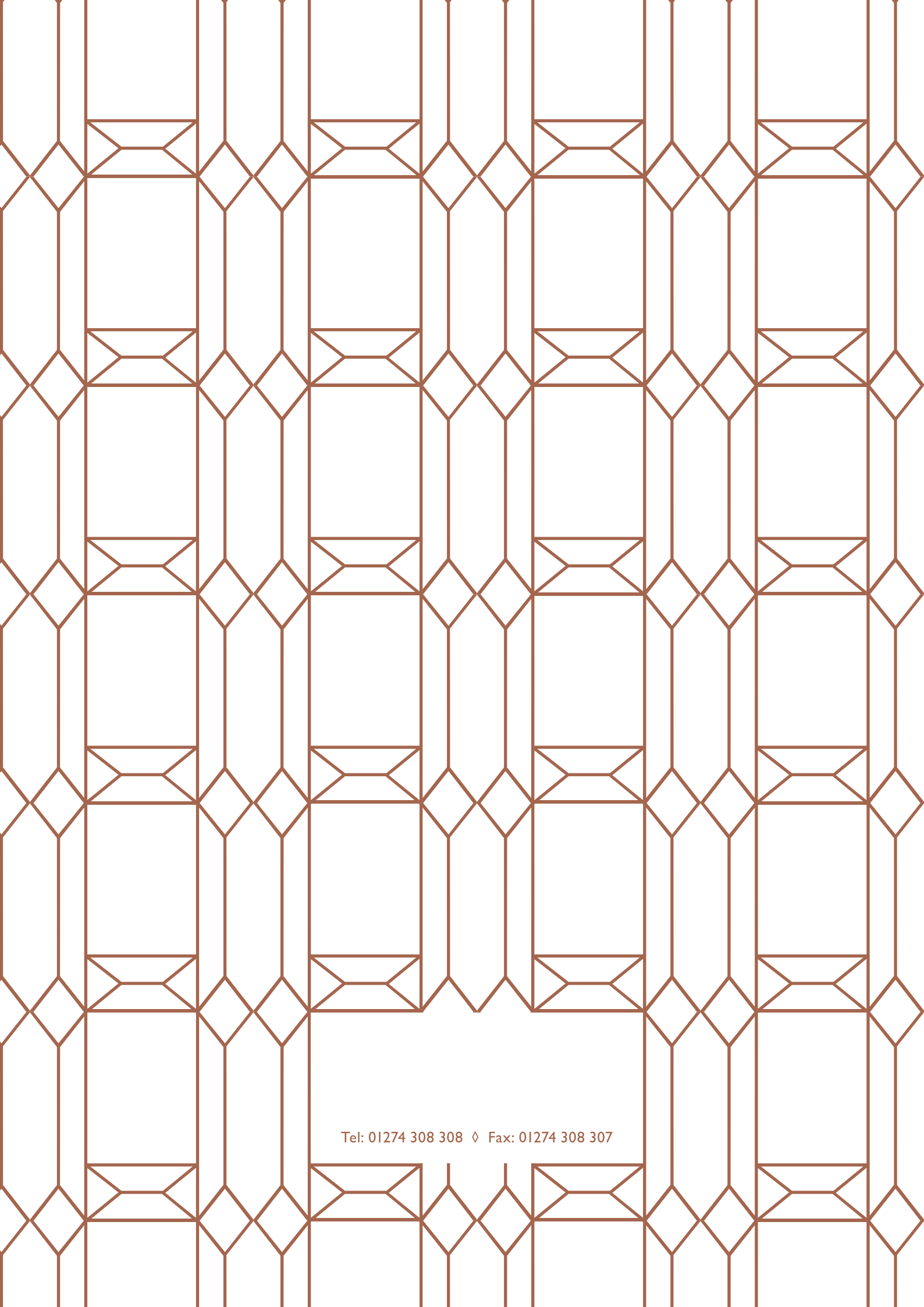




SHAKESPEARE COURT

Shakespeare Court Care Home
1 Shakespeare Close,
Butler Street East, Bradford,
West Yorkshire, BD3 9ES



Tel: 01274 308 308 ♦ Fax: 01274 308 307

Welcome

Situated just minutes from Bradford city centre, Shakespeare Court offers residential care and nursing care for frail and elderly members of the community, as well as those with dementia. The home has experienced, well-trained management and staff who are friendly and courteous. We know how to provide the highest standard of care, treating residents with dignity and respect.

