

A warm welcome to

# **Hazel End care home**



"Our residents really benefit from person-centred care. I have received excellent training and every day spend lots of quality time with residents."

**Emma Laming, Anchor care colleague**





# Putting you at the heart of everything we do

Hazel End care home is a contemporary residential care home, set in luxurious and comfortable surroundings and benefitting from private landscaped gardens. Ideally located in the historical village of Bishop's Stortford, Hazel End offers first class residential and dementia care for up to 66 residents.

Our passion at Anchor is giving older people a choice of great places and ways to live. We have nearly 60 years of experience and provide housing, care and support to more than 34,000 people. We are an established and trusted provider with more than 100 care homes throughout England.

As a not-for-profit organisation and a registered charity, we are able to reinvest fully in the quality of our services. We are committed to the care and happiness of residents and aim to support them in continuing to enjoy their lives; doing all the things they love.

Our dedicated service, combined with Hazel End's luxurious environment and facilities, allow residents to live a full, rich and meaningful life in the company of supportive and like-minded people.



# Relax with everything you need on hand

Hazel End offers a warm, safe and friendly environment, with facilities to make you feel at home in our care. Dedicated carers are recruited and trained to ensure care and support that is tailored to each resident's needs. They have also been specially selected for their personal qualities, such as being instinctively warm with a natural desire to help others – taking the time to have a friendly chat, reminisce or share a joke.

Our carers will ensure that you continue to enjoy maximum independence as well as 24-hour peace of mind, knowing that all the help and assistance you might need is always at hand.







## Your lifestyle, your choices

Because each of us is unique we encourage you to choose how your care is planned and delivered. Working very closely with residents and their families we build a personal picture of each resident's needs. Little things can make a big difference, so we always strive to understand the important details. We call it person-centred care because it's built around you or your loved one and their preferences. It's there to help you settle into your new home with ease, with regular reviews to ensure we deliver the care that you need.



# A personal approach to dementia care

We provide high quality care and support for residents living with dementia by treating them as individuals. All care colleagues are trained and supported to ensure residents feel valued and able to live life to the full. Ever ready to offer support to family and friends via access to information and advice, our approach respects the uniqueness of each person rather than focusing on the diagnosis of dementia.





## Qualified support

Our colleagues are carefully recruited and trained to ensure that warmth and understanding are at the heart of everything they do. Our carers use conversation and active listening to understand your holistic needs and desires. We are able to facilitate and create independence within personal limitations, empowering residents to take control of their life decisions.

We are committed to providing on-going training in all areas of care to all members of our care home team. Anchor provides in-depth training on a range of topics, including dementia care, to ensure we are following best practice guidance at all times.

"The home is lovely.  
The staff are really nice  
and will do anything to help,  
they always have a smile on  
their face."

**Anchor care home resident feedback**







## Living life to the full

Being interested in what is going on and taking part in fun activities is a vital part of life. We organise activities which are designed to reflect the wishes and interests of residents. Quiet areas and spacious en-suite rooms also ensure peace and privacy when you want it.

A hair and beauty salon, coffee area, lounges and quiet spaces are all at hand. On warm days take a stroll in the landscaped gardens and enjoy the peaceful setting. Or simply enjoy a break at one of the outdoor seating areas.

Hazel End is close to local shops, places of worship and other amenities. You can make your life at Hazel End a hive of activity or as gentle as you wish, with social events in the home and the community arranged together with residents.

## Maintaining close bonds

We know how important it is to maintain close bonds with the people in your life. At Hazel End, visitors are always welcome at any time. We also encourage links with the wider community and regularly hold events in the home by inviting local groups to come and visit.\*

\*Visits in and out of our home, depending on prevailing government guidance.



