



BIERLEY COURT

Bierley Court Care Home
49a Bierley Lane,
Bradford, West Yorkshire,
BD4 6AD

WELCOME

Located in the Bierley neighbourhood in Bradford, Bierley Court offers residential care for the elderly, people suffering from dementia, and disabled members of the community. The home has experienced, well-trained management and staff who are friendly and courteous. We know how to provide the highest standard of care, by treating residents with dignity and respect.

With lovely gardens and situated in a pleasant part of the city, Bierley Court has served the area well since it was purpose built in 2001. Residents can enjoy the homely atmosphere of our communal spaces alongside the privacy and comfort of their own en suite bedrooms. Individual care and the personal touch are important to us and people from all cultural, religious and ethnic backgrounds are welcome. From care plans to the daily menu, and from activities in the home to the décor, we listen to the wishes and requirements of all our residents.

Bierley Court provides a safe and secure environment. Frail and elderly residents are given assistance and support wherever and whenever it is needed and there is wheelchair access throughout the home. We are situated close to local shops, parks, cafes and other amenities and there is a bus stop right outside the home for easy access to the city centre. Our ongoing links with nearby churches, schools and societies help make the home special and the local community plays a big role in life at Bierley Court.

We welcome visits from friends and family and encourage input in helping make decisions around the home, in addition to the individual care we provide. There are plenty of opportunities for participation in our extensive activities programme and to continue supporting and caring for loved ones while they are with us.







ACCOMMODATION, CARE & FACILITIES

Bierley Court has 40 bedrooms ranged over two floors, with lift access to the first floor and disabled access throughout. Each resident has a spacious single room with a window view, en suite toilet and wash basin. The home accommodates elderly residents, people with physical disabilities, and those with dementia. We also offer respite care for those who need our services for a short period of time. Every resident is supported by our fully-trained care team and can call for assistance at any time day or night.

The home and its gardens have been recently redecorated and refurbished. There are two comfortably appointed lounges which offer television and recreational activities, along with an additional quiet lounge and two dining rooms. Residents who can bathe independently are free to do so using our spacious bathrooms. We also have all the equipment required for those who need assistance washing. Staff help residents with mobility both inside and outside the home. When the weather is good or when a breath of fresh air is desired, our residents can enjoy the secure patios and gardens at their leisure.

“Staff at Bierley Court are passionate about what they do”

Staff at Bierley Court are passionate about what they do and aim to provide the highest possible standards of care. Our team consists of senior carers and care assistants who are trained to work with frail and elderly people. They have special qualifications in caring for dementia sufferers and those with physical disabilities.

The excellent chef and kitchen staff cook up delicious and nutritious meals on a daily basis, taking into account the dietary requirements of each individual resident. Meanwhile the house keeping, domestic and laundry teams ensure every inch of the home is clean and hygienic. The building is



maintained and kept secure by the maintenance staff, who can also help residents change the décor of their rooms. Our activities coordinators plan a whole range of exciting and stimulating sessions within Bierley Court, in addition to excursions outside of the home, to ensure that residents live life as fully as they are able. Our managers running the home make sure professional standards are met – and exceeded – while keeping a close eye on everybody’s wellbeing.

Staff training takes place on an ongoing basis, with carers regularly completing their update courses according to national guidelines. Many of our staff take additional courses and extra training to advance their careers and improve their contribution to Bierley Court.

Teamwork is what underpins our approach. Everyone works together as a team, and alongside external professionals such as doctors and district nurses, to ensure that the needs of each individual patient are met. We are committed to protecting the rights of every resident in our care, ensuring their dignity, privacy and choices are respected.









EATING, ACTIVITIES & ENTERTAINMENT

No matter how young or old you are, food is one of life's great pleasures. We make sure that residents at Bierley Court receive meals that are nutritious, delicious and enjoyable to eat.

Cooked breakfasts, cereals, porridge, toast and fruit are available every morning. The main meal is served at lunchtime each day, which is when our residents prefer it. There is a choice of two cooked dinners on the menu and with input from our residents we regularly update the menu to include their favourites. Popular choices include hearty Yorkshire food such as stew and dumplings, and steak and ale pie. If a resident does not like what is on the menu at any time, omelettes, jacket potatoes and other favourite options may also be requested. In the evening, light suppers are served with hot and cold choices. Mid-morning and afternoon teas are served every day, offering a selection of drinks as well as biscuits, cakes and portions of healthy fruit.

Our chef takes into account the specific dietary requirements of each resident. These might be down to a condition or allergy such as diabetes or wheat intolerance, they might be due to culture or religion, or purely based on an individual's tastes. Mealtimes present the opportunity to socialise, however anyone who wants to eat in the privacy of their room is free to do so.