With lovely gardens and close to a range of local amenities, Shakespeare 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 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.

Shakespeare Court provides a safe and secure environment. Frail and elderly residents are given assistance and support wherever and whenever it is needed. There is wheelchair access throughout the home and residents can enjoy nearby parks, shops and attractions in the city. Our ongoing links with nearby churches, mosques, schools and societies help make the home special and the local community plays a big role in life at Shakespeare 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.

Note: Previously known as Rosewood Court, the care home became Shakespeare Court in 2012 when it came under new management and underlines our focus on dignity, respect and high quality individual care.







Accommodation, Care & Facilities

Shakespeare Court has 80 bedrooms ranged over two floors. Each resident has a spacious single room with a window view, en suite toilet and wash basin. The home is divided into four separate units of 20 beds, each catering to different needs.

Our ground floor unit Aspen offers residential care for elderly people, and next door to it is Rowan where we provide residential care for those with dementia. Each of these units is staffed by a team of senior carers and care assistants who are specially trained to work with elderly and mentally infirm residents.

Upstairs you will find the nursing unit Willow. Here we care for residents with immediate health needs and our team includes qualified nurses supported by senior carers and care assistants. Our dementia nursing unit Cedar is also on the first floor, and it provides specialist care for those suffering from advanced dementia, or who may have serious mental infirmities combined with other medical issues. This unit employs mental health nurses, nurses and carers.

“Staff at Shakespeare Court are passionate about what they do and aim to provide the highest possible standard of care”

The home and its gardens provide a secure and comfortable environment for our residents. Each unit has a homely lounge area and dining room. There are also shared recreation areas between the upper floor units, and between the ground floor units, which all residents can enjoy. There are eight bathrooms in total and the upstairs units also have shower 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 they want a breath of fresh air, our residents can enjoy the secure patios and gardens on the property.

Staff at Shakespeare Court are passionate about what they do and aim to provide the highest possible standard of care. Our team consists of mental health nurses, registered nurses,

senior carers and care assistants who are trained to work with frail, elderly and mentally infirm residents. The excellent chefs and kitchen staff cook up delicious meals on a daily basis, taking into account the dietary requirements of each individual resident. Meanwhile the housekeeping, 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 Shakespeare Court, as well as excursions, 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 Shakespeare 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 Shakespeare Court receive meals that are nutritious, delicious and enjoyable to eat. We are situated in a multicultural area and our chef has been trained in preparing halal dishes.

Cooked breakfasts, cereals, porridge, toast and fruit are available every morning. At lunchtime we serve light meals with hot and cold options, such as soup, sandwiches, pastas, salads and so forth. The main meal is served each evening, which is when our residents prefer it. There are usually four or five options on the menu, covering the cultural requirements of all our residents – there are halal and vegetarian choices, alongside popular British dishes. Favourites range from hearty steak and ale pie to tasty curries. If a resident does not like what is on the menu at any time further options may also be requested. 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.

"Shakespeare Court has wonderful, secure garden areas, excellent for summer barbeques & garden parties"

Residents are encouraged to continue hobbies and interests when they move in to Shakespeare 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. Gentlemen like to meet regularly for a can of ale and card games in our mini pub area, while many lady residents enjoy baking for our tea afternoons. For people with dementia and mental infirmity we offer a series of structured activities including reminiscence sessions.



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 Shakespeare 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

Shakespeare Court has wonderful, secure garden areas, which are excellent for summer barbeques and garden parties and can also be enjoyed in good weather.

