

# Richmond Heights



Quality care **you can trust**

**Richmond Heights**  
Woodhouse Rd, Intake,  
Sheffield S12 2AZ  
0114 253 1992

[richmondheights.co.uk](http://richmondheights.co.uk)

---

# Contents

---

Welcome to Richmond Heights Care Home.....	03
The Care you Need.....	04
Unique Care.....	04
In Caring Hands.....	05
Our Philosophy.....	07
An Active Life.....	07
Your Room.....	08
All the Comforts of Home.....	08
Our Caring Team.....	09
Lifestyle.....	09
Food Glorious Food.....	10
Support For All Those Who Need Care.....	11
Dementia Care.....	13
Respite Care.....	14
What Our Clients Have to Say.....	16
Let's Talk.....	17



# Quality care **you can trust**

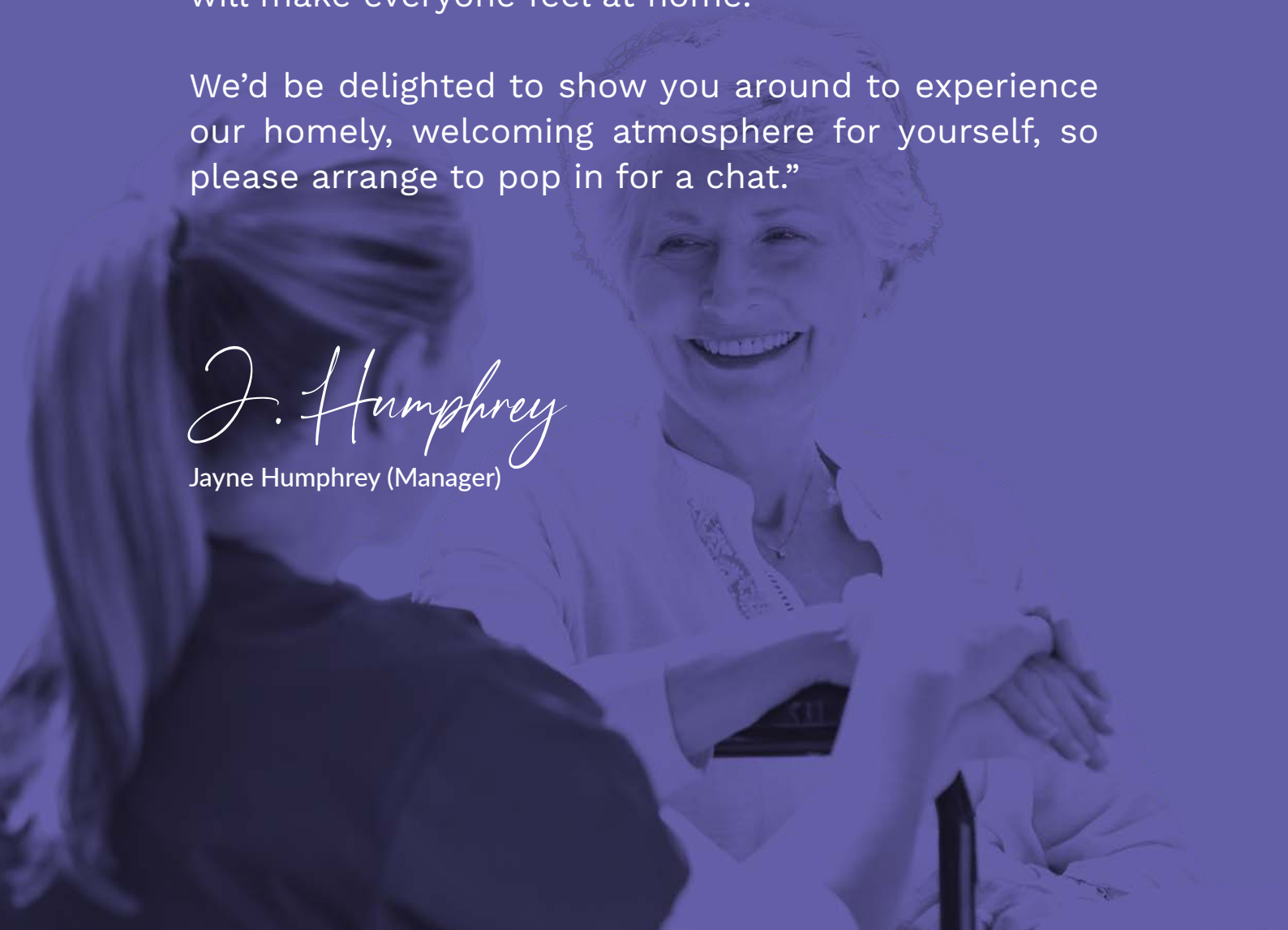
---

“We at Richmond Heights know that finding the home for you or your loved one is a choice not to be taken lightly. Moving home is an emotional and challenging time at any age, but it can be even more so in later life. That is why we offer in-depth consultations to walk you through your needs, the scope of your care and your goals for the future. We listen to what will make your move as smooth as possible and to what will make everyone feel at home.

We'd be delighted to show you around to experience our homely, welcoming atmosphere for yourself, so please arrange to pop in for a chat.”

*J. Humphrey*

Jayne Humphrey (Manager)





## Welcome to Richmond Heights Care Home

---

When you come to live at Richmond Heights, you open up a world of possibility and opportunity in this, the next stage of your life.

Our care home provides general nursing care, nursing care to people with dementia and a tailored respite service for those people who would like a short or long break. In every case, we are here to provide all the care each person's own family could wish for.

Jayne and her caring team of nurses work together to provide the highest standard of person-centred care to all residents, always delivered with kindness and compassion.

We would be delighted to show you around to experience our homely, welcoming atmosphere for yourself, so please arrange to pop in for a chat.

Tel: **0114 253 1992**





## The Care You Need

---

Personalised and compassionate care with trained nurses on site 24/7.

- Nursing Care
- Dementia Care
- End Of Life Care
- Respite Care
- Palliative care

