



Trusted care and
support since 1953

Contents

Welcome	3
Our aims	4
Making your decision	5
Accommodation	6
Bedrooms	7
Staff	8
Personalised care	9
Activities and social life	10-11
Catering	12-13
Fees and registration	14-15



Welcome to James Hiron

At James Hiron, we have been providing excellent care since 1953. Our success has been built on high-quality service and our desire to constantly improve our support and facilities. James Hiron is a charity-run home, governed by a Board of Trustees.

We are very proud of the unique personal care we provide to each resident, which is tailored to meet their individual needs. We offer a high standard of accommodation and facilities within a home of unique character and

distinction. Our beautiful gardens have regularly won Leamington in Bloom awards, while our home cooking offers choice to suit all individuals' tastes and needs.

Choosing a home for your loved one can be a hard decision, but you are welcome to come and experience our warm and friendly atmosphere to help you make that choice.

We look forward to showing you around.

“Our success has been built on high-quality service”



Our aims and philosophy

We are committed to giving residents the highest standards of care and access to excellent facilities, in a warm, friendly and stimulating environment that ensures privacy, dignity, choice, rights, independence and support.

We work to develop our highly trained staff so that they provide the best care to all residents. Working in partnership with residents and their relatives, we ensure their needs are met and provide peace of mind to all.

“We ensure privacy, dignity, choice, rights, independence and support”

Making your decision

Should you choose James Hirons, we will do everything we can to help you feel at home. Our staff offer hospitality, service, quality, value and 24-hour support. Your friends and relatives are welcome to visit at any reasonable time.

To help you reach your decision, we invite you to visit us and experience our unique atmosphere.





Accommodation

James Hirons is a classic Victorian home, set in a quiet, residential area of Royal Leamington Spa, close to all of its amenities and within easy access of the town centre.

The house retains many original features – the centrepiece being the magnificent lounge with its atrium and fine plasterwork. We provide modern facilities, meeting all care regulations and standards.

We have three large lounge areas, and our two bright conservatories overlook the extensive, wheelchair-accessible gardens, which feature a lily pond, small orchard, bird boxes and feeders, large lawn areas and a spacious terrace – ideal for afternoon tea.



Bedrooms

“We provide tasteful modern facilities, which meet all care regulations and standards”

Particular attention has been paid to each of our 23 single occupancy bedrooms, which are available across three floors, with easy access to first and second-floor rooms via lifts and stairlift-fitted staircases.

All but two of the bedrooms have en-suite facilities and each floor has modern bathrooms.

We encourage residents to bring their belongings and small furnishings to add personal touches to their rooms, to make them feel at home. Every bedroom has a television and a call bell. Residents can make separate arrangements to have private telephone lines installed, but some residents may wish to opt for a personal mobile phone instead.

Bedroom fees vary by room size and views.



Staff

All of our staff are carefully selected for their professionalism, reliability, integrity, friendliness and commitment to care.

Our full-time Home Manager is responsible for the Home's day-to-day running, and is supported by the Administrator and Deputy Manager. Each shift is headed by an NVQ 3

qualified senior carer who supervises the NVQ 2 qualified care assistants. Our other support staff include catering, housekeeping, laundry, maintenance, a receptionist and two activities organisers.

We carry out routine DBS checks and insist that our staff register with the relevant authorities.



Personalised care

Our residents are at the heart of everything we do. Prior to admission, our Home Manager meets with each potential resident to assess their individual needs. We then build a personal care plan tailored to those needs.

We always respect our residents' right to make their own choices, and we also take their family members' views into consideration.

Residents are welcome for respite, convalescence/post-operative and long-term stays, and even day care.

“Our residents are at the heart of everything we do”



“Our activities organisers run a varied, weekly programme of fun activities”



Activities and social life

Our activities organisers run a varied, weekly programme of fun activities such as group exercise, knitting, quizzes, musical entertainment, drama groups, local choirs, horticultural therapy, aromatherapy, arts and crafts, pets as therapy, and visits by students, community groups and volunteers. Residents are welcome to get involved in as many or as few as they wish.

We also arrange weekly visits from a hairdresser and calls from a chiropodist and other specialist services. We have newspapers delivered daily and we

also receive monthly visits from the mobile library service.

All religions are welcome at James Hirons, so we are happy to make arrangements for those wishing to attend local religious services. Clergy members also call in regularly and hold monthly communion services.

Maintaining contact with family and friends is vitally important and visitors are welcome at any reasonable time of the day.



Catering

Only high-quality, locally sourced ingredients go into the food we serve, providing healthy, nutritious menus that offer choice and a variety of foods, and cater for specialised dietary requirements.

