



Hamble Heights

AN ENCORE CARE HOME

RESIDENTIAL | NURSING | DEMENTIA | RESPITE

AS SEEN ON



encore



Welcoming You

The utmost care and attention has been spent on each detail to make Hamble Heights feel welcoming.

We consider every person at Hamble Heights to be a member of our extended family; whether a resident, relative or team member.

We know that the decision to move into a residential care home can be one of the most difficult for you and your family. However, our aim is to make the transition as easy as possible to ensure you and your loved ones feel welcome.

The care and happiness of our residents is our priority, first and foremost. Our distinctive individual care plans reflect not only each resident's care needs but also their unique character and preferences.

We provide the highest levels of later life available; including dementia, nursing and residential care. Whether you need short or long-term support, we offer the very best from top healthcare professionals – not only in terms of their experience but also their compassionate nature.

We understand what it means to residents and their families to have a team that not only provides the best care and support but that also offers companionship and empathy. We only employ people with hearts of gold at Hamble Heights – consequently, our fantastic team all possess our greatest value of kindness; helping our residents to thrive and bringing smiles to their faces every day.

Our team is committed to making a real difference in people's lives. We look forward to welcoming you as part of our family.



Enjoy each moment

Experience Creativity

No two people are the same. That is why we take pride in making every individual feel unique and cared for.

We listen to residents and learn about them so that we can find thoughtful and imaginative ways to connect with each individual.

Whether you are an animal-lover, a keen gardener, a musician, or you enjoy arts and crafts - or perhaps you simply take pleasure in a nice cup of tea and a good chat...

We believe that every opportunity should be taken to enjoy each moment. As such, we are devoted to bringing smiles to residents' faces every day, whatever it takes.

Our distinctive and responsive individual care plans reflect not only your care needs but your unique character and preferences.

The care team gets to know and understand each resident individually in order to provide them with the personalised care that they deserve.

Our highly qualified, dedicated care teams are specialists in each area of later life care.

- Residential care
- Nursing care
- Dementia care
- Palliative care
- Short-term respite stay, availability permitting



"I have experienced some of the most caring people I have ever met."
Philip, son of Encore resident.



Feel safe,
comforted,
and content

In Safe Hands

Located in Fareham, Southampton, Hamble Heights is a modern, private home managed by Encore Care Homes.

We offer specialist twenty-four hour personalised nursing and dementia care. We only employ the top healthcare professionals, which we continuously train and develop to become our champions of care.

Our team of clinical assessors are on-hand 7 days a week to provide care assessments at a time that suits you. We are able to accept admissions into our homes on the same day, therefore, you can feel reassured that should you need care suddenly, we are here to support you and allievate any anxiety or stress.

Purpose-built, everything about Hamble Heights has been designed with care-giving in mind to ensure

the absolute comfort and dignity for our residents; as well as efficient, modern facilities to enable our staff to provide the very best care.

We have a delightful community of 60 residences and our home backs onto open green fields. The landscaped gardens and sundeck create a unique and friendly home – one which welcomes the whole family.

From wonderful staff and fantastic facilities, right down to the very smallest of details; we strive to make our residents feel safe, comforted and content.

We believe in embracing the spontaneity of life - taking every opportunity to enjoy each moment and be joyful. As such, we strive to make our residents feel safe, comforted and content. We know that when our residents are happy, they truly flourish and enjoy life.



"I couldn't be more reassured that he is getting the best care possible."
Patricia, wife of Encore resident

Residential Care

If there are aspects of day-to-day life at home which are becoming difficult, we offer residential care, which enables independency for longer within the comfort of an environment that caters for all residents' needs and wants.

We tailor our care plans around your specific requirements; offering as much or as little care as you need. You will have your own large, private bedroom with en-suite wet-room, which guarantees independence and privacy should you wish for some discrete, quiet time.

Choosing the right home for you is one of the most important decisions to make, and if possible, we strongly recommend visiting the home before you decide to make the move. We are happy to show prospective residents and their families around our lovely home. We feel confident that you'll feel at home quickly, getting to know other residents and the friendly faces on our team, and will enjoy your time with us.

