

Welcome to BJP

Domiciliary & Residential Care

Belmont View Care Home

BJP HOME SUPPORT

Gracelands Care Home



Welcome to BJP

BJP is a family run organisation, and we believe that as a family we can all work together to provide care to your loved ones, ensuring they are safe, comfortable, and happy.

We have been providing care to residents and their families for over 30 years with high quality residential care as well as care at home. We are based in the picturesque market town of Guisborough.

BJP brings together our three care providers dedicated to delivering a high standard of service to you

Belmont View Care Home

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We pride ourselves on providing the absolute best care, as we know this is what matters to the people who live in our care homes or wish to remain at home. We do this with patience, empathy, and compassion, ensuring that privacy and dignity is upheld at all times.

While we carefully choose our staff for their kind and compassionate nature, we place an important focus on training. All staff complete a detailed induction in our dedicated training suite, which is followed with careful monitoring and support as well as on-going training to ensure skills and knowledge remain up to date.



When it comes to choosing care at home, or a care home for yourself or a loved one; there are many things to consider, but most importantly, you'll need to feel confident that you will be happy and well cared for.

Based on your individual needs and preferences our care team can support with physical health needs, as well as those living with dementia, whether long term, respite, holiday relief or day care or care in your own home. We do everything we can to make everyone in our care feel safe and confident and enjoy a fulfilled and happily balanced life.

There is always something going on in our care homes, sometimes small events arranged in-house, residents' birthday parties, or visits from local community groups, outings and entertainers. We also host local or national events as well as fundraising for various charities. Our residents and families are always welcome, as are our clients living at home.

We continually invest to maintain and improve the care homes as well as essential things like staff development, so we can continue to enhance the quality of life for our residents.

Short term care break or a longer-term home from home

Our care homes offer different types of stay. A loved one may choose to live independently in their own home and join us for the day. A short residential stay may be required to enable a family member to take a break, a holiday, or to convalescence which may be beneficial to enable the resident or family member to get back on their feet. If required, longer-term residency may be the preferred choice.

Additional services and support

Each care home is able to provide a number of additional services, such as Hairdressing, Private Podiatrist/Chiropodist, Newspapers, Toiletries or small items of individual shopping.

Personalising bedrooms so they feel just like home

We really encourage friends and family members to help Residents to personalise their bedrooms with treasured possessions and mementoes. This is in addition to or in place of the bedroom furniture we provide. Well-behaved pets are welcome to visit too.

Palliative and end of life care

We care for people with a terminal illness, and those who might be nearing the end of their life and prefer a more comfortable and homely setting, whether at home, or in one of our care homes, supporting both Residents and their loved ones throughout. We aim to respect individual choice to enable Residents to live their last days in a dignified manner with a wider support network and community health and social care professionals, and religious leaders.



Our commitment to best practice

Our managers and senior staff carry out internal monitoring and audits to ensure that our care homes are working within the guidelines of our best practice policies and procedures. Our managers, senior staff, and their team continually look at ways of improving and enhancing operational performance. In this way, our services continually evolve under a programme of constant checks and improvement.

The health and wellbeing of the people we support is our first priority. We actively encourage feedback from clients at home, residents, relatives, colleagues, and all other visitors to our homes.

We have a number of different methods for sharing your ideas and experiences with us. For example, we hold regular resident and relative forums to discuss all aspects of the residents' stay, suggestion boxes and our doors are always open for a quick chat.

As well as our compliments, comments and suggestions slips we also carry out annual Resident, Relative and Colleague surveys. We analyse and review the results and develop action improvements. The results of the survey are available to staff, resident, families, and professionals.

We also welcome family members and clients at home to come and join our residents for our regular coffee mornings and social events, sometimes fundraising for important local and national charities. We also have our 'Spare Seat on a Sunday' scheme where we welcome a person who may be at home alone to come and join us for a healthy meal and social company for the day.

We also enjoy helping family members by hosting important celebrations including birthdays, anniversaries, and special events.

We feel that a visit to our care homes, or a discussion with our home care team, will provide you with much more valuable information, and give you confidence to choose the right provider for care of your loved ones.

