



# HILLTOP COURT

## *Care Home*

Residential, Dementia Residential & Nursing Care

**Simply good care.**

# GET TO KNOW HARBOUR

***We strive to provide an excellent standard of care to our residents, treating them with complete dignity and respect.***

When you step into a Harbour home, you will immediately feel at home. Each home is unique and all are welcoming. Residents can enjoy the comfortable communal areas within the homes or spend time relaxing or helping out in our lovely garden areas.

We know it's our team members who really make the difference and we are extremely proud to have team members working with us who go above and beyond to ensure our residents have the best experience they can living with us. Residents' days are filled with love, compassion, activity and fun.



## *Our mission*

Together we are dedicated to enhancing the wellbeing of all, through quality excellence and fun.

## *Our values*

**H**umility  
**A**ccountability  
**A**chievement  
**P**assion  
**I**ntegrity

## *Our vision*

To be the home of choice in our local communities.



*We create a home from home for you to enjoy from the moment you arrive. Getting to know you is so important and starts even before you move in, as we begin to build a picture of your life history, tailoring your person-centred care and lifestyle around what matters to you. We are looking forward to welcoming you!*



**Honor Keatley** - Managing Director

# OUR HOME IS... *Your home*



Heaton Norris, a suburb of the Metropolitan Borough of Stockport, is one of the Four Heaton, along with neighbours Heaton Chapel, Heaton Mersey and Heaton Moor. Originally within the boundaries of Lancashire, part of Heaton Norris was annexed to the County Borough of Stockport in 1835; Heaton Chapel and Heaton Moor followed in 1894 and the remnant in 1913.

The wider area of Stockport has a wealth of parks and green spaces which are great places for health and recreation, as well as being havens for wildlife and biodiversity.

**We are proud that our home really is the perfect place for you to call your home.**

## *About*

Hilltop Court Care Home is purpose-built to provide the very best of everything, from the outstanding care, to the beautiful accommodation, to the high quality, delicious food and enjoyable lifestyle activities.

## *The team*

Our dedicated team is experienced and compassionate, they see each resident as a unique individual, reflecting this throughout their person-centred care. The care team have access to the latest care plan technology and will take time to get to know you, your family and all of your favourite things.



*I am delighted to be the Registered Home Manager for Hilltop Court Care Home. Working alongside an exceptional team, I am eager to utilise my skills in managing day-to-day operations, fostering a collaborative work environment, and delivering outstanding person-centred care for our residents.*



**Alex Ross**

**Registered Home Manager  
Hilltop Court Care Home**



# SIMPLY GOOD CARE

***Resident care plans reflect all that an individual would want and need for their care to be delivered in the way they choose, with independence and dignity as prime considerations. We also have team of expert Champions who lead on specific areas such as infection control, safeguarding and dignity.***

## CARE THAT WE OFFER:

### *Residential Care*

Our residential support and care is ideal for those of our residents who do not require nursing care or nursing care associated with dementia. It might be that assistance with washing and dressing is all that is required. Everyone who comes to make their home with us has differing care requirements and our 'person-centred' approach to care ensures that all needs are met, no matter what they might be.

### *Nursing Care*

Like all our team members, our skilled and fully qualified nurses are committed to providing an excellent standard of care for those people who require a qualified nurse available to them 24hrs a day. Our nurses are experienced in providing nursing care for a broad spectrum of nursing requirements, as are our experienced management teams who lead the nursing team within the home.

### *Dementia Care*

Our priority for our residents living with dementia is that they should always feel safe and comfortable. Each resident is given the unique care and support that they require through our person centred care planning. These individually tailored care plans are essential for excellent care and are delivered by our appropriately trained care teams.

# YOUR ROOM

*Make it your own*

We offer the very best of living for those requiring the highest standard of accommodation. Every bedroom at Hilltop Court Care Home is spacious, well-equipped and some have en-suite facilities. Your bedroom will be beautifully decorated as you like it, to suit your personal tastes. Some bedrooms overlook or lead onto the large patio and garden area.

Our state-of-the-art call bell system throughout the home means that while you can enjoy your own space, our team are never far away and always ready to help.

“

*The rooms are immaculate and spacious, yet they soon feel very homely.*

Daughter-in-Law of Resident

”

## *Room features*

- ✓ Complimentary Wifi
- ✓ Newly refurbished rooms
- ✓ Full set of complimentary furniture



Your room comes with everything you need, but it is your home, so you are welcome to bring your own furniture!



# LIFESTYLE AT HILLTOP COURT CARE HOME

***Our activities not only encourage our residents to continue with lifelong hobbies but to also try new ones. Our aim is to promote stimulation for the mind and body, as well as general wellbeing.***

It is important that our residents still feel part of the wider community and our teams ensure this is a priority by organising trips out to local groups, clubs, sights or just going down to the local pub for a pint. We also invite local groups, schools and places of worship and entertainers into our homes.

