



# BETHANY HOUSE

## Residential Care Home



'Caring for those you care about'

Residential



Respite



Day Care

# The Bethany House Group

The Bethany House Group is comprised of two care homes both situated in the heart of West Cumbria. We are a long established, family-owned business and are celebrating over 37 years of providing exceptional quality care to hundreds of older people in West Cumbria.

We are incredibly proud of both our homes; our caring ethos is prevalent throughout, we have a team of dedicated and highly skilled carers, nurses and support staff who ensure that excellent, compassionate care is delivered 24 hours a day, 7 days a week.

We are committed to providing the highest possible standard of care to the people who use our services. We intend that the service will be safe, comfortable and efficient. Whilst we can never replace your own home we aim to provide the next best thing. It is our mission to enable the people who use our service, to live their lives as independently as possible in the way they choose. We respect all individuals right to choice, to direct their own lifestyle, to take reasonable risks and to control their own lives to the absolute limit to which they are capable.

## A note from the manager

Hello and a very warm welcome to Bethany House

Firstly we'd like to thank you for considering Bethany House for yourself or your loved one. We hope this brochure will give you an insight into our wonderful home but if you'd like to talk to us or ask us any questions, one of our friendly team are always available.

Bethany House is our 18 bed residential home in Whitehaven, just minutes from the historic town and harbour which our residents love to visit on days out. Set over 4 floors of a circa 150 year old building you will find the kitchen and laundry occupying the basement while the living accommodation and 8 bedrooms are situated on the ground floor. There are a further 10 bedrooms on the first floor (accessible via a grand staircase with a chair lift fitted for residents convenience and our on-site training room, office and staffroom take up our second floor.

During the day you will always find 1 senior carer, 2 carers and 1 trainee carer, as well as Domestic's, Kitchen staff and Management. Throughout the night we have 1 senior carer and 1 carer in the home to meet the needs of all our residents. We offer 24 hour care for both long term and respite needs and will be more than happy to discuss your requirements & help you in making a fully informed choice.

We look forward to seeing you soon,

*Alana & all the staff*

# Who are we?

## The Owners

The owner of Bethany House is Joy Ditchburn. Joy operates the company Bethany House Group, the group consists of Bethany House and Bethshan Nursing Home.

Joy and her husband David were both born and raised in West Cumbria, with Joy completing her training to become a Registered General Nurse (RGN) at West Cumberland Hospital, together they did some volunteering in their early years but their hearts remained in West Cumbria and in 1986 they returned and bought, what was, St Nicholas' Vicarage - and is now Bethany House.

They have had the privilege of being entrusted with the care of hundreds of older people, mainly from West Cumbria, but quite often other parts of the country as well.

However it has now come to the point in their lives for Joy to join David in retirement and hand the reigns to 2 of their 5 children. Daniel Ditchburn and Rachel Ward. Daniel and Rachel have both grown up in the residential home environment and are knowledgeable, experienced and excited to move forward in this role.

## The Bethany House Team

The home's Registered Manager is Alana Brown-Telfer, who has a wealth of knowledge and is very passionate about the care our residents receive. Alana has worked for the company since December 2002. Starting as a trainee in our office, working up to Office Manager and then on to Registered Manager. She heads up a team of fully trained, dedicated carers and staff to ensure around the clock care.

Alana is supported by Bethany Singleton who is the Homes Deputy Manager, Beth has been in the care sector for the last 13 years, starting as a Senior, to Unit Manager, to Deputy Manager. She is very passionate about her role and loves to make a difference in our residents lives.

Along with their wonderful team, everyone in the home understands that our residents care, happiness and safety is paramount.

We fully believe that everyone should be valued as an individual and by working with our residents, their relatives, friends and carers we maintain and promote the wellbeing of each and every person in our care.

*"Thank you for all the wonderful care & attention that you gave to my wife. For the last five years we have had nothing but the best from you all."*

# Who are we?

## Who calls Bethany House their home?

Nearly all who come to live here at Bethany House are older and retired people who for various reasons have found living alone a little difficult. For most, it has been a decision they have made, alongside their family and friends. They tell us that they have made the decision for many reasons but mostly have thought it would be beneficial for them to live somewhere where there are people around to help at all times, should they need it.

## Why choose Bethany House?

Bethany is a very friendly place to live, people make friends very quickly once they move in, even if they do not know anyone else at first.

We want all people who come to live here to feel happy, cared for, respected and valued as an individual. Alana and her team do their utmost to ensure that each resident feels exactly that.

Across both Bethany House & Bethshan our staff arrange many activities for our residents to do. As well as local entertainers coming into to the home's, you will often see our residents & staff out and about in the glorious sunshine so residents can enjoy an ice cream and some sea air.

## Your Room

Each resident at Bethany House has their own bedroom complete with en suite. It is their own personal space, to decorate as they wish and make as homely as possible. We encourage each resident to bring photos & ornaments as well as their own furniture (this is subject to a full risk assessment, please ask us for more details).

We also give each person the choice of changing the decor in their room if they wish. They are welcome to have their own television in their room were they all have access to Free View, if they wish they can have Sky TV installed (at a cost to the resident).





## Your Life

At Bethany House we want you to feel as comfortable and as close to being in your own home as possible. We encourage our residents to get up in a morning and go to bed at night whenever they wish, some people decide to retreat to their rooms during the day for some rest too. Our aim is to help each and everyone of our residents to be as free and relaxed as we can possibly make it in a happy and homely environment.

We fully believe that everyone should be valued as an individual and by working with our residents, their relatives, friends and carers we maintain and promote the wellbeing of each and every person in our care.

## The Lounge, Day Space & Conservatory

Bethany House has 2 comfortable, spacious lounges and one large conservatory. It is important to us that you have enough space to live comfortably and meet your visitors, whether that be in your own private room or downstairs in one of the four sitting areas within the home.

Any activities or social events are usually held in the conservatory so that the other areas in the home are left available for those who would prefer to sit quietly.



*“Not only do (all the staff) conduct themselves in a professional manner but they so obviously really care for their 'residents' (perhaps a more accurate description would be their 'Friends').”*

# Meal Times & Menu

It is important to us that you have food that you enjoy and that mealtimes are something that everyone looks forward to. We have an excellent, varied menu that is prepared freshly on site each day, if there is something you'd like to request then we welcome your choice and endeavour to prepare it for you.

Snacks and hot drinks are always available for you at anytime of the day or night, our staff will be happy to get you what you would like, however we do have set meal times;

*Breakfast* 9:00am or served at a time that suits you.

*Morning Refreshments* 10am - Coffee, Tea & Biscuits

*Lunch* 12pm - Choice of main course followed by a selection of cakes and a hot drink

*Afternoon Refreshments* 3pm - Coffee, Tea & Biscuits

*Evening Meal* 4:30pm - Choice of Soup and a selection of sandwiches or hot snack and choice of dessert

*Supper* 7pm - Choice on toast, cereals, crumpets & hot drinks

Each day we have a menu from which the residents get to choose what they would like to eat that day, there is a choice for breakfast, lunch, tea & supper

*"From the bottom of our hearts thank you for the care, patience, love and dignity you gave our dad in the last months"*



# Photo Gallery





## Bethany House

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## Bethshan Nursing Home

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