All of our meals are freshly cooked each day by our catering team, and our kitchen carries a five-star food hygiene rating from the Environmental Health Department.

Food is also an integral part of our residents' social lives. If they wish, our residents may dine together in groups of two or four in our beautiful, split-level dining room. Relatives and friends are also welcome to join residents for meals at no charge.



“Only high-quality, locally sourced ingredients go into the food we serve”





£ Fees schedule

We provide value for money and operate on a not-for-profit basis. Our fees vary according to room allocation and the level of care required. Rates are available upon request; these are reviewed annually or more frequently if the resident's dependency changes.



The Home Manager is always available for advice. However, residents requiring assistance with financial matters can be referred to an advocacy service for confidential, impartial guidance. Privately funded residents whose funds become depleted can apply to the Trustees for financial support and each case will receive sympathetic consideration.

What is included in our fees?

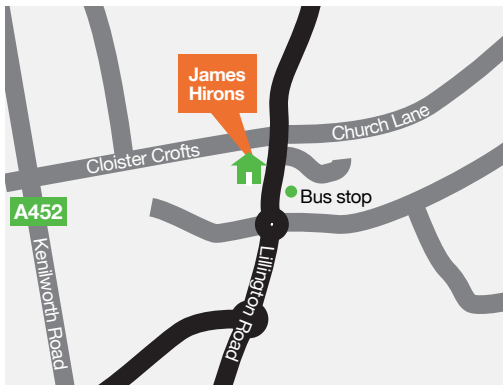
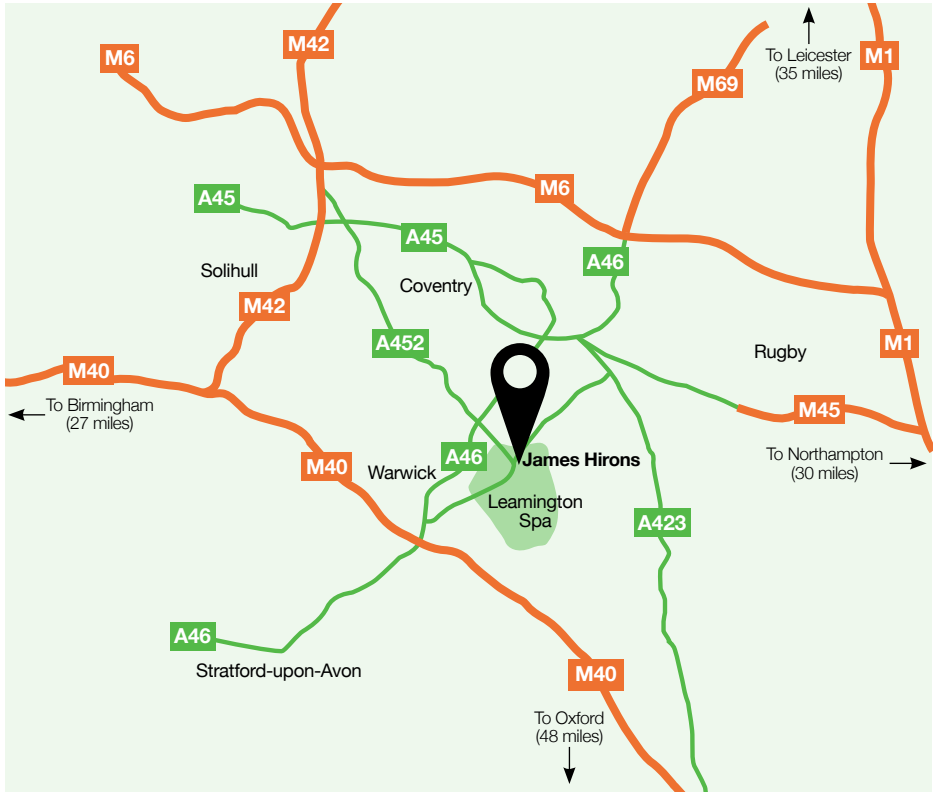
- Accommodation
- 24-hour attendance of fully trained staff
- 24-hour call bell system
- GP visits, or surgery appointments
- Optician visits
- Wi-Fi
- High-quality home cooking with provision for special diets
- Full central heating and electricity
- Laundry service
- In-house activities and entertainment programme.

What is not included?

- Weekly visits from the hairdresser in our hair salon
- Regular chiropodist visits
- Dental visits and treatments
- Taxis and escorts to and from hospital or doctor's appointments
- Dry cleaning
- Newspapers and postal services
- Any items not specifically included in the 'What is included in our fees?' section.

Registration and regulation

We meet all the requirements needed by the Health and Social Care Legislation Standards. We are registered with – and regularly monitored by – the Care Quality Commission and our latest inspection report is available at www.cqc.org.uk



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