We are enormously proud of our amazing team at BJP whether proving care at home or in our care homes. They are caring, warm-hearted and loving people who have an affectionate understanding of our Residents and their individual needs. If you would like to be part of the team that provide the kindest possible care to Residents, find out about our current opportunities please see our recruitment page or visit our websites

Please look at our websites and Facebook or email us to see how BJP can help:

Belmont View Care Home — www.belmontview.co.uk — info@belmontview.co.uk

BJP HOME SUPPORT — www.bjphomesupport.co.uk — info@bjphomesupport.co.uk

Gracelands Care Home — www.gracelandscarehome.co.uk — info@gracelandscarehome.co.uk





A little more about the BJP journey

From our early days when there were very few care homes or domiciliary care services available, we opened one of the first nursing homes in the area. We have come a long way by continuing to invest and develop, ensuring our standards are high and staff continue to train and develop in all areas.

1987

Belmont Hospital, known as 'The old fever hospital' by locals had been closed for some years and had become derelict. Due to its wonderful tranquil location at the foot of the Cleveland Hills we saw how this was an ideal location to convert into a nursing home.

Gracelands Care Home opened its doors as a nursing home on March 19th, 1987, to care for 16 elderly residents suffering with mental illness in old age. This was the first EMI nursing home in Redcar & Cleveland.

1989

Major extensions took place enabling more facilities to be added and we were able to offer care to 32 residents.

1997

Again, further investment meant that Gracelands Care Home could undergo major extension works, adding a first floor. This enabled the home to offer nursing care for 53 elderly residents, as well as additional facilities such as en-suite bathrooms.

2007

Gracelands Care Home celebrated it's 20 years anniversary.

2008

Spotting the potential for a perfect location, close to the town centre, with fantastic views, we purchased the empty Serco offices building and converted this to a brand-new residential care home.

Belmont View residential care home was officially opened in March 2008 offering exclusive residential accommodation for 50 residents.

We continued our investment in improving facilities for residents, and Belmont View developed to offer greatly improved accommodation, by offering all single rooms with en-suites, which included en-suites with walk in shower facilities, a first for the area.

2009

Realising the increasing demand for a range of support for people in the community to receive care in their own home, BJP home support opened and began caring for clients in their own homes in Redcar & Cleveland, Middlesbrough and the North Yorkshire area.

2014

Gracelands Care Home closed to enable major upgrades to the building to take place. This could only be carried out while the building was closed.



2017

On 26th May 2017 following a program of major upgrades Gracelands Care Home re-opened to offer 43 single rooms offering various grades of rooms including en-suites with walk in showers. The tranquil setting remained, offering a calm backdrop.

2018

Belmont View celebrated its 10-year anniversary.

2019

BJP celebrated its 10-year anniversary.

2020

The story continues as BJP continues to improve and extend its services.

Our purpose and values

BJP is a family owned, limited company, which provides highly trained, experienced, professional staff to provide care and support to people who are ill, frail, or by choice choose help.

This support may be in the client's own home or within residential accommodation regardless of their gender, disability, sexual orientation, age, or religion.

Our vision

To be a pivotal part of the person's life to ensure that they are empowered to live the life they choose

Our mission

To recruit and retain passionate and caring staff, to provide the best possible care and support to the people

Company values

- We Communicate Effectively
- We are Punctual
- We are Trustworthy
- We are Helpful
- We are Caring
- We are Respectful
- We are Friendly
- We are High Quality
- We Promote Independence
- We are Supportive
- We are Kind

Our work ethics

- To improve the quality of life to the people we support
- To respect people's choices and to respect their risk-taking choices to live safely in the life they choose to live
- To respect people's right to privacy and confidentiality
- To empower people to be as independent as possible, seeking consent to activities
- To adhere to the highest possible Health & Safety standards
- To welcome people's feedback to ensure we are continually improving the service
- To never discriminate against race, gender, disability, sexual orientation, age, or religion

Equality and diversity

We endorse a commitment to providing equality and fairness to all in our employment and not provide less favourable facilities or treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, ethnic origin, colour, nationality, national origin, religion or belief, or sex and sexual orientation.