**Happy, safe
and well**

Helping you with the everyday

Our highly trained staff are on-hand for anything that you need, whether that is dispensing medication, changing dressings, personal hygiene, or cooking you delicious, nutritional meals and offering companionship.

Individual care plans

Our caregivers enable you to continue to do the things that you enjoy. Our individual care plans identify the aspects that each person needs assistance with so that we can support them in their normal daily routines.

Independence, with a little help

Care and support is available 24/7 but you can receive as much or as little as you require. This offers residents peace of mind and removes the worries of everyday chores and issues.

We want to enable residents to relax and flourish - and enjoy the opportunity to take part in daily activities and interests that they love.

Nursing Care

No two people are the same. We appreciate that our residents' care requirements are as varied as the individuals are themselves.

We always 'go the extra mile' to make sure you, or your loved one feel safe and cared for. From dispensing medications, changing dressings and monitoring vital signs; to personal hygiene and managing chronic illness.

Our nurses recognise that a need for support is not always just physical. Compassion, respect and dignity are at the heart of our culture of care - both towards our residents and their families and friends.

Supported by a caring team

Encore nurses are fully supported by a team of care assistants. They work closely together to ensure personal care is delivered according to every person's individual care plan.

Our care and support team are not only employed for their skills and experience but for their compassionate natures too.

Planning for the future

It is important to consider not only current care needs but also how much help is likely to be required in the future.

All Encore care homes provide various types of care - meaning that you, or your loved one do not have to move to another home should your health deteriorate.

When should you consider nursing care?

Nursing care should be considered if there are ongoing health issues, such as a progressive illness that means frequent or complex nursing support is required, such as:

- **Dementia**
- **Alzheimer's**
- **A stroke**
- **Parkinson's Disease**
- **Convalescence / post-operative care**

**Compassion,
respect and
dignity**



Proud to be dementia dedicated...

The most important aspect of dementia care is that it should first and foremost be personal. Our Homes have a dedicated dementia offering to support those with dementia to live well.

What is dementia?

Dementia occurs when the brain is affected by a disease. It is not a natural part of ageing; however, the chance of developing dementia increases significantly with age. There are more than 100 known causes of dementia. The most known types are Alzheimer's and Vascular Dementia.

Whilst memory loss is a symptom of dementia, the condition damages different areas of the brain and leads to a variety of challenging symptoms. It affects all the senses, and because it is so complex, every person's experience of it is unique.

Personalised expert care

We get to know each resident's past and their present to create a Care Plan as individual as they are. We consider your loved one's care needs whilst respecting preferences, lifestyle, interests, and routines.

We have specific floors that cater for different dementia needs - from the early signs of dementia through to behaviour that challenges and end of life care.

Encore has a dementia dedicated Clinical Leadership Team supported by skilled care experts, from Home Managers to Clinical Leads and Senior Nurses.

A full assessment of each resident's care needs is completed to establish the exact care requirements of the individual. This is continually reviewed, with input from relatives, to ensure we always provide the highest standard of care.

Residents/relatives complete a This Is Me document, which allows all staff members to get to know every resident (past and present) and understand their likes, dislikes, and their preferences.

Compulsory dementia training

Not only do we ensure ongoing training for all our staff but we also provide coaching and mentoring to ensure that every member of the team understands the needs of the residents and how to best care for them.

As part of their induction and training when they join Encore Care Homes, our team members benefit from learning about dementia and its effects. This compulsory dementia training teaches staff how to communicate with individuals with dementia and support them to live well. It teaches them how to use person-centred approaches to care for those with behaviour that challenges.

Additionally, all our team members take part in what is proven to be the closest experience to what it is like for an individual to live with dementia.

The ground-breaking Virtual Dementia Tour run by Experience Training Ltd, the organisation of evidence-based training to care providers, is the only medically and scientifically proven method for a healthy brain to encounter what life is truly like for mid-range Alzheimer's patients.