"Bierley Court has wonderful, secure garden areas, which are excellent for summer barbeques & garden parties"

Residents are encouraged to continue their hobbies and interests when they move to Bierley Court. Our dedicated activities coordinators run a programme of exciting and stimulating sessions every week. Activities range from games such as bingo and dominoes to card making and knitting. Baking is a favourite, with our cookery group making and decorating cakes for afternoon tea. For people with dementia,



and mental infirmity we offer a series of structured activities including reminiscence sessions. There is an organ in one of our lounges, which residents use for impromptu sing-alongs and once a month we welcome entertainers who bring music, singing and comedy into the home. Music for Health is an organisation specialising in entertainment for residential homes and they visit Bierley Court on a monthly basis – everyone grabs a different instrument and plays along. We celebrate a whole range of special occasions including Christmas and Easter, the saints days, Halloween and residents' birthdays.

Bierley Court has a wonderful garden with lawns, which is excellent for summer barbeques and garden parties. It is also home to our gardening club, with its greenhouse and raised beds for growing vegetables and salads starting in the spring. What is grown in the garden is used by the chef in the kitchen.

Residents are encouraged to go on regular excursions, from shopping trips to pub lunches and visits to local parks or beauty spots. During the summer we organise trips further afield – Knowsley Safari Park and Bridlington are popular destinations.





AT THE HEART OF THE COMMUNITY



Bierley Court is situated south of Bradford city centre and plays an important role in the local community. It has a reputation for being one of the best facilities in the area offering residential care for elderly people, the disabled and dementia sufferers.

Local people don't see us as a residential home, we are considered to be part of the neighbourhood. There are close ties with local schools, with pupils coming in to entertain with singing, plays and music performances, particularly at Christmas and Easter. Our residents are also invited to visit local schools to watch plays, attend assemblies and meet and talk to the children.

Residents who are mobile can easily go out shopping, visit friends and family, or continue taking part in the same clubs and societies they were members of prior to moving to Bierley Court. Those in wheelchairs or with other mobility issues are able to use nearby amenities accompanied by staff and/or friends and family. We are only five minutes away from Bierley Hall Wood with its lake, woodlands and recreation areas, which residents enjoy visiting. There is a bus stop right outside Bierley Court, which provides easy access to the centre of Bradford and other parts of the city.

Nearby churches are in regular contact, and all faiths are respected here. Church of England services are held monthly in the home for members of that faith. These services include hymns which makes them popular with residents. Relevant ministers and priests of other religions are invited to visit according to the individual needs of any resident. Volunteers from the local community centre regularly come to the home to deliver a variety of activity sessions for our residents from reminiscing to cookery and arts and crafts. We also have local volunteers who support the home by helping in the garden and by baking and donating items for our fundraising fetes and raffles. Residents of Bierley Court do not only benefit from the local community, they continue to actively contribute to it, making the home a well-loved feature of the area.







FRIENDS & LOVED ONES

We encourage relatives and friends of people living at Bierley Court to play as full a role as possible in the life of the home. Family and friends can visit at any time, day or night, and we have a new tea room upstairs where residents and their visitors can sit down for tea and biscuits served by our staff. We have added a children's area to the garden for our younger visitors to enjoy. Arrangements can also be made with staff for residents to leave the home to visit with friends or relatives.

Our manager has an open door policy and is always willing to discuss the needs of residents with their relatives. Relatives meetings are held every two months and provide the opportunity for relatives to keep up to date with news from the home, as well as share their thoughts and opinions. In addition, our manager runs a surgery for family members on the first Wednesday of every month.

Relatives can play an important role in the care being provided. Arrangements can be made for anyone who wishes to eat with their loved one. Some relatives want to help with the care that their loved one receives and if this is the case we welcome their involvement. When care plans (see page 23) are reviewed and changed, residents can have whomever they wish present and this often involves family members and, where relevant, social workers. We encourage close relatives to take the greatest interest in care plans and their development.

There are plenty of opportunities for friends and family to volunteer at the home, attend our coffee mornings and even run activities here. Relatives are invited to take part in our raffles held to raise money for improvements to the garden. Of course, they are also invited to our garden parties and summer barbeques. We hold regular themed fundraising nights celebrating food and culture from around the world, one country at a time. Friends and relatives are all invited to buy tickets and come and join in – there is food, drink, music, a quiz and lots of fun.







Bierley Court has a long-serving, stable group of staff. The bonds between people living at the home, their families, and those working here have become very strong over the years. Thanks to this our home has developed a close-knit family atmosphere. The relatives of our residents are an integral part of this, and one that we could not do without.