What are our services?

BJP brings together our three care providers dedicated to delivering a high standard of service.

Since BJP began, we have provided care to residents in care homes as well as clients in their own homes.

Residential care

BJP provides short and long-term care to adults who require or choose a residential setting rather than in their own home or family home. A residential care home is a good option for people who are struggling to cope at home with daily tasks such as eating, preparing food, laundry, cleaning and personal care. Staff are on hand 24 hours a day which removes any anxiety around loneliness and isolation. There are various residential care options available, depending on the needs of the individual.

EMI/Dementia care

Care can be offered for older people who may be diagnosed with mental health illness or disorders, vulnerabilities, or impairment, such as Alzheimer's or other types of dementia, often know as Elderly Mentally Infirm (EMI). Staff within BJP are trained to understand the conditions to enable them to address individual needs.

Domiciliary Care

If you wish to remain in your own home, then domiciliary care may be your chosen option. Care that is provided in your own home is also known as "care at home" or "home care". Visits range from one to several visits a day from one or more carers, twenty-four hour, overnight and live in care is also available.

It is especially important to have a full and detailed discussion with the manager about all aspects of your or your relatives care or behavioural needs. It is important that all needs are fully understood before committing to a placement and thereby able to make an informed decision to ensure all expectations are met.

Whether in our care homes or domiciliary care, we develop a personalised care plan for each individual, in accordance with their needs and family wishes. This care plan is monitored and updated to reflect any changing needs.

The nature and quality of care has a massive impact on the person's happiness, health, and wellbeing, which is at the heart of the Care Act, and also at the core of the services we offer.



Gracelands
Care Home

Residential and dementia care

Gracelands Care Home, located at the foot of the Cleveland Hills, is a purpose-built detached building, set in its own grounds enjoying fantastic views of the Cleveland hills. Gracelands is also a short drive from the town centre, where you can visit shops, cafes, churches, doctors' surgeries and many other local features and there is a regular bus service. Being close to the town centre gives you the opportunity to use these amenities with family and friends, knowing you can return to Gracelands peaceful surroundings to relax.

Resident's personal accommodation

All rooms are single occupancy with an en-suite, with a choice of Standard, Deluxe or Premier room.



Dining experience

Our chef provides home cooked food, prepared from fresh ingredients, purchased from local suppliers. Menus are planned with daily choices, as well as specific dietary requirements and preferences catered for. There are two dining areas, or residents may choose to dine in private, or with family in their own rooms if preferred.

Lounge areas

There are TV areas, as well as quiet seating areas. There is direct access to several garden areas from the ground floor lounge and dining room

Beauty room

There is a beauty salon where our hairdresser visits weekly. Podiatry, reflexology and aromatherapy. A dentist and optician can also be arranged.

Residents activities

Our activities co-ordinators understand that recreational activities are important, therefore daytime and evening activities are arranged. Entertainment and celebrations for important events such as birthdays and anniversaries are organised, and in-house shopping is available. The home has residents' Wi-Fi, and we have iPads available for residents' use. This means residents are able to shop, keep up to date with current affairs, or communicate with family from the privacy of their own room.





Garden areas

Gracelands Care Home is surrounded by gardens and beautiful views of the hills and forest. The rear gardens are enclosed for safety and have easy access from the ground floor, while the front is open to sit and relax.

Care for residents

Care staff, with long experience in providing residential care at the highest level, are on duty 24 hours a day. Residents are cared for by our staff, who cater for all resident's needs, whilst ensuring that privacy and dignity is upheld at all times.

Other facilities

Gracelands Care Home offers all other facilities you would expect in luxury accommodation, including a full laundry service, bathrooms and shower rooms with assisted bathing if required, lift to upper floor and a comfortable reception lounge area.

Moving from another home?

We can accommodate residents who live in another home and wish to relocate to Gracelands Care Home. We can make this transition comfortable and trouble free for residents and family by assisting throughout the process.

Please contact the Home Manager, who will be happy to discuss your specific needs.