We arrange for all our team members to take part in this training as it is vital to enable our caregivers to identify with and better understand the behaviours and needs of those in our care. Subsequently, they are empowered with the knowledge and compassion to better communicate with, and support our residents.

The vital training that we provide enables our teams to support person-centred care and positive communication; so that families can feel reassured that their loved ones will be understood, treated with respect and dignity, and that they will feel comfortable and happy in their surroundings.

Homely environments

Another crucial element of dementia care is providing a familiar, safe environment that eradicates frustrations and puts you at ease. Encore homes are purpose-built to be dementia-friendly from every aspect - from the layout of the building to sensitive décor and interior design.

Stress levels of those living with dementia can be heightened by their surroundings. We reduce the

effects of stress, such as agitation, sleeplessness, wandering and aggression, with our homely environments, which consider colour, lighting, layout, noise, and access to space and gardens - ensuring residents living with dementia feel at home and comfortable.

The interior styling encourages conversation and engagement. The acoustics are kept to a soft minimum, which has proven to have a beneficial effect on the residents' mental health and behaviour. We also monitor the noise levels to research the impact on our residents.

We continually evaluate and strive to improve our environments based on the individuals that reside with us and their changing needs. Whilst considering residents' care requirements, wishes and history, we adapt and refresh our resources to provide innovative and imaginative ways to further comfort residents and help them to feel at home - one size does not fit all.

All residents are encouraged to bring their own possessions, mementos, and photos to help trigger happy memories. At the entrance of each bedroom there are purpose-built memory boxes for residents to display some of these items.



We are here to support you

Sensory Gardens

Our landscaped gardens promote reminiscence and activity. We have designed them with all the seasons in mind. The flora and fauna have been carefully selected to provide tactile textures as well as colour to engage the senses and encourage residents to touch, smell and enjoy the array of hues.

The gardens have been specifically designed with a walking 'flow' to provide residents with a continual walk around the garden if they wish and avoiding abrupt ends to paths.

All Encore gardens have raised flower beds, which residents are encouraged to tend to, should they so desire, or to simply enjoy the flowers, vegetables and herbs, which are made more accessible for residents to touch and appreciate.

As well as various quiet areas of the garden that residents and families can sit to enjoy the tranquillity and birdsong in peace, our courtyards are designed with a more inclusive layout. They lend themselves to social gatherings with other residents and team members, as well as providing the perfect acoustic stage for outdoor entertainment.

Nutrition

Our professional chefs provide freshly prepared 3-course meals, which are nutritional, balanced, delicious, and appetising. Our seasonal and varied menus are created using locally sourced food. Our in-house professional chefs speak to every resident and refer to their This Is Me document to ensure that favourite meals are incorporated into the inclusive menus.

The dishes are capable of being adapted to suit all palates, including soft food diets. For those that require soft foods or are on a puree diet, our chefs use a variety of techniques, including piping and moulds to reconstruct the individual foods and textures, and recreate the dish on the plate. We believe that the food experience should remain appetising and enjoyed by all residents, and we endeavour to make mealtimes something to look forward to for everyone.

Light meals and snacks are always available throughout the day so that residents, especially those with dementia, can eat when they feel like it, not just at set mealtimes. Residents are free to eat in their rooms or enjoy the company of others in the dining rooms.

Devoted Wellbeing Team

We have a dementia trained Wellbeing Team in every home. The teams create and deliver carefully tailored activity programmes, which incorporate personalised aspects and residents' preferences – and consider the impact of dementia.

Dementia affects the entire person – mind, body, emotions and spirit. All activities are designed to have a therapeutic and mentally stimulating influence, and we encourage those living with dementia to actively get involved.

Activities on our dementia floors vary from group activities to more personalised one-to-one activities. The team speaks to every resident and family to find out about each person's interests and hobbies. Depending on the resident's care needs, the Wellbeing team find creative ways to adapt activities and promote an inclusive environment that engages residents in subjects they take pleasure in. These personalised activities form part of the daily activities offered.

