



Diva Care

Caring for the elderly

Hyperion House *Nursing & Residential Care* *Home for the elderly*

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Diva Care Ltd is registered with
The Care Quality Commission



Criminal Records Bureau
We are an umbrella body for
the Criminal Records Bureau



DIVA CARE LIMITED

HYPERION HOUSE ON-LINE BROCHURE

BRIEF PROFILE

Diva Care Ltd is a family business that has been providing care for elderly people since 1985. The Director & Company Secretary are Nigel & Lisa Stuckey. Nigel looks after the day to day running of the company and has, in the past, worked with all disciplines and is very aware of resident and staff needs. Nigel is based at Hyperion House and has regular daily contact with the Home.

The Hyperion is managed by Mrs Katie Boyce R.G.N. Katie has been with the company for over 16 years and is also based at Hyperion House and is at the home on a full time basis.

HOME CONDITIONS

The Home is situated in the heart of the pretty Cotswold town of Fairford and is within easy access of all local services. The town has a GP practice, dental services, library and weekly market. Links with the local community are encouraged and residents are welcome at all local events.

There is open visiting at all times with both family and friends welcomed.

Hyperion House is registered with the Commission for Social Care Inspection and offers both residential and nursing care for elderly people. The 45 beds available are used flexibly to provide care ranging from gentle assistance to full nursing.

The premises are covered by a full fire certificate and carry insurance including public liability. Residents are requested to provide their own insurance for personal items.

PHILOSOPHY OF CARE

Hyperion House endeavours to provide a caring environment in comfortable surroundings, with personal warmth and understanding from the skilled staff who will be meeting residents daily needs. Care will be provided whilst maintaining privacy, personal dignity and fostering independence for each individual resident.

Residents will be encouraged, and assisted where practicable, to pursue their hobbies and interests, either in the Home or by use of the local facilities.

Emphasis will be on personal choice and residents will find that coming into care does not mean an end to their normal life but rather a new opportunity to enjoy life to the full without cares or worries for them and their families.

ACCOMMODATION

The first impression a visitor has when entering Hyperion House is one of comfort and friendliness. Many features of the buildings recent history as a hotel have been maintained, whilst necessary

Alterations have been made to enable residents to live as independently and comfortably as possible. The most obvious feature remaining is the bar in the main lounge where residents have drinks of their choice.

All bedrooms have en- suite toilets and washbasins and are furnished to a high standard. The bedrooms are on two floors and are served by a shaft lift. Each bedroom has a nurse call system installed. Residents are encouraged to bring in personal possessions to achieve as homely an environment as possible. All rooms have TV aerial facilities and televisions can be supplied at an extra charge. Residents may have telephones installed at their own expense.

There are two lounges and a pleasant conservatory that is used as a dining area. The extensive gardens are well laid out with a large sheltered patio which is well used and enjoyed by both residents and visitors alike.

DINING ARRANGEMENTS

Food is a priority at Hyperion House. Meals are prepared using fresh ingredients and there is always choice on the menu. Special diets are catered for where necessary and personal preferences are taken into account. Whilst residents may be served in their room if they wish, meal times can be a very sociable occasion and residents are encouraged to join together in the communal dining areas.

A full English or continental breakfast is served until 10.30am followed by mid morning coffee and biscuits. There is a choice of main meals and desserts for luncheon and a choice of a hot or cold supper with dessert. Afternoon tea and cakes are served mid-afternoon but beverages and snacks are available at all times.

Relatives and friends are welcome to join residents for meals by prior arrangement but can visit for coffee or tea at any time. During the summer refreshments are served in the garden and can be a pleasant interlude for all.

SERVICES

LAUNDRY- Personal clothing suitable for machine washing is undertaken on site, free of charge. Dry cleaning can be arranged at an extra charge

HAIRDRESSER- The hairdresser visits on a regular basis for convenience of the residents. Price list is available on request. *

CHIROPODIST- Visits every six weeks, charges are extra. Price is available on request. *

ACTIVITIES- Activities are arranged following discussion at residents meetings. This allows residents to raise any concerns and for local information to be passed on. Social events are arranged and residents are encouraged to attend local events. Regular bingo and quiz sessions are held within the home.

SHOPPING- Outings can be arranged and organised at residents' request.

OUT- PATIENT VISITS - Where possible residents are taken to hospital and dental appointments. This is dependant on staff availability so is not always guaranteed but we will always endeavour to make alternative arrangements for transport.

* £1 admin fee will be added to cost if Diva Care pay then invoice client. No fee added if paid direct to hairdresser or chiropodist.