## Unique Care

---

At our Care Home, you'll find a team of dedicated specialists ready to create an individual care plan that's tailored to you. We will:

- Help you to choose a lifestyle that's right for you
- Discover your personal interests and hobbies
- Help you stay as independent as possible
- Personalise the interior design of your bedroom
- Facilitate ways for friends and family to stay in touch
- Introduce you to an active social life and companionship
- Learn about your favourite foods, preferences, and tastes





## In Caring Hands

---

Richmond Heights care home in Sheffield, is purpose built to offer support for up to 51 people who require assistance and care. The homely and comfortable environment, enables us to provide person-centred care tailored to the needs of our residents and our dedicated and trained team of nurses provide a high standard of care to enhance resident's quality of life.

Richmond Heights is a well equipped, comfortable property, with a bright and spacious main lounge for TV and conversation, a large welcoming dining room and relaxing patio area.



In the warmer months residents enjoy getting together outdoors in our well-kept gardens with their comfortable patio seating areas and great views.

All bedrooms are well decorated and furnished, with standard features. We love residents to bring their own items in to personalise these spaces so they feel more at home in them.









## Our Philosophy

---

It's central to our philosophy that we strive to value and enrich the lives of all our residents. We offer companionship, security and first class care. We give all our residents the freedom to live their lives with the additional tailored support from us, should they need it.

## An Active Life

---

We help you to keep your mind and body active and support you in maintaining your lifestyle choices, friendships and links to your community. You may well find some new hobbies and interests too.



# Your Room

---

This is your own personal space, which is why we encourage residents to ‘make it theirs’ and personalise their room. All our rooms are furnished with comfort in mind. Your bedroom includes a bed suitable to your needs, wardrobe, chest of drawers, bedside table, over-bed table, armchair and other furniture to suit the size of the room.