For those residents that prefer or require more one-to-one engagement, our Wellbeing staff take time with individuals, whether it is guiding them in activities, or simply spending some time talking with residents, and reassuring them with a gentle hand on theirs.

We are dedicated in dementia care and provide the following expertise and facilities:

- Personalised expert care
- Dementia dedicated Clinical Leadership Team
- Dementia training and ongoing learning for all Encore staff
- Sensitive decor and interior design to provide comforting, homely and safe environments
- Sensory landscaped gardens specially designed with a walking 'flow' around the grounds
- Freshly prepared 3-course meals adapted for all palates
- Special techniques used to recreate dishes on the plate for soft food diets
- Dementia trained Wellbeing Team that creates engaging programmes of group and one-to-one activities



Palliative Care

We listen to your wishes and are here to support you and your loved ones. Palliative care is for those who are in the last months or years of life.

If you, or your loved one has an incurable illness, palliative care manages the pain and other afflicting symptoms.

Our end of life care enables us to help you, or your loved one to live as comfortably as possible and to ensure, without compromise, that you, or your loved one passes away with respect and dignity.

Respectful

We take your hopes and preferences into account when working with you, or your loved one, to create a care plan that is unique and right for the individual.

We provide not only physical support but also psychological, social and spiritual support for the resident, as well as their family.

If there are vacant rooms available, these are offered at no cost to family members who wish to stay overnight with loved ones in their final days.

Planning for end of life

Anyone can plan for their future care, whether they are ill or not. However, if you, or your loved one has a terminal illness, it can be comforting and reassuring to make plans together for end of life care.

This is sometimes called advance care planning and helps to talk about your wishes for how you or your loved one are taken care of in the final months of life.

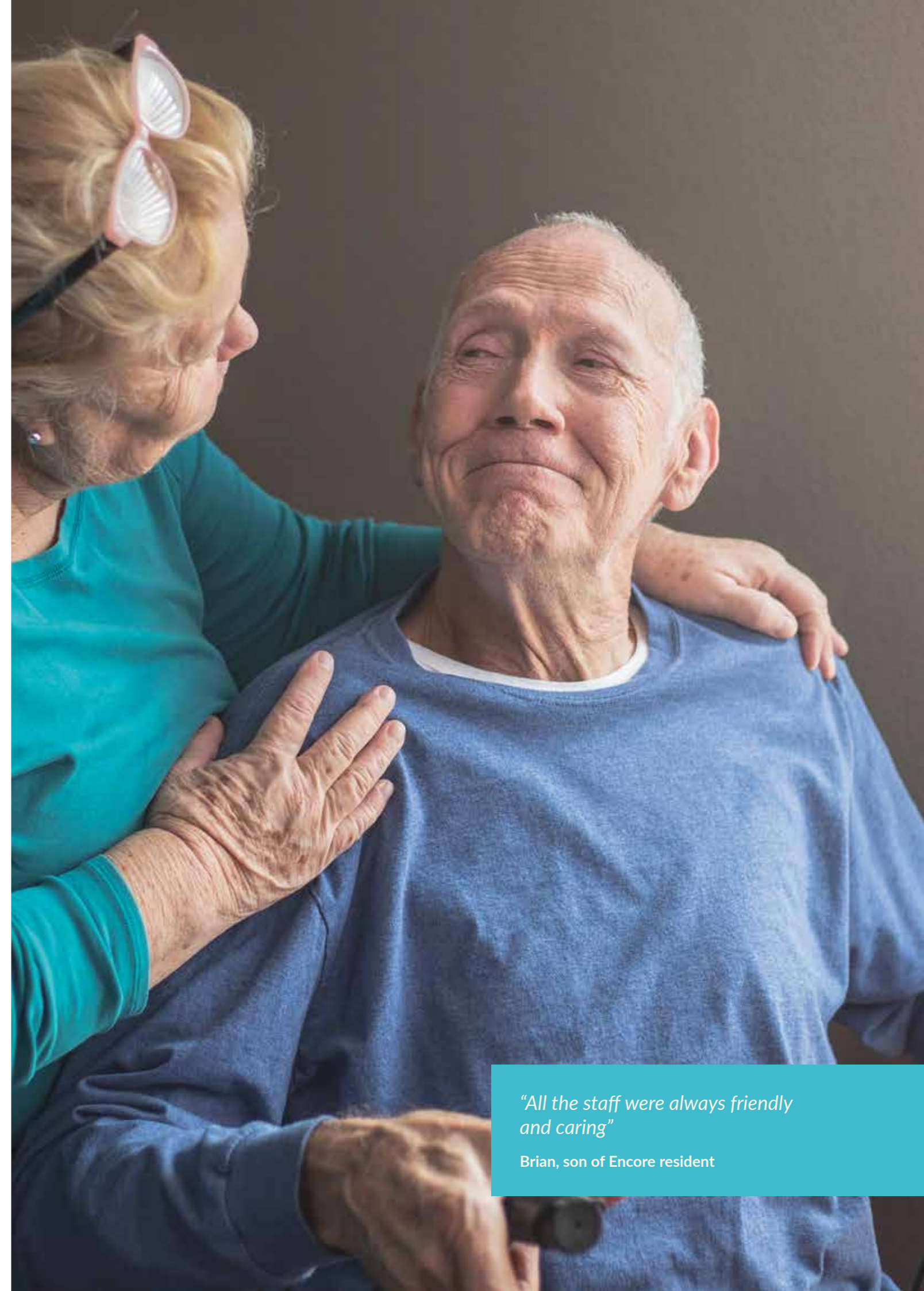
Some degenerative conditions mean that communication can become very hard towards the end, therefore, by preparing for end of life care, your decisions and feelings about your future can be listened to and planned for.