At Hilltop Court Care Home, our Lifestyle team members work hard to ensure our residents individual needs are met. Uncovering and capturing individual resident hobbies and interests, as well as resident life histories, is an essential element of success in providing personalised daily activities which residents will



*Enjoy some live music and singing in our garden.*

enjoy. Individual activities for residents are of great importance – letter writing, video calls with family members, attending churches and continuing long standing attendance at community groups and clubs can all be supported and achieved with the help of our Lifestyle team.



We are excited to announce that we have partnered with Oomph! to provide brilliant activities!



# DINING WITH US AT HILLTOP COURT CARE HOME

***Our food is of the best quality to ensure that you love what you eat and get everything you need nutritionally, too. Here at Hilltop Court Care Home, we understand that nutrition and hydration is the foundation of an individual's wellbeing.***

We make sure that our food and drink is at the centre of our social culture; whether it's breakfast, or an evening's entertainment, the food & drink will always go beyond expectations and, what's more – there's no washing up to do! Meals can be enjoyed wherever you prefer – perhaps in the homely dining

rooms with fellow residents or more private dining in the comfort of your room whilst catching up with the soaps.

We can meet the needs of most dietary requirements, whether they be medical or cultural.

*Our Head Chef loves to speak with our residents regarding the menu that we offer and is always happy to accommodate special requests for a favourite dish.*

Snacks are available throughout the day and we are partial to some tea and cakes in the afternoon!



*Enjoy your meals in our comfortable dining rooms.*



*High quality, fresh food prepared for every meal.*

# MOVING IN

From the moment you get in touch with us, our experienced team will work with you to ensure that moving into our home is as easy and stress-free as possible.

We will give you and your loved ones a tour of Hilltop Court Care Home to introduce you to our home and our team.

A pre-admission assessment will also be completed for us to get to know you and your needs.

We are here to answer all of your questions and to help you every step of the way.



Relatives and friends can call the home on **0161 480 4844** at any time to see how you are settling in

# VISITING THE HOME

Contact with family and friends is fundamental to your health and well-being and visits are encouraged.

There are no restrictions or booking requirements to visit Hilltop Court Care Home however, the team would ask family and friends not to visit during 'protected mealtimes' unless by prior arrangement

Car parking is available for family and friends when visiting Hilltop Court Care Home.





# HILLTOP COURT CARE HOME *at a glance*


- ✓ **Exceptional residential, nursing and dementia care**
- ✓ **Comprehensive electronic care plan, tailored to your needs**
- ✓ **Spacious bedrooms with en-suites, fitted furniture and flat screen Smart TV**
- ✓ **Tranquil outdoor spaces**
- ✓ **Complimentary Wifi throughout the home**
- ✓ **Tasty, nutritious meals to enjoy in homely dining rooms or area of your own choice**
- ✓ **An exciting programme of activities with something for everyone, every day**
- ✓ **Clubs, entertainment and talks within the home**
- ✓ **Regular outings and larger day trips out of the home, accompanied by the team**
- ✓ **Access to hairdressing, beauty & chiropody services**
- ✓ **Full personal laundry service and daily housekeeping**
- ✓ **Disabled access and lift service**



*Why not book a viewing to explore Hilltop Court Care Home and all it's features to get a real feel for the home!*

# AS FEATURED ON...

9.4

 carehome.co.uk  
Out of 71 reviews  
As of June 2024

Find our profile for  
reviews & more  
information



Inspected and rated

Requires Improvement



**CQC rating**

As of Dec 2022

Find our profile and  
read our report



*The staff are second to none. They seem to really care about their residents and nothing is too much trouble. Mum likes her room, the food and all the care givers. I feel she is safe and well cared for. I would recommend Hilltop Court.*

Resident's Daughter



## Website

Go to our  
website for  
more info



## Social Media

Follow us for  
more pictures  
and videos



## Lottie

Find our  
profile on  
Lottie



## Autumna

Find our  
profile on  
Autumna



# CONTACT

Hilltop Court Care Home

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# FINANCES

When you or your loved one move into a care home, fully understanding what the State provides and what help is available to be certain about costs and affordability is essential for all involved. Seeking independent advice is important; however, we can provide information to answer the most commonly asked questions.

## **Funding Types Accepted:**

- Private/Self Funding
- Local Authority Funding & Top Up
- NHS Continuing Healthcare (CHC) Funding

*Call us for information regarding financing  
and we'd be happy to explore your options with you.*



**Harbour Healthcare**

**Simply good care.**