# All the Comforts of Home

---

Relax and socialise in one of our comfortable lounges. You can use these rooms to entertain your family and friends, spend time with other residents or take part in activities.





## Our Caring Team

---

Our team is made up of qualified caring nurses who continue to build their skills with on-going training.

As well as providing excellent professional care, our entire team is dedicated to maintaining a sense of home and of belonging in our care home. Our team takes plenty of time to understand our residents, their likes and dislikes, and exploring all the ways we can make them happy and comfortable. We give our residents and their loved ones confidence that we're providing the very best of care, and delivering special resident experiences every day.

## Lifestyle

---

Our dedicated and highly trained staff specialise in supporting our residents to carry on doing the things they enjoy.

We help residents feel at home by encouraging them to do familiar things. If they had a hobby or pastime they did before they arrived, we'll help them to continue it with us. Or perhaps they may like to learn something new?

The important thing is that we treat every resident as an individual. If they enjoy sharing time with others, either in our home or on an organised trip out, they're most welcome. Or, if they prefer quiet time alone, we'll respect that too.





## Food Glorious Food

---

Our excellent team of kitchen staff are here to provide all our residents with a delicious and nutritious, well-balanced diet.

We always ask residents and their families about their food preferences and dietary requirements. Our chef and catering team then work with dieticians to create meals that are nutritious and tasty, using fresh seasonal ingredients.

Residents can eat in our pleasant dining rooms or, if they prefer, we're pleased to serve them their meal in the privacy of their own rooms.



## Support for all of those who need care

---

### Personalised Care Plan

We will work with you and your family to create your personalised care plan. This is the key document that determines your care and support. Together with you and your family, we will identify your needs, preferences and the things we need to know to support you. This is all recorded on your care plan.

### Specialist Care

You will be able to call upon the services of a wide range of specialist practitioners who either visit the home on a regular basis, or have a practice within the surrounding area, which can easily be visited for consultation. For example, you will have access to dentists, opticians and a podiatrist.

### Medical Care

If your current GP is willing to visit you at the home, we're very happy for you to maintain that relationship. Alternatively, we have visiting GPs who are pleased to come and see you. Each GP visits the home on a regular basis, or at your request, and will be able to take care of your prescription needs.

### Medicines

If you would like to manage your own medicines, and it is safe to do so, we will provide lockable facilities and staff support for you as needed. If you prefer, or if it's assessed as safer, our trained staff will keep your medication in a safe place, and give it to you at the times stated on the prescription. We'll discuss all aspects of your medication with you when we develop your care plan.



## Meals

Food is so important and we have an excellent team of kitchen staff who offer a wide range of meals to provide a nutritious, appetising and well-balanced diet.

We always ask residents and their families about their food preferences and dietary requirements. Our chef and catering team then work with dieticians to create meals that are nutritious and tasty, using fresh seasonal ingredients. To add more variety, we also make a point of celebrating with special meals and events throughout the year. Residents can eat in our pleasant dining rooms or, if they prefer, we're pleased to serve them their meal in the privacy of their own rooms.

## Lifestyle Support

Our dedicated and highly trained staff specialise in supporting your lifestyle and promoting well-being for all our residents. They are passionate about the invaluable role they perform within the group.

Another aspect of helping our residents to feel at home is for them to do familiar things. If they had a hobby or pastime they did before they arrived, we'll encourage them to continue it with us. The important thing is that we treat every resident as an individual and listen to every residents wishes.



# Dementia Care

---

Living with dementia can become more difficult over time and as the dementia progresses, you may find it increasingly hard to manage by yourself or to continue to ensure the best quality of life at home.

This is when it may be time to think about moving into a care home.

Many people worry that moving into a care home will mean losing their independence or having to give up the things they love doing. But our care home encourages you to remain as active as possible and ensure you continue to enjoy a happy, fulfilled life.