Gracelands Care Home

The Manager, Gracelands Care Home, Belmangate, Guisborough, TS14 7BD

T: 01287 639351 E: info@gracelandscarehome.co.uk W: www.gracelandscarehome.co.uk



Belmont View
Care Home

Residential and dementia care

Belmont View is set in the historic and picturesque market town of Guisborough. The home boundaries are next to Guisborough Cricket Club and the Bowls Club, and provides scenic views of the cricket ground, Cleveland Hills, and the town. The home is only 2 minutes' walk from Guisborough Town Centre, providing shops, cafes, and regular bus routes. We are also next door to the two doctors' surgeries and a pharmacy.

Resident's personal accommodation

Choice of rooms are Standard, Deluxe or Premier. All rooms are spacious being up to 26 metres in size, with luxurious en-suite including personal shower. Bedrooms are single, but if couples wish to share this can be accommodated by using two rooms: one for a bedroom and one for a personal lounge. Residents also have a dining area in their own room to have meals in private if they preferred.

Dining rooms

Within Belmont View there are two large dining rooms with daily menu choices. Our in-house chef provides fresh, home cooked meals, and caters for all special dietary needs or requests. Residents may choose to dine in their own rooms if preferred. In addition, within the dining room there are two smaller kitchen areas that can be used by residents and visitors throughout the day.



Lounge areas

There are several lounge areas within the home with a TV and quieter rooms for reading. The sunroom, with direct access to the garden provides a bright and airy area to relax.

Beauty room

There is a beauty salon where our hairdresser visits weekly. Podiatry, reflexology and aromatherapy. A dentist and optician can also be arranged.

BJP

Residents activities

The activities co-ordinator arranges activities for residents as well as outings. Also, we provide entertainment and celebrations for important events, such as birthdays wedding anniversaries and other occasions. The home is equipped for Wi-Fi, and we have iPads available for residents' use. This means residents are able to shop, keep up to date with current affairs or communicate with family from the privacy of their own room.









Garden areas

Belmont View has two outside garden areas. In one area we have attractive planting with a paved area. This is a great position to watch the activity going on around the town. The second garden is the ideal spot to give you the best seats in the house to watch the cricket, as well as to take in the views of the hills. Ideal for those lazy summer afternoons.

Care for residents

Care staff are available 24 hours a day. We have over 30 years' experience in providing Residential care at the highest level. Residents are cared for by our highly trained staff, who cater for all residents needs whilst ensuring that privacy and dignity is always upheld.

Other facilities

Belmont View also houses all other facilities you would expect in a luxury care home accommodation including full laundry service, bathrooms with assisted bathing if required, lift to all floors and reception area.

Moving from another home?

We are able to accommodate residents, who live in another home and wish to relocate to Belmont View. We can make this transition comfortable and trouble free for residents and family by assisting throughout the process.

Please contact the Home Manager, who will be happy to discuss your specific needs

Belmont View Care Home

The Manager, Belmont View, Fountains Place, Guisborough, TS14 7JA

T: 01287 638979 E: info@belmontviewe.co.uk W: www.belmontview.co.uk

BJP HOME SUPPORT

Domiciliary Care - care in your own home

BJP Home Support offers a full range of support and care services for you and your family to help you to continue to live in your own home and maintain your own independence. Our support could be for ad hoc short visit, or longer more regular calls. We can tailor our support to whatever you need for you to remain in control of your life. Whether you choose 30 minutes support once a week or 24 hour care we can make a huge difference to your quality of life.

Support can be provided to adults and children assisting with, physical disabilities, mental health, learning disabilities and elderly frail.

We recognise that you are the best person to decide what support is required and that you should stay in control. We provide a range of services which are tailored to your requirements, including:

Personal support

If you need help starting with dressing, washing, showering or bathing, assistance with mobility around the home or continence support.



Domestic support

We can support you for household tasks. Do you struggle to put the wheelie bin out or need help with washing, ironing, or cleaning?

Medication support

We can give support taking medication, prompting, or prescription collection.



Health and nutrition

Help may be needed to plan meals, prepare, and serve meals & snacks, baking or just a cup of tea. We can help with shopping for these items too.

