

# A Warm Welcome to...

# Damfield Gardens



## Always a Warm Welcome...


At Highpoint Care we understand that choosing the right Care Home for someone you love is one of the most important and emotional decisions you'll ever make.

- Do you want the very best care for your loved one, but worry about the move to a care home?
- Have you been trying to use home care but are finding that it's either not reliable or not enough to provide proper care?
- Do you feel that the right care home may be a good solution but want to be sure that your loved one will be treated with respect, compassion and kindness?

We're here to help you every step of the way, from your first visit to helping your loved one to settle in and start to create new relationships and a new life in one of our homes.



*All photos in this brochure show our staff wearing masks. Please note that we do not currently wear masks at Damfield Gardens routinely.*



“The professionalism of the staff, the care they take of Mum (both mentally and emotionally) and the trust she has in them give us immense reassurance that the decision we made together has been the right one.\*”

\*All our testimonials can be found on [carehome.co.uk](http://carehome.co.uk) and [www.highpointcare.co.uk](http://www.highpointcare.co.uk)

# Welcome to Damfield Gardens...

You don't have to be a millionaire to be treated like one...

Damfield Gardens is a beautifully designed, luxurious purpose-built Home based in over ten acres of landscaped surroundings in Maghull, Merseyside.

We provide residential care for the over 65s including dementia care, delivering personalised care designed to allow our residents to continue a full, sociable and stimulating life.





“Right from the very beginning whilst she was settling in, she has always said how wonderful the staff are – so caring and such fun. They always have time to listen and to chat; to offer a helping hand or words of comfort.”

# Life at Damfield Gardens, a new Highpoint...

## This is Norma's Story...

Norma has been a resident at Damfield Gardens for the past three and half years. After a serious fall that resulted in her fracturing her hip, Norma was bed-bound which had a very negative impact on her overall wellbeing, resulting in anxiety and a reduced quality of life.

Our Highpoint Heroes were there to help Norma, caring for her daily, but sadly the Occupational Therapy team reported that Norma had lost her core strength and wouldn't be able to sit independently again.

Our Deputy Managers, never known to give up easily, researched a new wheelchair for Norma to help her re-gain her independence. They proposed it to the Occupational Therapy team who agreed that Norma qualified for the chair.

Since then, Norma has regained much of her quality of life, regaining weight and finding new ways to integrate into our active home social life as well as being able to visit the gardens with her family. Her medication has been steadily reduced and her wellbeing has dramatically improved.

**We are passionate about helping our residents to maintain their quality of life and do everything we can to make sure all our residents enjoy a fulfilling life at Damfield Gardens.**



A caregiver in blue scrubs is seen from the back, holding the hand of an elderly woman sitting in a blue armchair. Another elderly woman is visible in the background, sitting on a sofa. The scene is set in a bright room with a large window and a fireplace. A quote is overlaid on the image in a white circle.

“It’s hard realising Mum can no longer manage on her own but the team at Damfield Gardens made the transition so easy... The facilities and activities are second to none and I reckon my Mum has a better social life than me now!”

## Our Facilities

Our 67 state-of-the-art bedrooms all have an en-suite bathroom with a shower, as well as a flat-screen TV, DVD player, mini fridge and Wi-Fi.

In addition to our main lounge areas, kitchenette areas and dining areas our other Facilities include:

- A cinema room to enjoy watching classic films
- A Pub and library room, perfect for catching up on some reading or catching up with friends
- A hairdressing salon
- An outdoor sensory area for fine days
- Cushioned arbours and quiet lounges on each floor (themed with flowers and butterflies to bring the outside in)

Our residents can also enjoy our huge open spaces when the weather is accommodating.





“After an extensive and exhaustive search and visits, I chose Damfield Gardens and boy what a home! The staff and manager are lovely, they can't do enough for my mum and me. They've made me feel happy and that my mum is safe and very well looked after. I thoroughly recommend this home.”



## Our Facilities (cont.)

At Damfield Gardens we also have a bright and colourful indoor sensory room. Our state-of-the-art room has been designed to stimulate all the senses allowing our residents time and space to be free of cognitive demands and enjoy feeling relaxed and entertained. There is a world of stimuli here to help raise awareness of surroundings without the usual competing demands of our other more sociable spaces.

To create a sense of community, and of living in our own village or town, we have also created a Post Office and Bus Stop area.

We also have interactive tables for playing games and enjoying activities and iPads on every floor so residents can play games, explore apps, and keep in touch with loved ones via FaceTime.





“My mum always had her hair done once a week and she has been able to carry on with this as they have a salon on site with a hairdresser coming in twice a week. She always liked to look nice and this has helped keep her morale up.”

# Activities for Wellbeing

**Life's Highpoints are the times when you're having fun...**

At Damfield Gardens we believe that activities are absolutely key for our residents to continue to live fulfilling and happy lives.

Our dedicated Activities Co-ordinators deliver a programme of crafts, entertainers, outings, guest speakers and exercise programmes for each resident throughout the year. Along with celebrating milestones such as:

- Birthdays
- Life achievements
- Seasonal festivity parties

For residents who prefer engaging in individual activities these are also tailored to suit so that everyone can continue to enjoy their individual hobbies and interests.

Often residents can also enjoy reminiscing over a boardgame in our Pub room or take part in our activities which include:

- Relaxing in the indoor gardens
- Watching a film in the cinema
- Socialise in themed seating areas
- Playing bingo
- Using the Interactive tables and iPad

Not forgetting the gardening, nature-watching and having fun 'star gazing' in the cushioned arbours outside.





