

Care Services Information Brochure



RESPIRE CARE

Alexandra Court and Alexandra House, Olton

**FOR MORE INFORMATION CONTACT OUR CUSTOMER
SERVICES TEAM ON:**

0121 245 1002

We offer access to opportunities, hope and a place to belong. We do this by providing safe, secure, affordable and well maintained sheltered accommodation, residential care and extra care housing for adults in their older age and grants, education and support to young people from disadvantaged communities.

OUR RESPITE SERVICE

Is provided within both Alexandra Court and Alexandra House, and offers affordable, high quality short term residential respite care for elderly people with personal care needs. Our facilities have proved to be very popular with people requesting repeat bookings.

OUR CARE FACILITIES

Built in 1992, **Alexandra Court** encompasses 20 spacious studio apartments to full mobility standards. Each studio apartment has its own front door, kitchen with hob and fridge and en-suite toilet. Each has a heat and smoke detector and a call unit so that residents can enjoy privacy whilst being able to alert help if needed.



Residents can make use of the communal areas such as the spacious lounge, dining room, conservatory and attractive gardens.

Alexandra Court is registered with the Care Quality Commission, and it benefits from resident care staff on duty 24 hours every day.

Alexandra House is a modern purposely designed residential care home, catering for 36 older people in nicely furnished and decorated self-contained rooms. The home certainly has a welcoming atmosphere with a number of bright and airy informal sitting areas – including a very popular large conservatory.

Most importantly though, the home is well run by a highly qualified manager and an experienced team of dedicated, NVQ qualified staff who have also received specialist training in caring for people developing dementia.



They provide continuity of care and most of our staff have worked for the Trust for many years.

MISSION STATEMENT

To offer people in need access to opportunities, hope and a place where they belong through the provision of quality housing, care, support and education.





RESPITE CARE: WHAT WE OFFER

Whilst older people who need around the clock care are still often looked after at home, there can be times when family or carers may themselves need a short break. Our respite care service can assist people who may normally be looked after at home by a carer or relative, or who need convalescence after a hospital admission.

Respite care enables a carer to take a planned break or holiday with a peace of mind knowing their relative is well looked after in a properly equipped environment that has 24 hour care available.



Respite can also be viewed as giving the cared for person a break from their routine and a chance to enjoy different surroundings.

It is also for people who may not have a carer but who need a break from their home circumstances.

RESPITE FACILITIES

Our Respite facilities consist of a furnished private room and use of all the facilities in Alexandra Court or Alexandra House, as described in this leaflet.

We aim to provide a flexible personalised service in terms of meeting needs and length of stay to suit each person's requirements.



Residents have a wide range of communal areas such as the spacious bright and airy lounges, dining areas, conservatory and attractive gardens. There are four specially equipped assisted bathrooms at

each of our care schemes and respite users can benefit from a purpose built wet room at Alexandra Court or a walk-in shower room at Alexandra House.

The environment, services and facilities offered at the Trust enable and promote the residents ability to fulfill all aspects of their life, goals and ambitions. Residents are able to socialise with others and take part in a wide range of activities if they wish to.





Services which come to the Olton site on a regular basis include a doctor's surgery, mobile library and a professional hairdresser and a chiropodist.

All meals are prepared fresh and to a high nutritional standard in our well-appointed kitchen by our catering manager and her team, rated 5 Stars for excellent food hygiene by Solihull Council.

ADVICE AND SUPPORT

If you require any information about how to fund your respite stay, you can speak to Sue Stobart, our Debt Management and Benefits Advisor, who will be able to advise and signpost you to independent advice agencies that can offer specialist money, benefit and care fee advice.



For further information please contact our Customer Services Team on **0121 245 1002**.

Both schemes are situated in a safe and secure environment, yet in a homely setting and benefit from attractive landscaped gardens. Both care schemes are registered with the Care Quality Commission and enjoy an excellent reputation with regulators, Solihull Council, and our local health care professionals

MOBILITY

- Access ramps to both buildings.
- Lift within building at Alexandra Court.
- Level access throughout Alexandra House.
- Access local taxi services and Ring and Ride services, when required.

OUR STAFF

Our staff have received specialist training in caring for people developing dementia. Highly experienced and qualified managers are responsible for the efficient administration of the accommodation. Our service is registered with the Care Quality Commission and is also regularly inspected by Councils who refer customers to our services.





HISTORY OF THE TRUST

The Trust was initially founded in 1868 by Sir Josiah Mason who generously invested his business profits into an Orphanage as well as Almshouses. When the need for the Orphanage declined the land was sold and further accommodation for the elderly was built. It now provides over 160 units of sheltered housing on its three sites with residential, extra care and domiciliary care also available.

CONTACT US

If you would like to come and have a look around either of our facilities please contact our Customer Services Team on **0121 245 1002** who will be more than happy to arrange an appointment with one of our Care Managers.

ADDRESS

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