No one has the same journey or path through dementia, that's why we tailor your support around your individual needs, preferences and wishes and involve you in the planning of your own care. We encourage you, wherever possible, to continue making your own decisions about what you do and how you spend your time.

Experience has taught us that residents who are encouraged to stay active benefit from improved mental and physical health.

## Dementia care

We provide care for people who are experiencing memory loss or confusion, perhaps because of Alzheimer's.

Through our specialist insight into the causes and effects of dementia, we can help a resident to make the most of their abilities so that they can continue to live as full a life as possible.

We support each person emotionally, physically and socially and always keep in mind that they are an individual with a long life behind them.

## Nursing and Palliative care

At our care home you can receive specialist nursing care in our warm and welcoming home. Our highly qualified and experienced team provides excellent quality clinical care with compassion and understanding. We can care for people with considerable and high dependency health needs, and provide palliative care.



# Respite Care

---

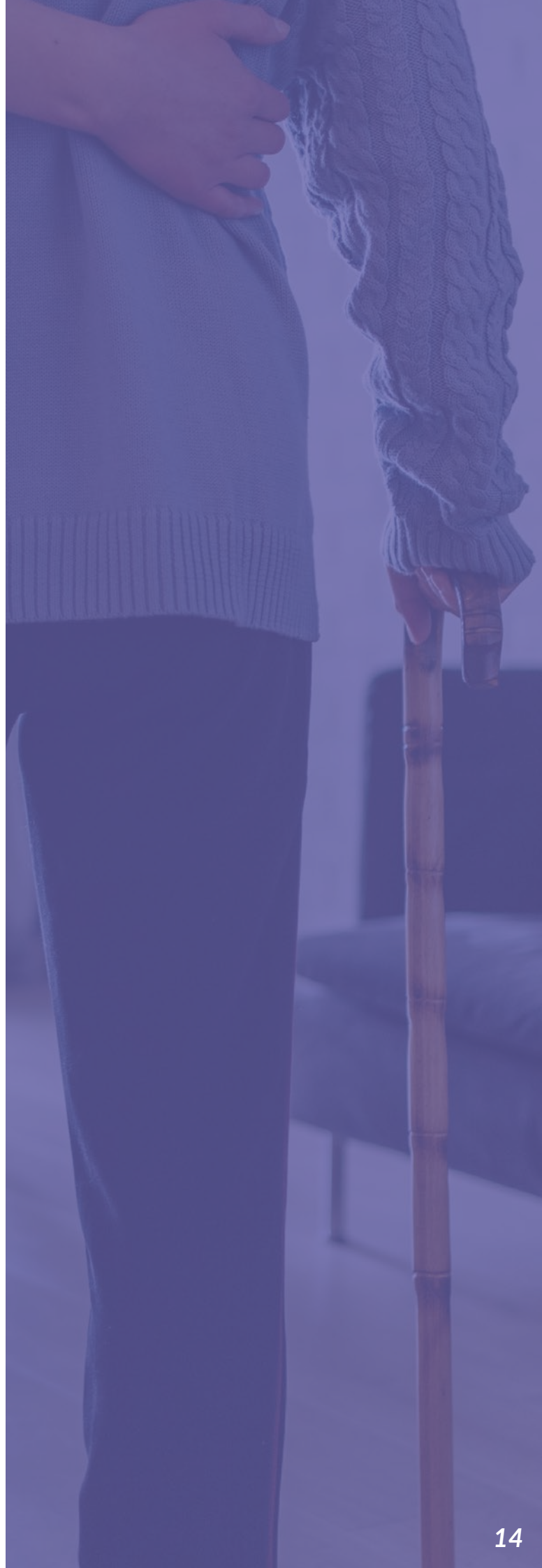
Our care home also offers Respite care, also known as short stay care, which means taking a break from caring while the person you care for is looked after by someone else.