Specialists in end of life care

We have care teams who are specially trained to provide end of life care with the utmost respect and dignity for our residents.

Encore care homes appoint Leads in End of Life Care to ensure there are always experts on-hand to deliver the highest standard of care to those in the final stages of their lives.

**Supporting you
and your family**



"All the staff were always friendly and caring"

Brian, son of Encore resident

Respite Care

We offer flexible, temporary care when you need it most. We work with you to tailor the care you, or your loved one may need during your stay with us.

Every Encore Care Home has been designed to provide residents with a comfortable and relaxing stay whether on a short-term break or as a permanent resident.

Our respite care availability is on a home-by-home basis, and is from two to six weeks. Our modern, purpose-built care homes have been specifically designed with caregiving in mind and you, or your loved one will receive a personalised care plan during your stay, however long or short.

**Temporary care
when you need
it most**

Respite for carers

We appreciate that full-time carers who look after a family member or friend may need a break, or just need some additional help from time to time. The care we offer our short-term residents is the same high-quality standard that our permanent residents receive. Therefore, you can be reassured that your loved one will continue to be well looked after during this time.

On the road to recovery

If you, or a loved one, has had an operation, or has been unwell and needs a place to stay whilst you recover, we can provide you with the extra assistance you require. During your stay of convalescence, we can help with the day-to-day aspects until you are able to return to your own home.

Finding the right home for you

Choosing the right home is a big decision. You can stay on a respite basis for up to 6 weeks before you make the commitment to stay; providing a chance for residents to settle and get to know friendly faces.

Companionship

There might be certain times during the year, such as Christmas, where you would like to be with like-minded people and take part in the social activities we put on across our homes. If so, a short-stay at Encore will leave you feeling refreshed and reinvigorated for your return home.



"Mum's face lights up when she receives a cuddle from a team member"

Mary, daughter of Encore resident



Bright, spacious,
and homely



Comfortable

The utmost care and attention has been spent on each detail to make Hamble Heights feel homely in every possible way.

All the bedrooms are generously sized to provide you with an airy, spacious and bright place to relax.

Our large bedrooms showcase a charming feature wall, whilst the curtains beautifully tie in with the upholstered armchair and throw. These soft finishing touches create a welcoming warmth and homeliness.