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, and once a year we organise a weekend holiday to the East Coast.









At the Heart of the Community

Shakespeare Court is situated close to 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. We are a multicultural home and have staff who can communicate in Urdu, Punjabi and, of course, English.

Local people do not see us as a residential home, we are considered to be part of the neighbourhood. We have close ties with Barkerend Primary School, which is right next door, and pupils regularly come in to entertain, with singing, plays and music performances. Residents like the fact that they can see the children playing in the school-yard next door and hear their voices.

Those who are sufficiently mobile enough 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 Shakespeare Court. Residents in wheelchairs or with other mobility issues are able to use nearby amenities accompanied by staff and/or friends and family. We are only a few minutes from the city centre and residents enjoy afternoon and evening trips for meals out and entertainment, including watching performances in Bradford's excellent theatre.

There is a mosque next to the home and Muslim residents attend prayers there, accompanied by a member of staff. All faiths are respected here and are visited by representatives of Church of England, Roman Catholic, Muslim and Sikh congregations in the area. Services for some denominations are held in the home, and relevant ministers and priests of other religions are invited to visit according to the individual needs of any resident.

We have local volunteers who support the home in various ways from helping in the garden and by baking and donating items for our fundraising fetes and raffles. Residents of Shakespeare 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 Shakespeare 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 arrangements can be made with staff for residents to leave the home to visit with friends or relatives. If we have spare rooms sometimes relatives can stay over a night, for instance to enjoy Christmas morning in the home with their loved one, or to be close by when that person is near the end of their life.

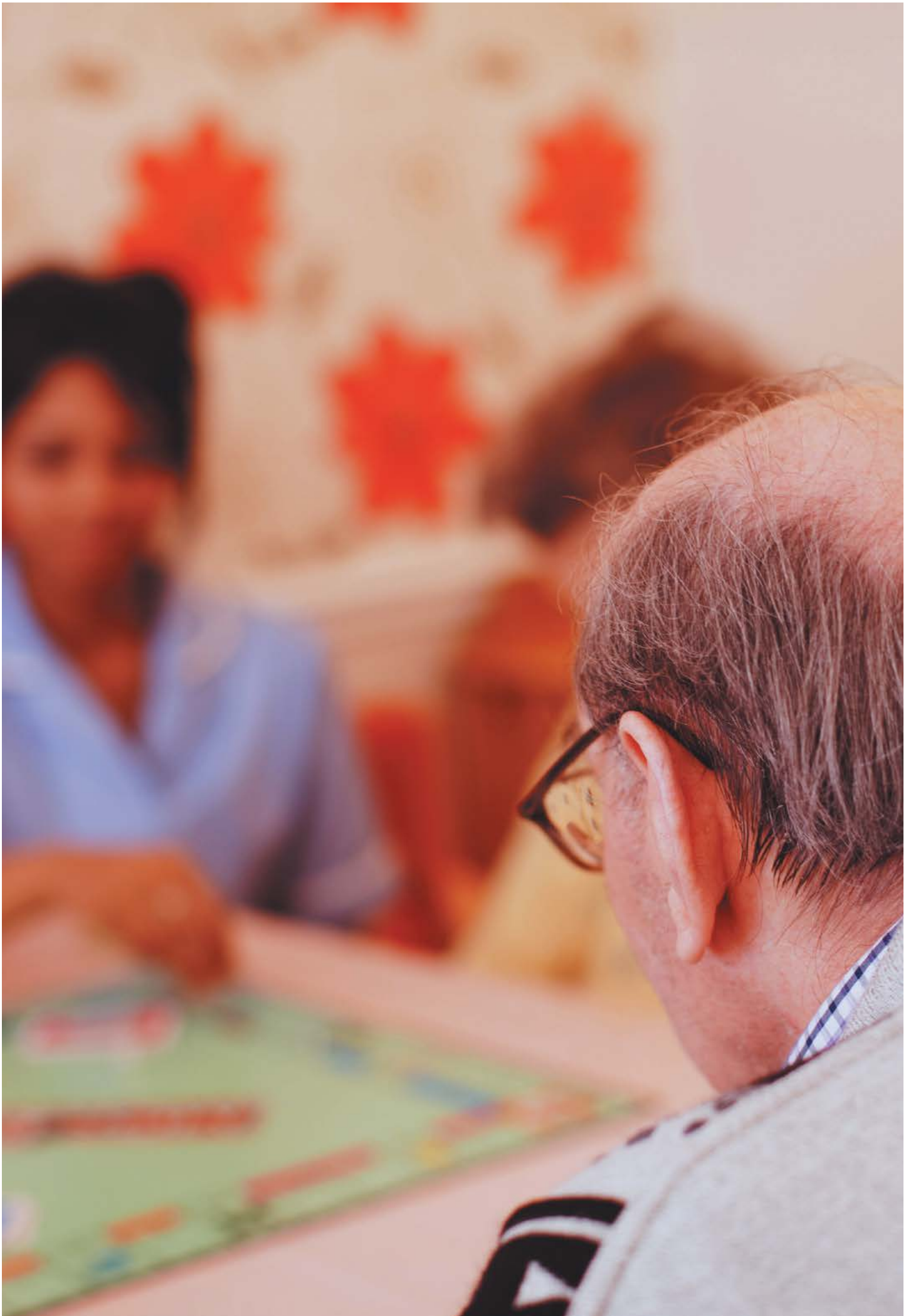
“Our manager has an open door policy & is always willing to discuss the needs of residents with their relatives”