It lets you take time out to look after yourself and helps stop you becoming exhausted and run down.

Stays can be as short as one week or as long as necessary. We work closely with residents and their relatives to understand their needs now and in the future.

Respite care enables you, the carer, to take a well-earned break or holiday from your everyday responsibilities, knowing that your loved one is receiving the very best care.

If your loved one needs help with daily living or has nursing needs, respite care is also an option if you yourself are unwell. As well as giving your loved one a valuable change of scene and the chance to try new activities and meet new people, respite care can also be extremely useful if they're recovering from an illness or operation and need a higher degree of care than normal.



A woman with short dark hair is smiling and looking to her right. She is wearing a dark-colored top. The background shows a room with white shelves and some items on them. The entire image has a blue tint.

**“Resident choice  
and dignity are  
strong values here.”**



# What Our Clients Have To Say

---

“My friend was admitted to Richmond Heights in January 2019 until he died in November due to dementia. From day one we were impressed with the loving care he received from all the management and nursing staff and the wonderful carers. Nothing was too much trouble for them. I would like to say a massive thank you to you all and I would recommend this home to anyone.”  
L.C. (Friend of Resident)

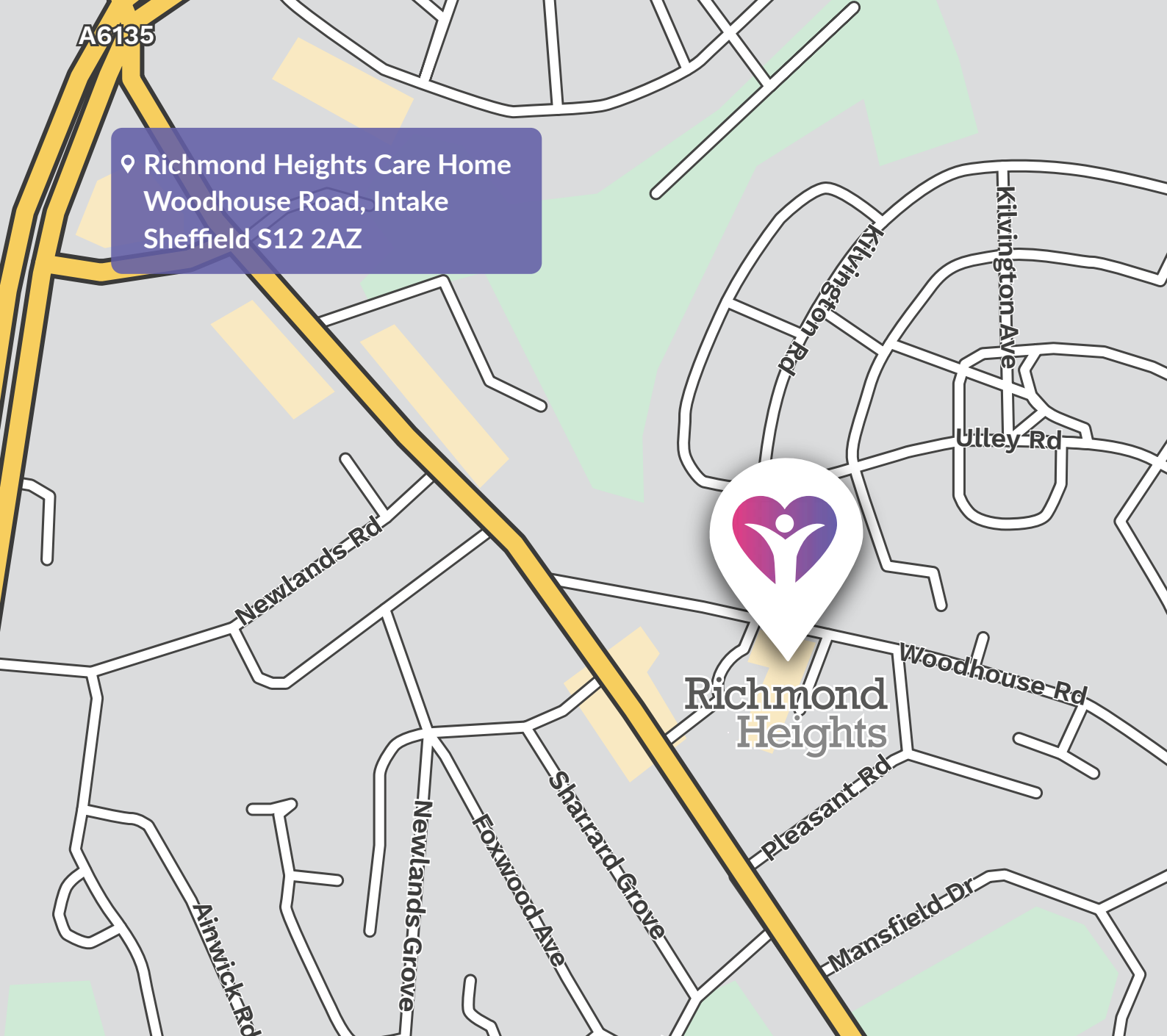
“My mother spent the last couple of days of her life in Richmond Heights Nursing Home and she could not have had any better care. All the staff were amazing and they also were a huge comfort to me and the rest of my family. Having had a couple of bad experiences with other care homes, I feel I am in a position to make a fair assessment and I know my mother could not have had better care at the end of her life.”  
Janice S (Daughter of Resident)