TERMS

Fees vary according to the room chosen and the dependency needs of the resident. The final charges will be decided following assessment of needs and the choice of room.

The following charges are a guide only and include food and laundry. Most requests for specific items can be met, a charge for which may be applied.

RESIDENTIAL

Single room with en-suite toilet and hand / wash basin £600 - £750

Double room with en-suite toilet and hand / wash basin (shared facility) £500 - £650

NURSING

Single room with en-suite toilet and hand / wash basin £600 - £850

Double room with en-suite toilet and hand / wash basin (shared facility) £575 - £725

It is stressed that the above fees are a guide only. Hyperion House has many different sized rooms, some with doors to the garden, and consequently there is a differing range of fees.

Some rooms have to be accessed by steps; these are 12, 13 and 14.

Room keys can be provided to lock your accommodation upon request, although for safety reasons a copy will be held by the Home.

PERSONAL POSSESSIONS

All rooms are fully furnished but residents are encouraged to bring as much of their own furniture as possible. We are more than happy to put up shelves and as many picture hooks as necessary to make the room as homely and comfortable for the individual.

Residents are advised on admission that valuables retained are their own responsibility. They must arrange their own insurance for any items of value. A key is available for a locked facility in the room and the door to the room may be locked. We do hold a master key for safety reasons.

NEEDS ASSESSMENT

To ensure that Hyperion House can meet the needs of prospective residents a member of the skilled staff team will visit (where practical) and assess care needs prior to admission. Prospective residents are encouraged to visit the Home with their families and if possible spend some time with other residents and staff.

MEETING NEEDS

Residents care plans will be jointly agreed following a full assessment. A key worker will be appointed and will be a contact point for the resident and their family. Residents are able to retain their own GP if the practice agrees. However, there is a local practice and the GP holds a regular weekly surgery at the Home. Emergency visits are made as required.

Medications are supplied by the local chemist.

**RESIDENTS AT HYPERION HOUSE ARE ABLE TO ENJOY THEIR LATER YEARS IN A FRIENDLY, CARING ENVIRONMENT, FREE FROM WORRIES. THEIR FAMILIES CAN BE ASSURED THAT THEIR RELATIVE WILL BE LIVING IN A MANNER THAT WOULD CORRESPOND WITH LIFE IN THEIR OWN HOME WHILE RECEIVING THE CARE NEEDED.CHARTER OF RIGHTS FOR RESIDENTS
EACH RESIDENT HAS THE RIGHT TO:**

- Be addressed as he or she wishes
- Be helped to maintain a high quality of life
- Maintain his or her independence
- Take risks related to the encouragement or maintenance of an active life style
- Have his or her privacy respected
- Be treated with dignity
- Have his or her social, emotional, religious, cultural and political needs accepted and respected
- Have a regular, defined review of his or her individual circumstances at which he or she has the right to be present
- Make informed choices about his or her future care programme
- Choose his or her doctor and dentist and consult them in private
- Be responsible for his or her own medication unless this is contrary to the advice of the doctor and nurses
- Be cared for by adequately and appropriately trained staff
- Receive visitors at any reasonable time
- Be provided with adequate and appropriate accommodation
- Bring personal belongings into the Home provided they meet the standards required under Fire and Health and Safety regulations.
- Transfer to another Home
- Not to be moved to another room without consultation
- Have access to a telephone
- Be provided with nourishing and appetising food taking into account personal preferences and dietary requirements
- Participate in leisure activities
- Manage his or her own financial and personal affairs if able
- Have access to a formal complaints procedure and to be represented by a friend, relative or advocate if he or she wishes
- Have choice at all times in all situations and actions

Diva Care Ltd, Hyperion House Care Home Complaints policy.

If for any reason there is cause for complaint, Residents, Visitors and Staff should speak to the person in charge at the time of identifying the cause of complaint. The person in charge will complete a complaint form and record specific details of the complaint and the outcome. If the outcome of a verbal complaint requires further investigation, the complaint should be directed in writing to the Home Manager, Katie Boyce.

If the complaint remains unresolved then information concerning the complaint should be addressed to:



Care Quality Commission
South West Region
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161

Email : enquiries@cqc.org.uk

Or

Email : Southwest@cqc.org.uk

If after this procedure the complaint remains unresolved, the complaint should be directed to the Local or Health Authority Ombudsman.

We welcome the comments of residents, families and friends as it gives us opportunity to review and improve our services. All suggestions / complaints will be taken seriously and treated in confidence.

If you have any questions for us please contact the Manager of Hyperion House:

Mrs. Katie Boyce R.G.N

on: 01285 712349

Or email us direct on info@divacare.co.uk