



Hendra House
RESIDENTIAL HOME

Outstanding care for older people



Our Home

Hendra House is a family-owned residential home located in the beautiful, unspoilt market town of Ludlow. Owned by locals Vince and Gill Birmingham since 2002, they have spent their time at Hendra developing the home's national reputation as a provider of 'Outstanding' quality care.

The home comprises of 28 single en-suite rooms, each tastefully designed to provide a comfortable and homely environment for each of its residents.

The success of the home can be attributed to the hard work, passion and commitment of our staff - many of whom have been at the home for years. We are proud that we have a waiting list for staff, as well as residents and we have never used any agency staff.

Our Care Team is led by Care Manager Lindsay Giess, who has been with us for over 10 years. Lindsay is passionate about delivering quality care and holds the Level 5 award in the Management of End of Life Care.

Inspected and rated



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We invest in people Platinum



Our Hendra Heroes. April 2020

Our Hendra Heroes

Evidence of the passion and commitment of our staff was never more clear than during the Corona Virus Pandemic when 10 staff members volunteered to leave their families and loved ones, remaining in the home for 51 days, working 12 hour shifts every day, thereby minimising the number of people entering the home and keeping the potential risks to our residents to a minimum. We are so proud of the contribution made by all our staff in those difficult times.

Our Values

Passionate

Passionate leadership - where the needs and wishes of our resident's shape our future plans.

Respect & Dignity

Commitment to treat each resident with respect and dignity at all times.

Individuals

Delivery of outstanding personally centred care where individual choice, independence and safety are paramount in all that we do.

Dedicated

The development of a highly trained and dedicated staff teams who are committed to consistently meeting and exceeding the individual needs and wishes of each resident.



Our Mission

Our ethos of care is entwined in our shared mission statement which is:

“To provide a safe, caring, responsive, effective and well led service which consistently delivers an outstanding person-centred service to fully meet the individual needs of our residents, their relatives and advocates at all times.”



Quality of Service

Ethos of Care

Our ethos of care is underpinned by the fact that we want our residents to retain their independence for as long as they can, and accordingly they will be encouraged to do so.

Holistic Approach

Our care planning takes a holistic approach with input from all the relevant stakeholders, but never forgetting that at the heart of the care plan is the resident themselves.

Care Planning

At Hendra House we recognise that each resident is an individual and their needs are unique. Our aim is to ensure that all needs and wishes are fully met. Care planning begins before admission to ensure that we can meet the needs of our potential residents and address any matters they may have.

Care plans are updated daily and reviewed formally with residents and their families monthly, or more frequently as circumstances or needs change. All care plans and care delivered is recorded on our computerised systems.

Whilst not a nursing home we have developed a fantastic working relationship with both local surgeries and the District Nurse Team to ensure that if, or when the time arises our residents can end their days in their home surrounded by the love and care of our dedicated, passionate staff team whenever possible.

It is therefore no surprise that many local former and current GPs, Paramedics, Social Care Trainers and Assessors have placed their loved ones with us.



Team Hendra

We recognise that any home is only as good as the staff it employs. Each member of staff is proud to be a part of Team Hendra and shares collectively the good and difficult times we have faced over the years.

The staff have developed their own value base which identifies that we are:

- **Supportive & respectful** of our residents and one another
- **Honest & transparent** with each other at all times
- Consistently **professional & competent** when carrying out our actions and duties
- Ensuring that our residents and our colleagues are **safe & happy** at all times
- Proud to be **Team Hendra**



Hendra House is nationally recognised as a model employer and holds the coveted Platinum Standard Investors in People accreditation.

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Our Commitment

We are committed to developing all staff to ensure they achieve their full potential, with an organisational commitment for all staff to hold national qualifications at Levels 2 - 5 irrespective of their roles and responsibilities within the organisation.

Each staff member is valued equally for the contribution that they make to the success of the home. In fact, we value and treat our employees in the same way that we value our residents and their families.

Facilities



Rooms

The home provides 28 single en-suite rooms, all decorated and furnished to a high standard to suit individual needs and tastes. We offer different styles of rooms - categories determined by size, view, fittings and furnishings. Residents may bring their own furniture to make their individual rooms feel like home from day one.