# Meals, Nutrition and Dining Together


We aim to make our dining experience a real Highpoint for our residents, an opportunity to enjoy home-cooked food while spending time with other residents.

With seasonal menus that are balanced for a nutritious diet there are many tasty options to choose from every meal time.

We believe in the importance of being able to maintain independence, so our residents choose when they wish to eat. Our chefs are aware of each residents' tastes and dietary preferences and meet the highest of standards when preparing their meals, using fresh and locally-sourced products whenever possible.

Make sure that you come and enjoy our chef's skills when you're next visiting Damfield Gardens!





“My mum has been here for over 3 years. It was a hard decision to make, but it was the best decision I made for my mum and the family. I feel they know me personally and most importantly they are 100% dedicated to my mum's care.”

## Our Staff

All our staff at Damfield Gardens, from our Admin Staff and Care Staff to our Maintenance Staff, Activities Coordinators and Registered Manager understand the importance of living by our Highpoint Care values of **Respect, Teamwork and continued Learning and Development.**



Team members at Damfield Gardens are treated with the same dignity, respect and compassion as our residents. They have a challenging role that is hugely rewarding and fulfilling which requires special levels of kindness and empathy. They nurture and cherish relationships between residents; their family and friends and other healthcare professionals, ensuring residents receive the best possible relationship-led, person-centred care.

We know how important our staff are - our Highpoint Heroes are recognised and rewarded with awards each quarter.





## Our Staff (cont.)

Sam Brown is our Registered Manager and has worked with us for the past eight years. This is what she has to say about our staff at Damfield Gardens:

"Our team at Damfield Gardens are trained to a high standard to ensure we are able to care for our residents in the most person-centred way, to be able to give them a quality of life they deserve whilst feeling happy and most of all safe.

I am proud of the team we have and how they focus their time and energy on our residents in the most caring and dignified way daily. From organising a daily newspaper, to a fun-filled summer day at the beach with our activity team, to simply sitting and having a cup of tea whilst putting the world to rights during the afternoon, our team ensures person-centred care is tailored to each individual.

At Damfield Gardens we are a family, with our Highpoint Heroes being the foundation of this family! I look forward to spending many more years with an amazing team and business"




## Communication is Key

We truly believe that communication between all parties is vital to ensuring our residents wellbeing. That's why we ensure:

- Regular calls are in the diary to share with you your loved one's progression with their care from the people closest to your relative. These scheduled calls identify clearly the progress made against the Care Plan and any issues to be resolved in the coming week.
- Senior Carers liaise with a host of primary care partners as your loved one's conditions change. This enables our residents to gain the best possible support.
- There is a separate dedicated phone line on each floor of the Home to ensure timely resident family communication.
- Full WiFi is available throughout Damfield Gardens, so that the iPads can be used to make video calls to you and your family.
- We hold regular resident meetings encouraging residents and their families to participate, providing the opportunity for all to feedback on services, voice ideas and make suggestions for improvements.





“The management team are approachable and nothing seems to be too much trouble. The staff work hard to keep all the residents stimulated with various activities and themed days. Caring is not just a job it's a vocation.”

## Your Safety

As the safety of residents is one of our primary concerns, Damfield Gardens has state of the art access control with electronic key coded locks at all entry/exit points. This ensures that access into Damfield Gardens is appropriately restricted, with a register of all visitors in operation around the clock.

## Our Visiting Policy

We believe in an open-door policy at Damfield Gardens and ensure that we are available to view at any time, enabling your loved one to come and go with freedom and you to schedule appointments and visits.





“I love ringing my Mum at Damfield Gardens because she’s always busy and having fun! She’ll be taking part in a quiz, playing a game of indoor golf, chatting with friends or eating another amazing cake created by the incredible catering team.”

## What's Next?


This is one of the biggest decisions you'll make, and one we know will have a big effect on the peace-of-mind and wellbeing of both future residents and their families.

We know that you'll need to take time to discuss the next stage of life between you. We are always here to talk it over with you, so please don't hesitate to contact us with any questions, however big or small about our care, life at Damfield Gardens, specific requirements or any of your concerns.

We would love to see you at Damfield Gardens and you can arrange a visit anytime, just call us on **0151 526 8685** or email **customerservices@highpointcare.co.uk**

We look forward to hearing from you!





“They have activities to stimulate the residents and a garden that is beautiful to go outside. Mum's room has a patio door and she can sit outside or open it for fresh air. I could not wish for a better place. So much so that I have told my kids that's where I want to go!”

## The Highpoint Care Difference

When you choose a Highpoint Care home you have the peace of mind of knowing that you are with a company who put person-centred, high-quality care at the heart of everything they do. Between us, our management team have many years of experience in the care industry and we use our knowledge to create the best possible care environment.

All our homes are built and maintained to high standards, to create a luxurious setting that has been designed around care-giving needs. Our staff are chosen, not just for their experience, but also for their belief in the importance and value of care work. Our food is always freshly cooked and based around balanced nutrition, and of course great taste.

We believe that our high standards should be reflected in everything we do, from nurturing a sociable and lively environment, to ensuring our homes are immaculately clean and well presented.

The Highpoint team always strive for the best because we want our residents to feel proud to be part of Highpoint Care life.



**0151 526 86 85**



**customerservices@highpointcare.co.uk**



**www.highpointcare.co.uk**