Mobility support

Independence is key, and we can assist you to mobilise around your home and carry out your daily activities.

Maintenance and safety

Home and garden maintenance, security, decorating, sensory support, installing key safes.

Companionship and social support

Helping you to meet friends and family or new people, assistance to access the local community, facilities, social outings, or medical appointments.

Overnight support

Waking or sleep over service when extra support is needed in your home.

Emergency and short-term support

Support can be arranged the same day or within 24 hours.

Long and short-term support

Respite or permanent packages of care with flexible arrangements from 15 minutes to 24-hour support, as well as live in support.

Safety & welfare

Knowing someone is calling in to ensure loved ones are safe and well.





Specialist support

Your loved one may need support for conditions such as Dementia, Alzheimer's, Parkinson's Disease or Palliative care.

Shopping

Whether you need help to get out and about to do your shopping or have us take care of it for you.

Live-in 24 hour support

Enabling you to remain in your own home, our friendly, competent staff can live with you and provide all your needs. This provides comfort as well providing all your needs. It also can help to avoid moving to a Care Home.

BJP HOME SUPPORT

The Manager, BJP Home Support, 8-10 Church Street, Guisborough, TS14 6BS

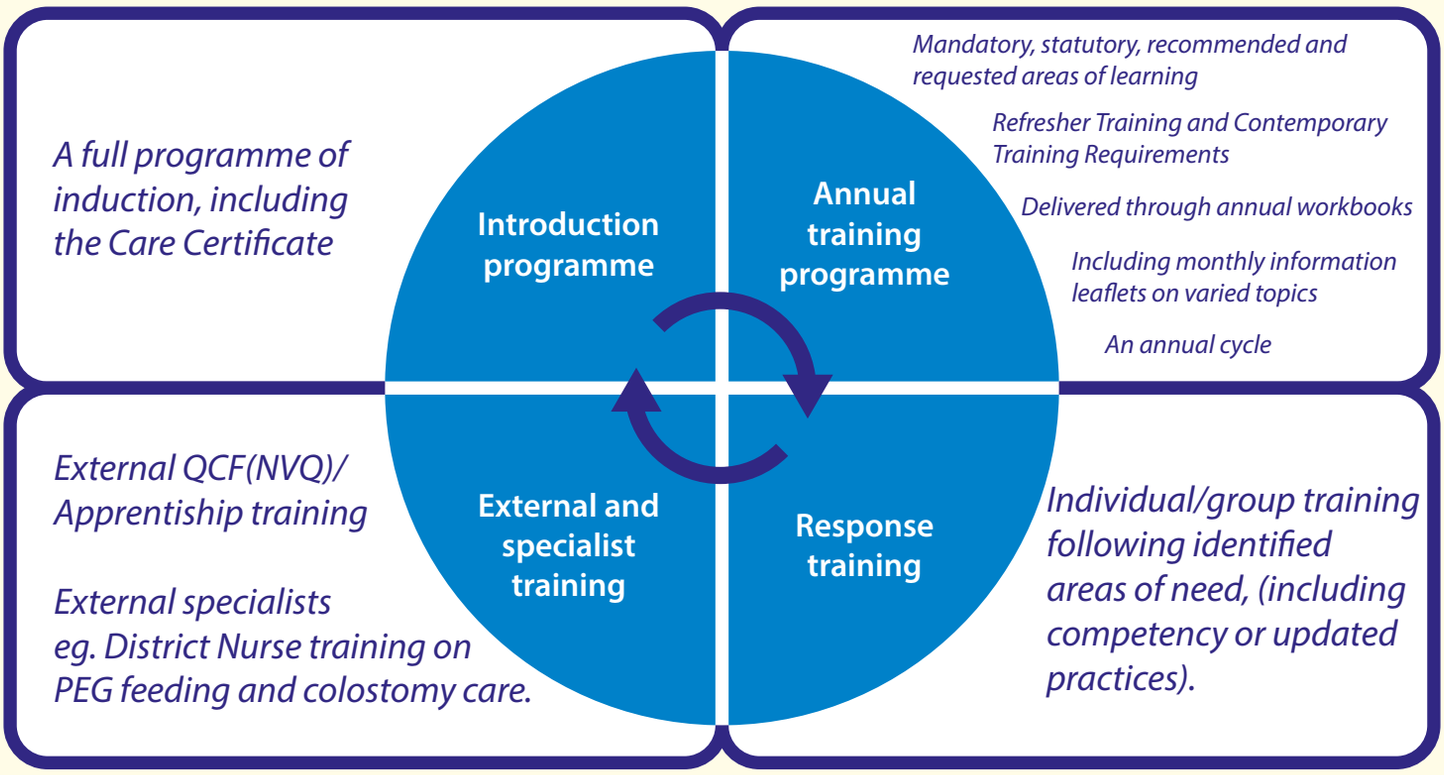
T: 01287 633380 E: info@bjphomesupport.co.uk W: www.bjphomesupport.co.uk