INDIVIDUAL CARE

At Bierley Court, providing individual care is one of our core values. The personal requirements, preferences and wishes of our residents guide us in everything we do, and because of this Bierley Court has a truly homely and comfortable atmosphere.

From rising in the morning to retiring at night, residents make their own choices throughout the day. What is eaten at mealtimes, whether residents join in or opt for privacy, what is shown on the TV and all the activities available, everything is based on the wishes of everyone living in the home.

Residents are encouraged to personalise their rooms by bringing with them their favourite pictures, ornaments, keepsakes and furniture. Electrical equipment such as televisions, radios, CD players and computers can be brought to the home, and privately paid telephone and broadband lines can be installed. If a resident wishes, we can also help personalise the décor of their room – within reason.

Everyone who lives at Bierley Court has a dedicated carer called a key worker. This member of our team will pay special attention to a resident's personal needs and wishes, helping them settle and supporting them in a whole range of ways. From helping to remember relatives' birthdays through ensuring residents get the meals they want, and on to assisting with medical issues, key workers are a vital part of individual care. Doctors from four GP practices in the area visit Bierley Court to see their patients here on a daily basis, along with the community matron and district nurses.

Every resident has a care plan which is developed with the resident, their family members and input from social services, where relevant. This begins with an assessment before entering the home and continues after arrival. Any physical ailments or medical conditions are key elements in a care plan, but the personality of the individual is also very important. Learning about each resident's life experiences, family, career, hobbies, interests, friendships and beliefs helps us provide more personal care.





Residents are involved with choices around Bierley Court. They help decide how communal areas and gardens are decorated and used. We regularly update the menus, adding favourite dishes and removing unpopular ones as tastes change. And the activities we do in the home are entirely dependent on what residents want to do.

Bierley Court has its own pampering salon so that residents can have their hair cut and styled or perhaps enjoy a manicure from time to time. Alternatively, they can choose to visit their hairdresser or barber of choice in Bradford. We can call in opticians, dentists, chiropodists, physiotherapists, reflexologists and a range of other services as and when individual residents require them.

“Bierley Court has a truly homely & comfortable atmosphere”







BIRLEY ANGLING CLUB
NO FIRES ALLOWED
LEAVE LOTTERY

LEAVE LOTTERY
LEAVE THE CLUB

IN SUMMARY

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Type of service:	<i>Care Home without Nursing</i>
Registered organisation that provides care:	<i>Handsale Limited</i>
Registration:	<i>Registered to accommodate a maximum of 40 service users</i>
Total Staff:	<i>40</i>
Activities Coordinators:	<i>2</i>
En suite bedrooms:	<i>40</i>
Total bath/shower rooms:	<i>5</i>
Assisted bath/shower rooms:	<i>2</i>
Lounges/recreation rooms:	<i>2</i>
Quiet Rooms:	<i>1</i>
Dining areas:	<i>2</i>
Hair & beauty salon:	<i>Yes</i>
Gardens:	<i>Yes</i>
Sensory Garden with secure access:	<i>Yes</i>
Visitor parking:	<i>Yes</i>
Lift access to all floors:	<i>Yes</i>
Wheelchair access:	<i>Yes</i>
Pets allowed:	<i>Yes</i>
Visiting GP	<i>Yes</i>
Visiting Physiotherapist:	<i>Upon request</i>
Visiting Chiropodist:	<i>Yes</i>
Visiting Dentist:	<i>Upon request</i>
Visiting Optician:	<i>Yes</i>
Visiting Chiropractor:	<i>Upon request</i>

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ABOUT HANDSALE

Founded in 1988, Handsale has over 24 years experience in healthcare and currently operates eight care homes, all of which are located in the United Kingdom. Starting as a family business all those years ago, our core values have not changed to this day – we believe that everyone has the right to dignity, respect and choice. Handsale promises the highest quality individual care.

Each Handsale care home is exactly that – a home. They are all situated in carefully chosen areas where our residents can continue to lead fulfilling lives while feeling confident and secure. All of our homes are run with an ethos based on quality, trust and support. We pride ourselves on being an integral part of each of the communities we serve.

Clear, honest and easy communication is important to us in all our dealings. Our fully-trained professional staff play a crucial part in this. We currently employ around 600 people, all of whom provide our residents with the friendly, personal and compassionate care they deserve, whilst also providing an environment in which both residents and their families feel safe, secure and happy.

Our managers are all experienced, skilled and caring. Each of them has an open door policy should you have any questions or require further information.

But most importantly, we promise we will never let our standards slip. Here at Handsale we will never waver from our core values and will continue striving for better. That's what we'd want for our own loved ones, and it's no less than you should expect.