Personal Hygiene

The home offers both bathing and shower facilities for its residents in modern bathrooms each equipped to a high standard with the latest patient and staff aid facilities incorporated.



Communal Areas

Residents can enjoy the comfort and sociability of the main lounge, or the peaceful atmosphere in the quiet area which is provided for those who wish to partake in more relaxing activities.



Treatment Room

The home has a dedicated treatment room, fully compliant with the latest infection control requirements for use by all visiting healthcare practitioners.



Conservatory

The home offers a large conservatory for social interaction with other residents.



Garden

Our mature landscaped garden area has easy access for residents and visitors alike.



Dining Room

The dining room offers residents the opportunity to enjoy a varied selection of home cooked fare in a modern but relaxed environment.



Food

Hendra House prides itself on the quality of food delivered to its residents, using the best locally sourced ingredients from the same suppliers as some of the towns internationally renowned restaurants.



Nurse Call System

All rooms are serviced by a nurse call system.



Laundry

All laundry is processed on site in our modern laundry with equipment which is compliant with current regulations relating to infection control, ensuring we minimise the risk of any form of cross infection to our residents.





Activities

At Hendra House we recognise that stimulation and engagement with others is an important factor in our residents well-being.

Our activities programme has been developed in consultation with our residents in order to ensure the activities provided meet their specific needs, whether this be music, dance and exercise, games, quizzes or trips and events outside of the home.

The programme changes on a monthly basis to meet the seasons and the wishes of our residents. Below is a list of some of the activities we have offered in the past year:

-  Arts & crafts
-  Keep fit
-  Films & popcorn
-  Knit & natter
-  Walking club
-  Banjo Brian
-  Coffee morning & raffle
-  Boules
-  Hymns
-  Tea party
-  Hoopla
-  Nail care
-  Make your own smoothies
-  Prize bingo
-  Pamper morning
-  Wine & beer
-  Hangman
-  Resident's meeting
-  Books
-  Quiz
-  Shopping trolley
-  What the papers say
-  Grand National



Awards

The home has consistently been recognised as an exemplar of Social Care for many years - recognised both regionally and nationally for all aspects of the business and the service delivered.

Listed here are some of the major awards we have received in the past 3 years.



➔ **Best employer (under 50 employees)**
WINNERS 2020 & 2019



- ➔ **Best care home in the country**
WINNERS 2019
- ➔ **Best care home in Wales & the West Midlands**
WINNERS 2019
- ➔ **Best employer commitment - staff training & development**
WINNERS 2019
- ➔ **Care employer of the year**
WINNERS 2018
- ➔ **Regional care home of the year**
FINALISTS 2018



➔ **Best care home in Shropshire**
WINNERS 2019 & 2018



➔ **Best care team**
FINALISTS 2018



- ➔ **Platinum Standard - Investors in People award**
2021
- ➔ **Gold Standard - Investors in People award**
2020, 2019, 2018 & 2017



➔ **5 star rating for food safety & management**
2019 & 2018

Customer Satisfaction

“The wonderful team at Hendra House could give lessons in how to care for the elderly! Kindness personified, every single member of the team manages to be professional, respectful, warm and, most importantly, intuitive & responsive to the needs of their residents.”

VB, Chichester

“Couldn’t ask for a better place for my mother to live in.”

SR, Ludlow
Daughter of resident

“There’s always a warm welcome from the staff and nothing seems too much to ask for.”

BK, Cardiff
Son-in-law of resident

“It is truly a happy place which fosters a feeling of belonging and fun. The staff go to great lengths to raise extra funds for trips, activities and facilities for the benefit of its clients.”

Robert E, Culmington
Son-in-law of resident

“Superb care by all the team; housekeepers, catering staff, care providers, nursing staff, managers and maintenance staff. Everyone, without exception, is thoughtful, patient and kind.”

DR BF, Ludlow

“Excellent & friendly staff. Nice atmosphere.”

Michael M, Clee Hill
Brother of resident

“It is a real home away from home. They genuinely care for their residents like a family.”