All care is dependent on the quality of our staff and the training they receive

Our Staff Training Programme is founded on continuous learning at all levels. We aim to develop a professional, skilled, and valued workforce who are, in turn, able to deliver high quality, personalised care.

The programme is delivered through these four areas

We strongly believe that a well-trained, knowledgeable workforce will be enabled to deliver high-quality care. Care that is founded on values identified by service users and staff and that are intrinsic to delivering the best of professional care.



The training is in line with Skills for Care recommendations which CQC endorse.
Training is delivered in our training suite comprising a training room; bedroom; kitchen and toilet. The suite is equipped with resources for practical work, for example a hoist, bed and wheelchair to develop moving and handling skills.

Our head office and training suite is based at Guisborough, however, as well as Guisborough we provide our care to all areas of Redcar and East Cleveland, Middlesbrough, and North Yorkshire. Finally, we recognise that if staff can identify values in action, for example 'what kindness looks like', and if staff recognise the contribution they can make to a service user's wellbeing, and can deliver care within the boundaries of professionalism, then we know we have the high-quality workforce to which we aspire. If you are interested in joining our team or volunteering contact the managers or HR team.

T: 01287 633380 E: recruitment@bjphomesupport.co.uk
The Manager, BJP Home Support, 8-10 Church Street, Guisborough, TS14 6BS

BJP believe in achieving quality and demonstrating that achievement.

We have achieved the following success on our journey by achieving the following.

CQC

Gracelands Care Home, Belmont View and BJP Home Support are registered and will be regularly inspected by the Care Quality Commission (CQC), the independent regulator of health and social care in England.

R.C.B.C

The local authority carries out regular compliance visits, as well as visits from local councillors.

Investors in People

Our organisation holds the INVESTORS IN PEOPLE award. This is a standard set for better people management. Internationally recognised accreditation is held by 14,000 organisations across the world. The Standard defines what it takes to lead, support and manage people well for sustainable results.

ISO 9001:2008

Is an internationally recognised award provided by CQS (Certified Quality Systems) which is recognised worldwide. This certification is viewed as a proactive and positive move by existing and prospective clients/customers. It is a statement about an organisation, its commitment towards quality and the importance you place on ensuring the service you provide to your customers is of the highest standard meeting your customer's needs.

CHAS

The Contractors Health and Safety Assessment Scheme (CHAS)CHAS is a visible and credible leader in Health and Safety management. They help businesses and organisations manage their Health and Safety risks and safeguard their reputation. CHAS is not only the largest but also the fastest growing health and safety assessment scheme in the UK.

Food Hygiene

Our care homes are inspected by the Food Standards Agency to ensure the standards of food hygiene are to the highest standards and are given a rating to reflect this. We aim to maintain 5 stars

UKHCA

Is the professional association of home care providers

Internal Inspections

The care homes and home support are audited regularly by our managers. Annual surveys are carried out with a view to gain feedback and continually improve and develop.

Support, fundraising and donations

As a family organisation we believe in helping others, for that reason we support local schools and colleges as well as local and national charities through our training, fundraising and donations.