Our manager has an open door policy and is always willing to discuss the needs of residents with their relatives. Relatives meetings are held regularly 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 – dates and times of which are posted on our notice boards.

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 our residents fund. Of course, they are also invited to our Christmas lunch and other celebrations including our garden parties and summer barbecues.

Shakespeare Court has developed its own family atmosphere within the home. The relatives of our residents are an integral part of this, and one that we could not do without.









Individual Care

At Shakespeare 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 Shakespeare Court has a truly homely and comfortable atmosphere.

From rising morning to what 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 Shakespeare 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 in the home 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. For our Asian residents we have staff who can speak Urdu and Punjabi. Doctors from four GP practices in the area visit Shakespeare Court to see their patients here on a daily basis, along with community matrons and district nurses.

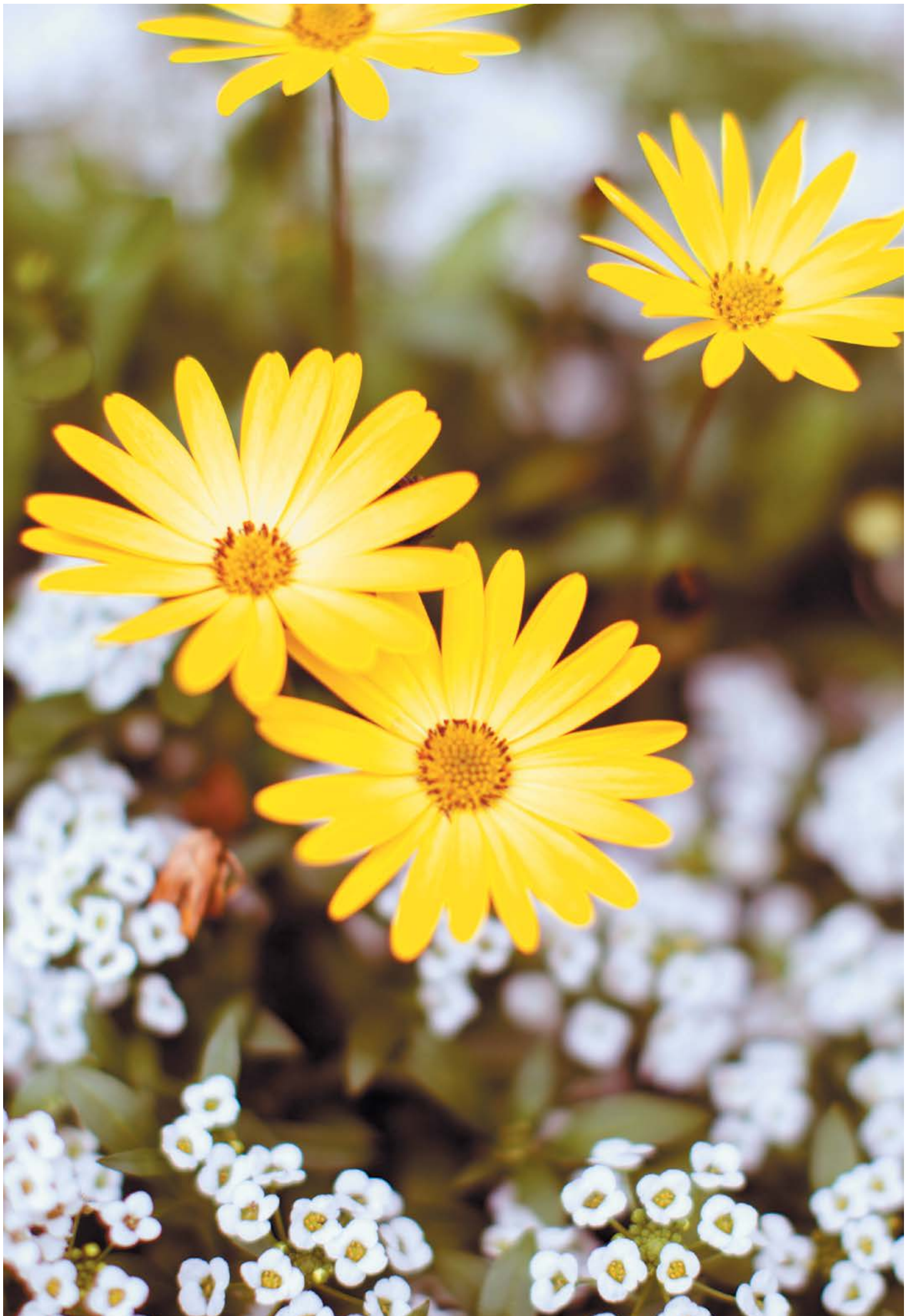
Every resident has a care plan which is developed with the resident, their family members and input from social services, where relevant. This begins with an assessment before entering the home and continues after arrival. Any physical ailments or medical conditions are key elements in a care plan, but 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.