Rosemary E, Culmington
Daughter of resident

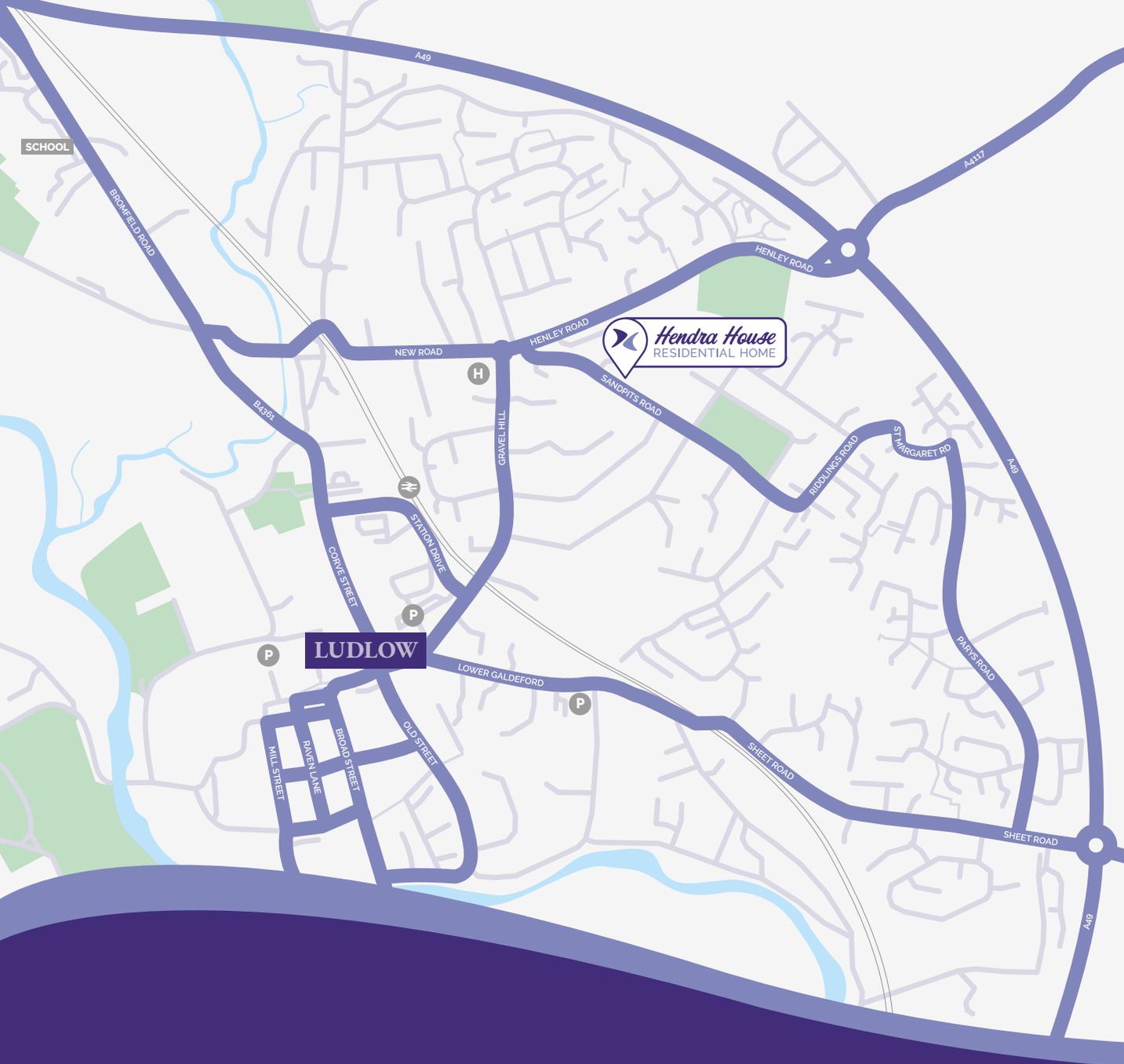
“My brother has been resident in two care homes before moving to Hendra House. Hendra knocks spots off both of them.”

Adrian C
Brother of resident

“Exceptional caring and professional staff, always willing to support residents, friends and family.”

Jonathan W, Hereford
Godson of resident





Contact

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If you feel Hendra House might be the place for you or your loved one, please feel free to contact us to discuss your individual needs.

Although restrictions are in operation during the Corona Virus Pandemic, we would love you to come and talk to our residents when it is safe to do so, as we believe they are our best Sales Team.