Additional guidance

Visits and viewing

It is very important when choosing a care home to visit and to have a good look around. You may want to visit more than once with friends and family. You need to feel welcome, see how the staff respond to your visit and have your questions and concerns answered fully. Although you are welcome to visit at any time in order to ensure the correct staff are available to answer any queries you may have, we suggest making an appointment with the manager at a time convenient to you and your family.

Paying for care

We know that one of the things that can worry people about trying to get help at home or in a care home is: how do I go about it and how can I pay for it? This can be very worrying for the whole family and this is why we encourage you to come and speak to one of our managers who will explain the guidelines and the process to you.

Referral and admission

Once you, or a family member has made contact with us, our manger or senior staff member will come to visit you to assess your needs, so they can help you make the right choices and ensure your needs can be met. We encourage at least one visit to our care homes to make sure you feel comfortable and welcome.

Your referral is dependant on the means of payment, if your care is to be funded privatly you can make your own decision on the type of care you would like and an assessment will determine the level of care you will need. If you are to be funded by the local authority an assessment of your needs will need to be carried out by your appointed Social Services professional

Family and friends

Family and friends are welcome to visit at any time of the day, however, mealtimes are generally a busy time so it may be worth avoiding these times. With prior arrangement close family are welcome to join residents for a meal in the privacy of your own room. Tea and coffee are available during the day.

Dignity in care

Dignity has been an important part of our principles from day one. We believe that everyone has the right to dignity, privacy and respect. Both our care homes and our domiciliary care team have a team of Dignity Champions who are passionate about ensuring that residents are treated with the dignity they deserve, as well as educate and mentor other members of staff.

Dignity Action Day is an annual opprtunity for health and social care workers, and members of the public to promote and uphold peoples rights to dignity, not just for one day but every day.

Values based recruitment & retention of staff

BJP strives to adopt a values-based approach to its recruitment and retention process. This involves the establishment of strong organisational values, and the recruitment and retention of a workforce which aligns with these values.

A values-based approach to recruitment shifts the focus from the traditional recruitment areas of experience and skills, to the values, attitudes, and behaviours of prospective employees. By ensuring prospective employees have the right behaviours and attitudes for a social care role, we can help to prevent wasted time and resources employing the wrong people, and put our values at the heart of employment from day one, ultimately improving the quality of the service provided to our residents.

FAQs

You may have several questions relating to the services we can provide. Some frequently asked questions are below, but do not hesitate to give us a call or drop in if you have any queries.

Q: I am a little unsure about moving into care

A. If you are unsure about moving into a care home it is important to take time to look at your different options. One option is to come into a home for a short break, this will give you the chance to have a couple of weeks of rest and recuperation and to see if a care home is right for you.

Q: Can I choose any home that I want?

A. Yes, you can choose any Home that is registered for the care that you require. If for example you have nursing needs, you must go to a nursing home. Contact us if you wish to talk through any queries you have on your care needs.

Q. Do I need an assessment before I move into a care home?

A. Yes, if you are receiving funding from your Local Authority. When you first consider moving into care Social Services will assess you to determine your needs. They will then be able to advise you on the level of care that you will need so that you can select a care home of your choice. If your care is to be funded privately you can make your own decision on the type of care you would like and an assessment will determine the level of care you will need.

Once you have selected a care home, the Manager from that home should come out and assess you to make sure that they are confident that they can meet your needs.

Q. How do I know which type of care home I need?

A. If you are unsure which support is the best option for you, you can contact Belmont View's social worker - Hannah Parvin for more information. Alternatively, you can contact your local council. Your local council will complete an assessment with your agreement to establish which type of support you require.

Q. Can you install furniture for me?

A. Absolutely. You will need to arrange transport to Belmont View, but once here our on-site maintenance will assist with installation of furniture, putting up pictures, tuning in a TV, building small items of furniture or any other tasks required to make residents feel at home.

Q: Where can I get some independent advice or support?

A. We are available to provide you with advice for your loved one to ensure Belmont View is the best place for them to live, however the Alzheimer's Society is a great place for additional advice.

Have a look at their website at ***www.alzheimers.org.uk/get-support/help-dementia-care***



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The Manager
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