“My dad was in here for palliative care. We as a family couldn't wish for any better care with our dad. The staff are willing to go an extra mile to make sure not only the resident but the family are comfortable. When my dad did pass away they looked after him and cared for him with the most respect than anyone could have wished for. If you are looking to have your family in Richmond Heights Care Home, yes have a look and you will find what we saw, a perfect place for your loved one. Some of the staff even came to my dad's funeral, that was so nice that they even cared.”  
Zoe S (Daughter of Resident)

“All the staff and management were very caring, even with visitors. It's a lovely care home and we thank all staff for the good care and good work for our friend.”  
Patricia W (Friend of Resident)

“My nan has lived in care homes for the past 4/5 years as her care had deteriorated due to onset dementia and bipolar, Richmond Heights was her last one before she passed in August. The home was brilliant, I couldn't fault with it in any shape or form. The staff were so attentive and caring and this to me, was the most important factor to the home, they would go above and beyond to make sure the residents were comfy and happy and they made it feel like a home. The home has a minibus which you can book to use, this is a great facility as it meant that we could take my nan out in the wheelchair. The residents always seemed to be engaged in activities. The home was always clean and fresh, again could not fault. Since her passing, we have recommended the home to another relative in the family and I would recommend this one time and time again. The staff take pride in what they do and put the residents needs first.”  
Courtney V (Granddaughter of Resident)

“Myself and my family were very pleased with the care my husband received during the last 2 weeks of his life. The staff were kind and caring. They made my husband very comfortable and pain-free during this time.”  
Lyn B (Wife of Resident)



## Let's Talk

If you're looking for support for your loved one please contact Richmond Heights today to see how we can help you.



☎ 0114 253 1992

✉ [info@richmondheights.co.uk](mailto:info@richmondheights.co.uk)

🌐 [www.richmondheights.co.uk](http://www.richmondheights.co.uk)



# Quality care **you can trust**



Contact us  
today to see  
how we can  
help your  
loved ones.

**Richmond**  
 **Heights**

Woodhouse Rd, Intake,  
Sheffield S12 2AZ  
0114 253 1992

[richmondheights.co.uk](http://richmondheights.co.uk)



Quality care  
**you can trust**

Woodhouse Rd, Intake, Sheffield S12 2AZ  
0114 253 1992

[richmondheights.co.uk](http://richmondheights.co.uk)