Every room features state-of-the-art movement-triggered lights in the en suite wet-room, as well as touch-sensitive lamps next to every bed.

Each floor has its own dining room with kitchenette. Families can also enjoy time together in our private dining rooms or in our very own bar area.

You are welcome to bring favourite furniture pieces, photos and pictures to personalise your own bedroom so that you feel settled and comfortable. The memory boxes outside each room can be filled with personal trinkets and little reminders of loved ones.

Every bedroom features:

- Underfloor heating
- En suite wet-room
- Movement-triggered lighting in the bathroom
- Wardrobe
- Chest of drawers
- Dressing table
- Chair
- Bedside table
- Television
- Touch-sensitive lamps
- The option of sensor equipment
- Fully adjustable bed
- Mattress options to suit all preferences
- 24-hour call bell system



Great food,
companionship,
and happiness



Eat & Live Well

Healthy, appetising meals are such an important part of every day.

Our professional chefs prepare freshly cooked, 3-course nutritional meals daily and ensure that the menus are continually varied.

However, if you have a sudden craving for a particular dish, just let us know! If your favourite meal is traditional fish and chips (but the batter has to be light and the chips chunky), then our chefs will make it for you! We will always go the extra mile to create a ripple of happiness.

Companionship is a vital part of wellbeing. Residents can enjoy the company of like-minded neighbours and team members. We are also pet-friendly, and will make every consideration, on a case-by-case basis, to facilitate residents' furry or feathered companions to move in with them.

Environments full of light and space are health-giving. As such, the architecture of Hamble Heights has been purposely designed with this in mind. The bright and airy communal rooms feature large windows and high ceilings.

The kitchen and dining areas are beautifully fitted. The living rooms include comfy chairs where you can relax in company, or you can choose to sit in more snug areas of the home if you would prefer some quiet time.

For those that enjoy a little pampering, Hamble Heights' salon will have you feeling like a million dollars. Whether you prefer a cup of tea and slice of homemade cake, or a pint of beer and a packet of crisps; we have the perfect place to spend time with friends.





Family and friendships are at the heart of our care

Feel Joyful

Dignity and respect are at the heart of our care culture and it filters all the way through the home.

We choose only the kindest and most committed professionals to work here. Our team delivers the highest quality of person-centred care because we encompass all aspects of wellbeing:

- Nursing care
- Modern and efficient facilities
- Great nutrition and hydration
- Engaging, enjoyable daily activities
- Comfort and companionship

Most importantly, we provide the feeling of true homeliness. So much so, that our little community often becomes an extension of the family for residents and relatives.

Our fees are charged per week. These are dependent on the type of accommodation and level of care that you require, which would be determined by a full healthcare assessment.



"My husband was welcomed warmly and felt at home right away."
Hilda, wife of Encore resident

Ideally Located

-  **Swanwick Train Station** – 0.1 mile / 1 min
-  **Fareham** – 4.8 miles / 12 mins
-  **Southampton** – 7.9 miles / - 22 mins
-  **Southampton Airport** – 8.8 miles / 16 mins
-  **Portsmouth** – 11.9 miles / 18 mins

Approximate distances and travel times
taken from Google Maps

If you have a question about care,
or would like to book a viewing
of Hamble Heights, please call:

01489 888 950

Hamble Heights,
71 - 73 Botley Road, Park Gate
Southampton SO31 1AZ

www.hambleheights.co.uk

Our family of homes

We pride ourselves on providing high quality, personalised residential, nursing, dementia and respite care across all of our homes.

Our friendly, dedicated and professional healthcare teams provide tailored care to each and every one of our residents. Our care homes are a perfect 'home from home' while benefitting from the extra support you, or your loved one may need to live an active and fulfilled life. We understand that choosing a care home can be a difficult decision, but we are here to support you every step of the way.



Oakdale
Poole

 01202 878 149



Fairmile Grange
Christchurch

 01202 082 722



Great Oaks
Bournemouth

 01202 476 960

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