

Whitehaven has a parade of shops including a Co op just across the street. The Midsomer Norton town centre is only few minutes away from the home.



There is a local hospital at Paulton is only 2 miles away where Bath specialists hold clinics.

The local bus service runs regular service to nearby Bath, Radstock and Paulton. The bus stop is only a few yards away from the home.

We are a small home which prides itself in its homely atmosphere, with 23 single rooms, 11 of which have en suite facilities. We are a happy and caring home, with 24-hour care team, ready to look after the residents' needs, encourage and help them to be independent and generate new interests as well as provide encouragement to carry on with their current interests.

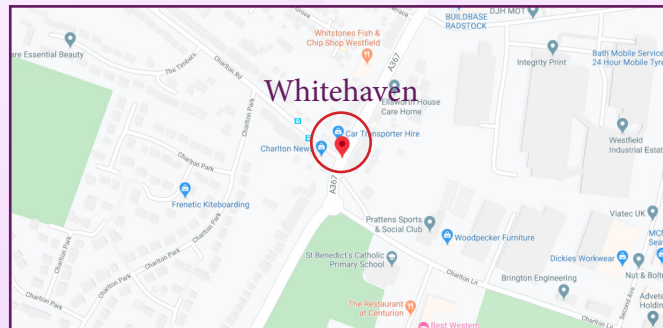
At Whitehaven, our aim is to provide our residents with high-quality person-centred care. Our approach aims to see residents as individuals, rather than focusing on their illnesses or lost abilities. We take into account their unique qualities, abilities, interests, preferences and needs. Our aim is to maintain dignity and respect while providing care and assistance to our residents.

Each resident has their individual care plan, which includes their interests, care needs as well as their social needs. A care Ambassador is appointed who will be making sure their care plan reflects their care as well as their social needs.

For those wishing to participate we have regular entertainers who perform at the home, and daily activities provided to include music and exercise, crafts, games and bingo sessions. Whitehaven has a "No Smoking" policy inside the building.



feels like
Home *because we care for you like family*



Welcome to Whitehaven Care Home

Whitehaven is a beautiful detached home set in the mining town of Midsomer Norton on A367, North of Somerset and Chew Valley lakes and Mendips to the west.

Fosseway, Midsomer Norton
Radstock, Avon BA3 4AU

Tel: 01761 413143

Whitehaven Care Home



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Welcome to Whitehaven

Time to Spread Your wings...



Enjoy the dining experience at Whitehaven

Eat better.. Feel better..



+ DEMENTIA CARE AT WHITEHAVEN

At Whitehaven Residential Home, our aim is to provide our residents with high quality, person-centred care. Our approach aims to see residents with dementia as individuals, rather than focusing on their illness or lost abilities. We take into account each individual's unique qualities, abilities, interests, preferences and needs. And our main priority is treating residents with dignity and respect. Each resident with dementia has their own individual care plan, which summarises how staff can encourage and maintain the unique strengths of the person with dementia while meeting his or her needs for support. This plan is reviewed at regular intervals, at least once a month. Staff at all levels have received training in how to care for people with dementia and have received a Dementia awareness training. This enables them to understand the difficulties in communication that a person with dementia may face, and to help them express their wishes and needs.

FURNISHING

We will be pleased to provide furnishings where Residents are unable or do not wish to bring their own, there will be no extra charge for this.

Residents should feel free to bring selected items of furniture and personal possessions for their rooms and the manager will be happy to discuss this with prospective Residents.

ACCOMMODATION

we are a small home with 23 single bedrooms out of which 11 are en suite. We are proud to present a homely atmosphere.

VISITING

There is open visiting.

LAUNDRY

Towels and bed linen are provided, Resident's personal clothing is laundered on the premises free of charge. All clothing must be marked with the Resident's name and be machine washable.

QUALITY ASSURANCE

The home encourages the Residents to take an interest in the development of the services available to them within the home. Regular meetings are held between Residents and senior staff at the home, enabling the Resident to voice their opinions about the service provided.

ENQUIRIES AND VIEWING

Residents representatives are most welcome to come and view the home for suitability for their loved ones. To arrange a visit or for more information and advice on the home and what to do next please call the manager on **01761 413143**.

MEALS

Meals may be taken in the dining room or in the Resident's own room, according to personal preference. Flexibility of meal times can be arranged.

Tasty, attractively presented meals are provided daily. Specific dietary needs are catered for and drinks are provided by the Staff on request, at any time day or night.

MEDICAL & OTHER SERVICES

Residents may retain their own G.P. if local or arrangements can be made to register with a G.P. of their choice. Help with selection can be given to those Residents new to the area.

Whitehaven has a visiting Chiropodist, Optician and Dentist. Residents retain their right to NHS facilities.

Visiting hairdresser, in-house beautician, newspaper and personal shopping services are available. Please speak to a member of staff if you require this to be set up.

ADDITIONAL INFORMATION

Prospective Residents are initially offered a day visit (free of charge), followed by a months trial period to ensure that the home is able to meet individual clients needs.

In the event of a visit being impracticable, a visit to the Resident's own home can be arranged, to answer any queries and assess the type of individual care necessary.

At Whitehaven Residential Home, the personal dignity and privacy of all our residents are respected at all times. We understand that people don't lose their right to take part in decisions about their lives just because they have dementia, or because they have moved into a care home. Our residents are included in plans and decisions about their care, and helped and supported to make choices. Whether it is choosing food, clothes or activities, their likes and dislikes should be taken into account fully. We also see relatives and close friends as playing an important role in complementing the support and care offered by the home.

Residents with dementia are encouraged and supported in maintaining independence within their capabilities and our staff are dedicated to helping residents maintain existing interests.

The care team also create opportunities for residents to spend time together and get to know each other through a wide variety of social opportunities. We also encourage residents to bring in some of their own furniture and possessions to aid their transition to a new environment and maintain a sense of familiarity, which is particularly important for residents with dementia.

Residents with dementia are also encouraged to maintain relationships with people outside the care home. Just because a person has entered a care environment, this should not mean the end of many of the familiar routines that have helped shape their day.

Our staff ensures that residents are able to spend time outdoors. Regular exercise, fresh air and natural light are important for a person's well being. We encourage residents to be active and do things that give them pleasure.

At Whitehaven Residential Home there is always a member of staff available to talk to the person, their friends or relatives about any worries they have. Our staff are supported at all times by the care home manager, who is actively involved in care forums organised by BANES, our local authority.