

A warm welcome to

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# Westall House Residential & Dementia Friendly Care





## Welcome to Westall House

We are delighted that you have made the time to take a closer look at Abbeyfield, Westall House.

Based in the charming village of Horsted Keynes, an area of outstanding natural beauty, Westall House are proud to offer a variety of services designed to help you should your needs change.

At Westall House we offer a home from home experience, and our staff are crucial to creating this homely, friendly and welcoming environment. We understand that moving can mean a big lifestyle change, and our dedicated team are always here to help support you and your family. Committed to delivering compassion and companionship, as well as practical help, we are proud of our outstanding reputation and profile within the local community.

Living together as part of a community is what makes Westall House special. Although each of the services are managed separately, you can enjoy the shared communal areas such as the gardens, dining room, lounges and reception areas. There are often activities and events arranged by the staff that you can choose from to make the most of your retirement.

At Westall House, you'll benefit from your own comfortable room with ensuite, and we encourage individuals to bring in personal items such as furniture, pictures and decorations, to make the room as unique and individual as you are.



# Happiness starts with you

We believe in enjoying later life and an Abbeyfield house will always offer you the opportunity to get involved in activities and entertainment – which is a big part of our houses.

We organise regular activities for the residents, so there is always something to keep you occupied, including:

- film afternoons
- themed events
- quiz nights
- visits from a range of entertainers, including musicians and dancers
- events that welcome in your family and friends to the home

Our activities team and volunteers will really get to know you, find out your interests and hobbies and help you to pursue them within the home.

Our Activities and wellbeing team are dedicated to providing a variety of activities and social events to meet all the varying interests of all residents, you will receive a monthly activity and wellbeing programme that you will be supported to join in with.



# Your community

When you live with Abbeyfield, you are part of our community and the wider local community too.

We have many volunteers who choose to share their time with you, whether it's popping in for a cup of tea and a chat, or being involved in the day-to-day life of their local Abbeyfield.

We have established connections with people in our local community who offer varied conversation and a chance to compare different experiences. Variety is the key to any community and we're very proud to offer this at Westall House.



## Residential Care

Rated as 'Outstanding' by CQC (the Care Quality Commission), our residential care accommodates 18 residents in charming, bright single and couple rooms, all with en-suites, and is the perfect way to continue to live independently, with the security of on-site staff who are there 24-hours a day to provide support and companionship when you need it.

We offer relaxed, inviting environments designed to offer comfort, security, friendship and a high level of personal time and care.

We ensure to tailor your care plans to your needs, with the help of your friends, family or any others involved in your care. Daily support such as washing,

dressing and medication support can be provided. Our kind and compassionate highly trained staff provide care assistance 24-hours a day, and we also receive weekly visits from a local doctor.

### Respite Care Package

We also offer short stays for your loved one. Take a break, recharge, and have peace of mind knowing your loved one is being cared for.

Westall House is offering a special 4-week respite care package for the price of 3.

Your loved one will receive exceptional care from our dedicated and compassionate team, while you take some time to recharge.



"We offer not just a care home, but a home with a team that truly cares"

## Dementia Friendly Care

Our brand new purpose-built extension provides dementia friendly care in an exclusive setting, which is sure to exceed expectation. It will accommodate 15 residents in lovely, airy single rooms each with en-suite facilities, and set within warm and homely surroundings.

We understand that dementia affects each of our residents differently, so we tailor our support to suit each person by

finding out what they enjoy. This means that we can ensure they are engaged and interested in activities that are meaningful and fulfilling to them.

It is through these personal connections between our dedicated staff and wonderful residents that help maintain relationships, identity and individuality so that an enriched quality of life can be enjoyed.



## Personalised care

The care we provide is as individual as the people we care for.

Your move into an Abbeyfield home starts with an assessment of your needs. We meet every resident and, where possible, family members before the resident moves in to define what level of care and support is most appropriate.



## The Abbeyfield Promise:

### Time to enjoy life

Making time for our residents is at the heart of everything we do.

This promise means we have the time to share friendships, understand individual needs and make every day more fulfilling – so everyone feels valued, content, cared for and safe.

### Your quality and safety assurance

You can't enjoy peace of mind without trust.

This is why Westall House is registered and regulated by the Care Quality Commission, England's independent regulatory body.

But our quality control doesn't end there – the opinions of our residents matter too, which is why we hold regular resident and family meetings, so that we can get feedback on how we can improve our service at Westall House.



Get in touch

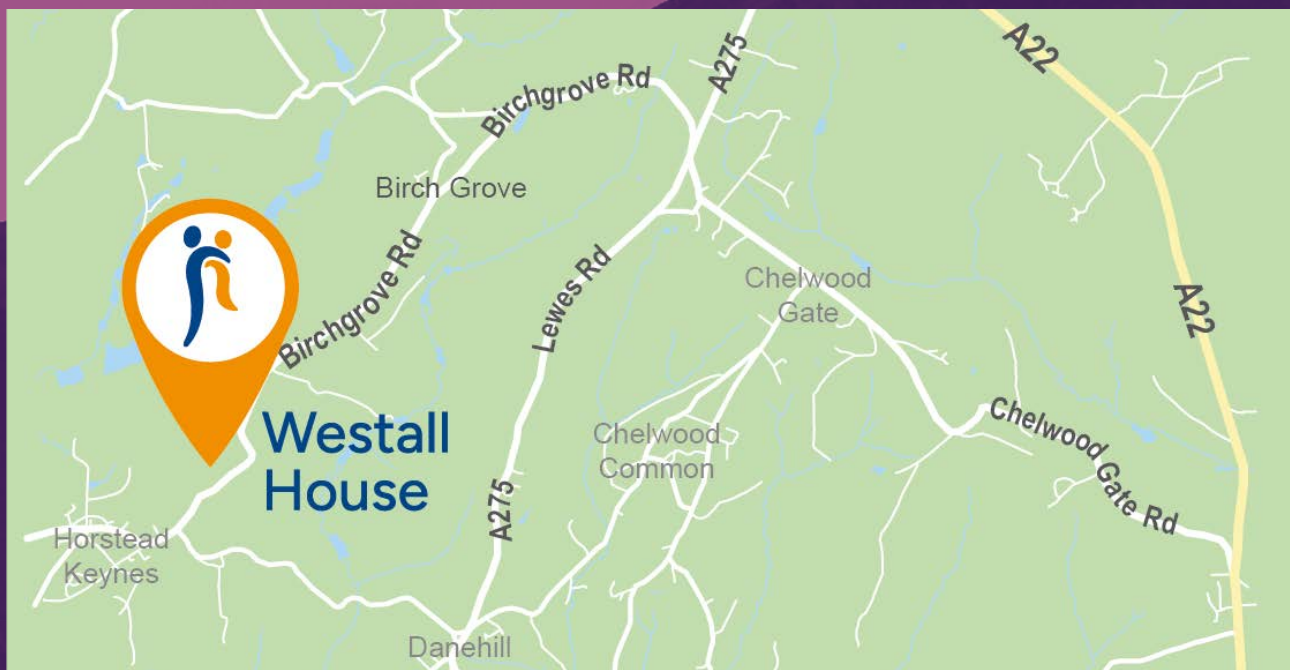
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