# Making the most of meal times

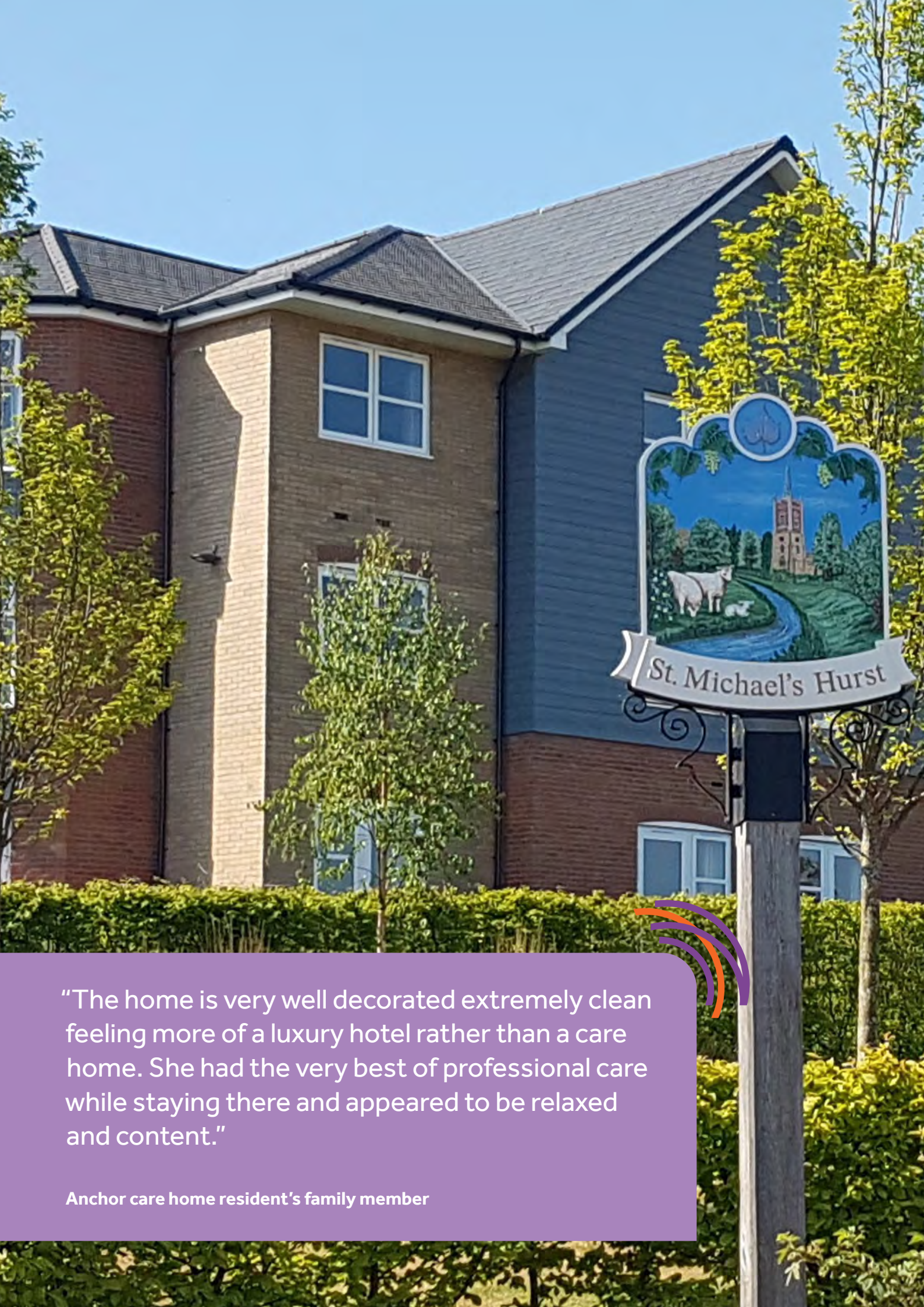
At Hazel End, we make the most of mealtimes. Anchor has won national recognition for the quality of its food and catering service. Each floor of our home has a dining room, so you don't have far to go to enjoy each mealtime.

All our menus offer wholesome and nutritionally balanced food, which is prepared on site, with different choices every day. We'll get to know your likes and dislikes and cater for any special dietary requirements, so that you can enjoy all the meals we serve.

Our menus are fresh, appetising and served with a smile. We are committed to making mealtimes a sociable and pleasurable part of each day.







"The home is very well decorated extremely clean feeling more of a luxury hotel rather than a care home. She had the very best of professional care while staying there and appeared to be relaxed and content."

Anchor care home resident's family member



# Care in comfort

Hazel End is purpose-built with care in mind and offers a wide range of features and facilities designed with the very latest technology. This is complimented by high quality interior design:



66 large bedroom suites, with private wet room facilities



Impressive and secure balcony, which enables our residents to enjoy views of the local area



A dining room on each floor, offering varied daily menu choices



Coffee shop area and bar area to socialise



Hair and beauty salon



Beautiful landscaped gardens, with outdoor seating areas



Some ground floor rooms with patio doors.

## Local Area

Hazel End is centrally located in the historic town of Bishop's Stortford. We benefit from having local amenities on our doorstep, including:



Ideally located with good transport links to nearby villages



A supermarket, shops and places to drink and dine are within a short distance



Princess Alexandra Hospital is within 9 miles



London Stansted Airport and National Trust Hatfield Forest are close by.



# Care home fees

Care home fees in England can vary substantially from provider to provider and from location to location. Understanding care home funding and accessing the right type of funding assistance can seem like a daunting task.

It is usual for residents in care homes to contribute to the cost of their own care. Some people have the resources to pay for their care in full, whilst others will make means-tested contributions.

The government sets national limits to determine eligibility for funding assistance. The current threshold for self-funding (paying the full cost of your own care) is £23,250. Individuals with assets, including property and savings of £23,250 or above are currently expected to fully fund their own care.

This threshold can be subject to change, so it is always advisable to check the figures when choosing a care home.





# Paying for your own care

Those who are able to pay for their own care can contact care homes directly. Once a preferred care home has been identified, the care provider will conduct a needs-based assessment.