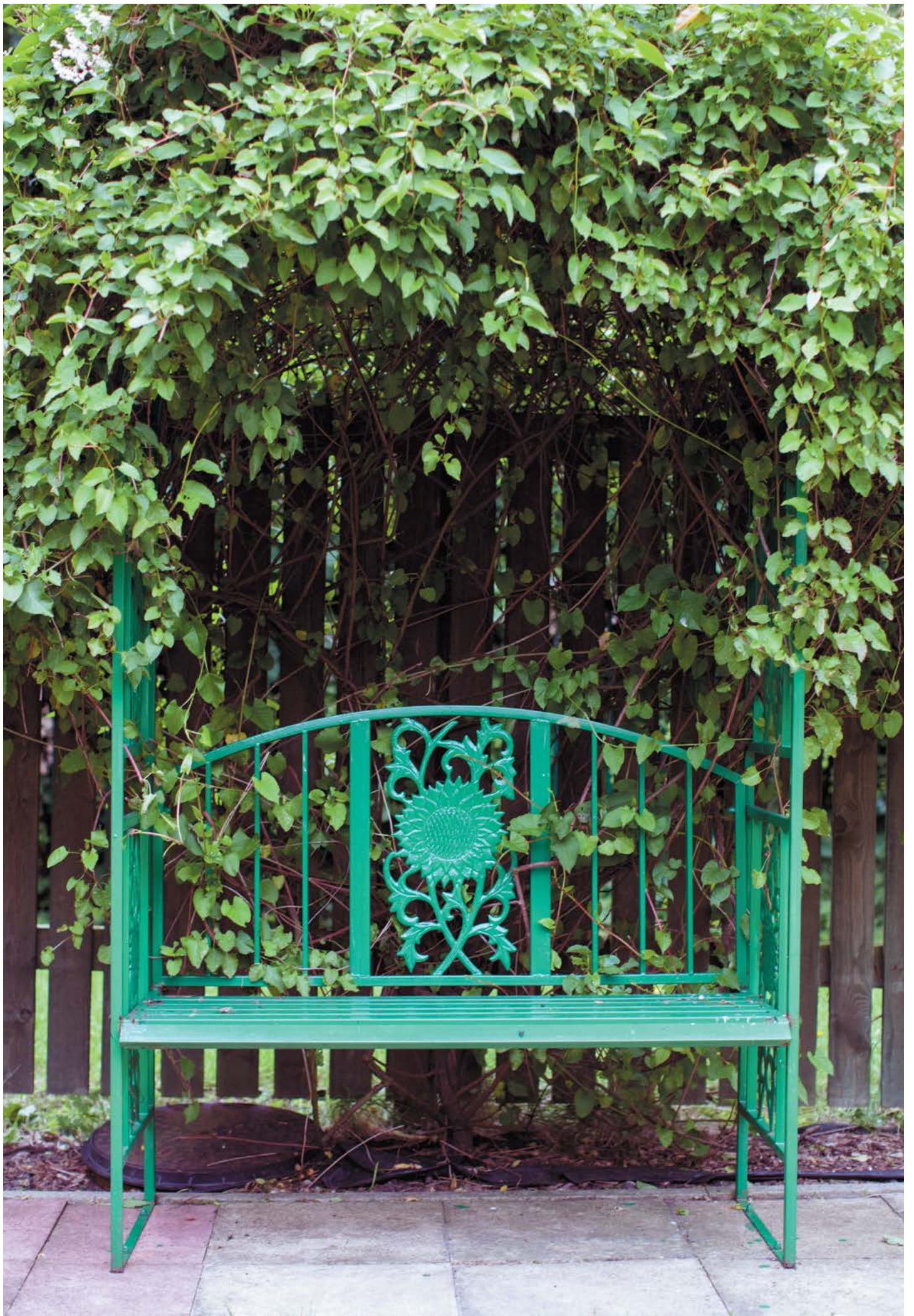
Residents are involved with choices around Shakespeare Court. We hold regular residents' meetings where they help decide how the communal areas are decorated and used, what to grow in the gardens, how to update the menus and what

activities the home offers. At Shakespeare Court, we can call in opticians, dentists, chiropodists, physiotherapists, reflexologists and a range of other services as and when individual residents require them. Residents can also visit their hairdresser or barber of choice in Bradford.

“Shakespeare Court has a truly homely and comfortable atmosphere”







In Summary

Type of service:	Care home with nursing, diagnostic and/or screening service
Registered organisation that provides care:	Handsale Limited
Registration:	Registered to accommodate a maximum of 80 service users
Total Staff:	89
Activities Coordinators:	2
En suite bedrooms:	80
Residential care:	20 Rooms
EMI care:	20 Rooms
Nursing care:	20 Rooms
EMI nursing care:	20 Rooms
Total bath/shower rooms:	6
Assisted bath/shower rooms:	6
Lounges rooms:	4
Recreation Rooms:	2
Dining areas:	4
Gardens:	Yes
Visitor parking:	Yes
Lift access to all floors:	Yes
Wheelchair access:	Yes
Pets allowed:	Yes
Visiting GP:	Yes
Visiting Physiotherapist:	Yes
Visiting Chiropractor:	Yes
Visiting Chiropodist:	Yes
Visiting Dentist:	Yes
Visiting Optician:	Yes

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.



Part of the Handsale group
www.handsale.co.uk