day.

The best move you'll ever make

Since a move into a residential home might feel like a huge event, we do everything we can to reassure everyone concerned – families as well as potential residents – that life in Hazel End can be the right choice to make.

Our team works hard to support each resident and show them that they can be freed of many worries about their security, as well as lots of bothersome daily chores, to start concentrating instead on making the later years of their life happier, healthier and more fulfilling.



Outdoor spaces in which to relax and enjoy

Being able to step outside into a place to connect with nature, breathe in the fresh air and unwind is good for many things, but mostly it's hugely positive

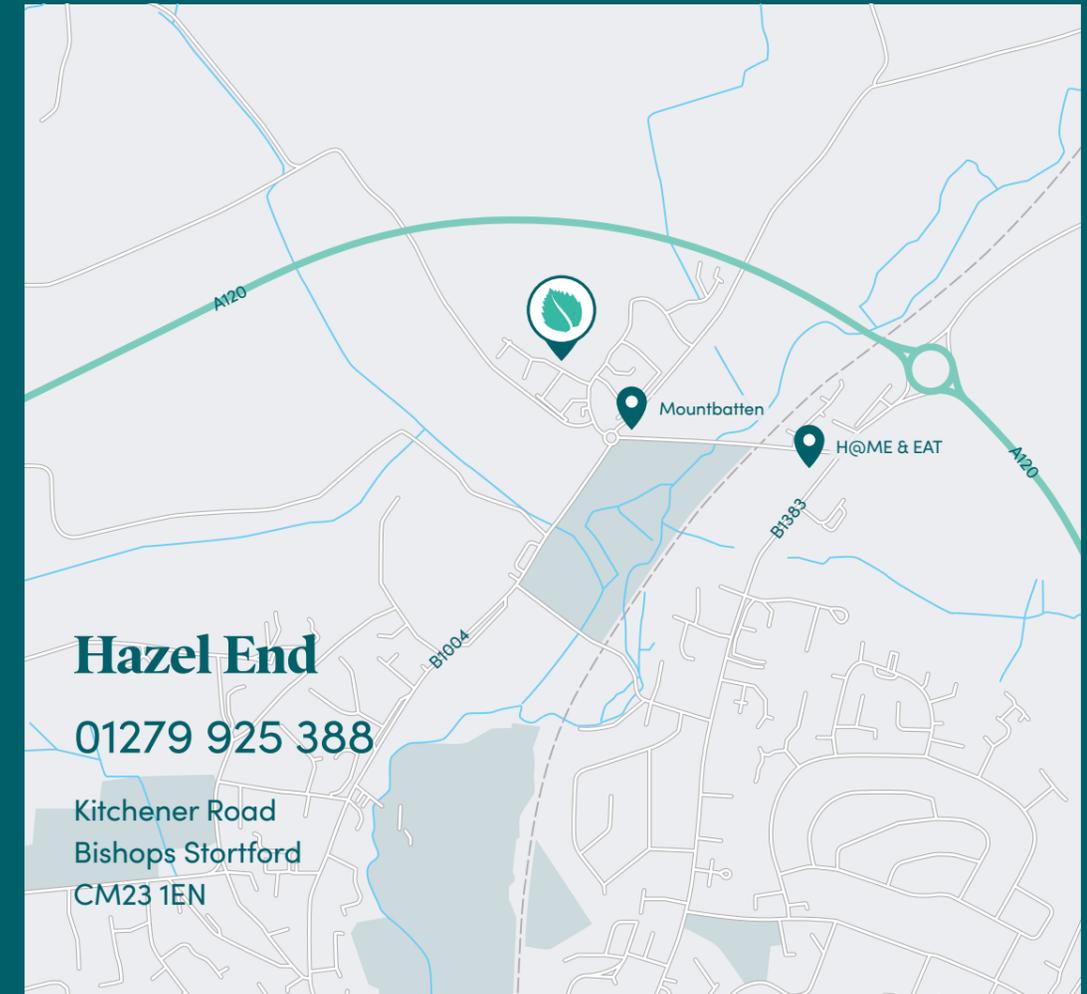
for our mental health and wellbeing. Our homes have great outdoor areas where we encourage all of our residents to take regular time to enjoy.



All of Hazel End's residents are able to use as many of our home's inclusive facilities as they want. These include:

- A highly trained, caring and compassionate care team
- Full electronic care plan tailored to your health, personal and care needs
- 66 Spacious bedroom with ensuite facilities
- Fitted furniture, flat screen Smart TV, telephone point and mini fridge in bedrooms
- Garden-facing bedroom also available
- Each relaxing bathroom has a spacious assisted bath
- Complimentary Wi-Fi throughout the home
- Landscaped sensory gardens
- Use of all social spaces including quiet lounges, garden room, dining areas, cinema room, cafe and tea room
- A choice of tasty, nutritious, meals available to enjoy in the ambient dining areas or, should you wish, in a more private setting with a glass of wine or beer
- The option to invite your guests to dine with you
- Dedicated lifestyle coordinators and regular social committee meetings to allow you to put your ideas into practice
- A full and varied programme of activities
- Clubs, entertainment and talks within the home
- Regular shopping trips and larger day trips out of the home accompanied by our staff (any venue admission would be charged)
- Transport and accompaniment to medical appointments to where necessary
- Local GP service and medication management
- Annual eye test and dental check-up (treatment charges apply)
- Monthly appointment at our on-site hairdressing salon
- Regular appointments with our chiropodist
- A selection of newspapers and magazines
- Full personal laundry service and daily housekeeping
- Disabled access and lift service
- Car parking for residents and visitors

Where to find us



Coming from the M11

At junction 8 head left on the slip road for A120 towards Bishops Stortford. At the roundabout take the 2nd exit. At the roundabout take the 1st exit for B1383 Stansted Road. Turn right between H@ME & EAT and Garage. At the bottom of the road come to the roundabout (Mountbatten Restaurant on the right) take the 2nd exit, sign states Farnham/Farnham Road carry on past on the next left is Chester Close, then Hegan Road and Kitchener Road is the next Left) Go to the top of the road and the home is on the Right hand side

From Bishops Stortford Town Centre

(From Waitrose – Bishops Stortford Northgate End). Head northwest on Water Lane towards B1004/ North Street. Turn right onto North Terrace. At the roundabout take 2nd exit onto B1004/Rye Street (Past Grange Paddocks Swimming Pool on right hand side) continue on road to next roundabout bear left onto Farnham Road, into St Michaels Hurst Estate – Chester Close, then Hegan Road (Marketing Suite on right) and Kitchener Road is on the left hand side the home is on the right hand side



We're with you
every step of
the way

Contact Us

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