## How much is a weekly private fee?

At Hazel End, our weekly private fees are from £1,500. Our fees will vary depending on the type of room and care services required. We can provide you more information on fees and how they are charged.

## What is included in my weekly fee?

At Hazel End, our weekly inclusive fees include:

- Cost of personal care
- Accommodation
- Utilities e.g. heating and light
- All resident catering, meals, snacks and drinks
- An alcoholic beverage with meals
- Laundry undertaken on the premises (except articles which need dry cleaning)
- Free Wi-Fi with good speed for residents in individual rooms, throughout communal areas and our gardens
- Television licence, for your use of digital television in your room
- Weekly styling and monthly colour and cut appointments at our on-site hairdressing salon
- Regular appointments with our chiropodist (every 6 weeks)
- A selection of communal newspapers and magazines

The following extra items and services are not covered by the weekly fees; however, we can arrange for them to be provided (at an additional cost):

- Personal purchases such as stationery, confectionary, toiletries etc.
- Clothing, shoes and slippers
- Dry cleaning
- An upfront cost for a landline telephone, including the cost for the phone and then an ongoing fee (if required).



In the absence of free provision by the NHS, the following may also be provided, and shall be charged in addition to the weekly fees:

- Optometry
- Dentistry
- Physiotherapy
- Other privately arranged healthcare
- Care staff accompaniment to regular medical appointments

No upfront deposit is required at Hazel End to secure a room. If you are approaching a number of care home providers, it is often good to ask if they require a deposit.





# Requesting funding assistance

For those who think they may be eligible for care home funding support or require support with this, the first step is to speak to your local Social Services department or your GP.

An assessment of your needs will be undertaken and, if it is determined that you require residential care, a financial assessment will be completed by Social Services. The financial assessment will consider your income (including pensions and benefits) and capital such as savings, property and investments.

All this information will then be used to decide how much you can afford to pay towards care home fees, how much the council will contribute and suggest the most suitable care homes for you to consider.

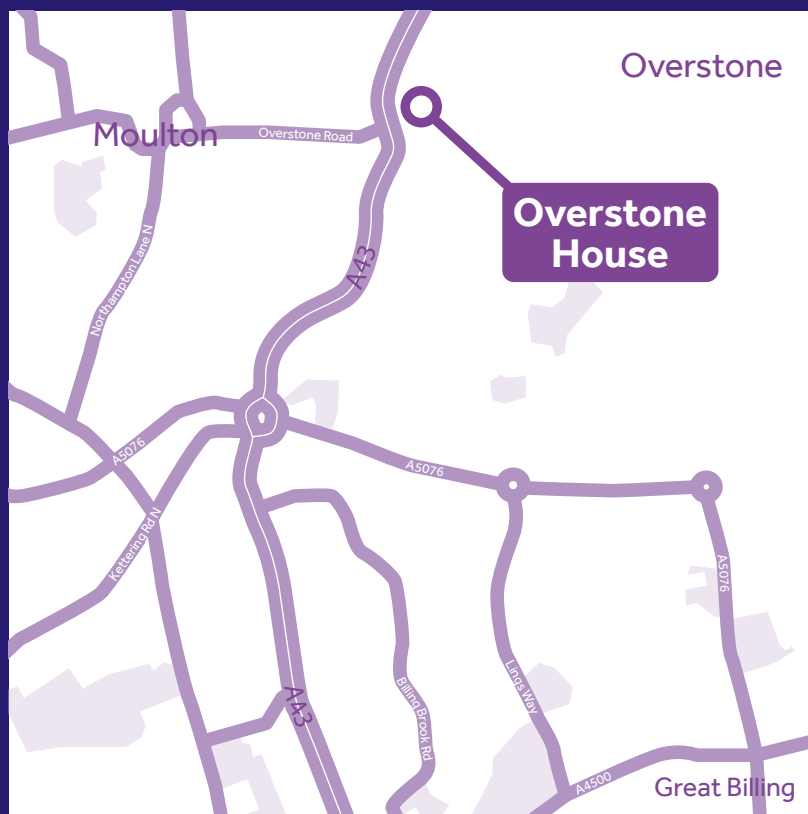
# Care home top-up fees

If a person is Local Authority funded (council funded) a third-party top-up fee may be charged. This is a weekly cost covered by a third party, typically a family member.



## Directions from the M11

- At Junction 8, take the A120 exit to Stansted Airport/Colchester/Bishop's Stortford
- At Birchanger Green Roundabout, take the 5th exit onto the A120
- At the roundabout, take the 2nd exit and stay on the A120
- At the next roundabout, take the 1st exit onto Stansted Road/B1383
- Turn right onto Michaels Road/B1004
- At the roundabout, take the 2nd exit onto Morbury Avenue
- Turn left onto Kitchener Road



We understand that looking for care may not be easy. We are here to help.

Visit [www.anchor.org.uk/HazelEnd](http://www.anchor.org.uk/HazelEnd)

Or call us on **01279 925 388**

Hazel End care home, Bishop's Stortford, Hertfordshire CM23 1EN

