



MANTON HEIGHTS CARE CENTRE



Where our family cares for your family

Welcome!

A MESSAGE FROM GUNBIR & JASMEET RAI

Having grown up surrounded by the importance of care, the RCH Family is passionate about building person-centred, engaging and stimulating resident-focused communities. RCH has evolved and grown over the last three decades, but at its core, family remains at the heart of everything we do.

We are proud to have dedicated and skilled teams who, regardless of their role or department, view supporting your loved ones as a vocation, not just a job. The RCH Values of Respect, Care and Honesty were chosen by our teams because those are what they felt were the most important attributes to bring to each moment of every day.

Threaded throughout all of the care and support our teams provide is a commitment to continually strive for excellence by ensuring innovation and diversity are fundamental to all that we do. With that in mind, the RCH Family is very excited to see the continuation and completion of comprehensive, innovative and specialist projects and developments over the next few years including our Dementia Strategy and our Hospitality Strategy.

Each and every member of the RCH Family is dedicated to ensuring each resident is able to continue living an engaging and fulfilling life centred in their individual wishes and needs as they embark on their next chapter.



Gunbir & Jasmeet Rai

Associate Directors

RCH Care Homes, where our family cares for your family

OUR HOME

Manton Heights Care Centre is situated in the town of Bedford, boasting panoramic views of the town, opening up to the surrounding countryside. We offer bespoke person-centred care for individuals living with residential dementia needs on a permanent and short-term basis.

Our recently-refurbished stylish accommodation and living areas are set over two floors, with each community dedicated and designed to care for the residents' needs.

We have specially designed dementia-friendly environments, which promote independence and emotional wellbeing.

We are perfectly located within close proximity to local amenities, including a good range of shops, cafés and restaurants, all of which are minutes away!

At Manton Heights Care Centre, we are very proud of our strong community links and regular involvement with local community groups, charities, schools and nurseries, churches and businesses.

Bedford has numerous shopping opportunities and boasts both High Street and independent retailers.

If you'd like a change of scenery from the scenic views surrounding the home, then just five minutes away is Bedford Park, a Grade Two Listed English Heritage Victorian Park containing a lake, multiple play areas, sports facilities and café.

If you enjoy sports, Bedford Town FC is 4.5 miles away or if rugby is your sport the Bedford Blues are just 1.5 miles away. Another popular activity, previously enjoyed by some of the residents, is a visit to our local swimming baths just 2.5 miles away.

The home is conveniently situated near to Bedford Train station, which is 1.5 miles away. We also have great links with local taxi services.



Watch our
*Welcome to
Manton Heights*
video here!

Scan to view



A HOME FROM HOME

At RCH Care Homes it is important that we create a home from home experience which is tailored to each resident's personal needs and preferences.

At Manton Heights Care Centre our facilities have been designed to a high standard using modern equipment and technologies to support daily living, whilst the living areas and bedrooms are decorated to a high standard using quality bespoke furniture and soft furnishings.

Our accommodation and living areas are set over two floors. Each community is dedicated and designed to care for residents living with residential dementia needs.

Resident Bedrooms

Our en-suite bedrooms are contemporarily decorated and beautifully designed. The bedrooms come complete with a full set of furniture consisting of profiling bed, wardrobe, bedside table, chest of drawers, television and a relaxing seating area.

All bedrooms include a nurse call system, giving you that reassurance that a member of the care team is always on hand.



A day in the life of a resident at Manton Heights Care Centre

As a resident you can enjoy spending time in one of the lounges to have a morning coffee and a piece of freshly homemade cake. You can also relax and read a book or do a crossword at your leisure in the library

Why not enjoy a leisurely stroll around our stunning gardens and then spend time socialising in one of our spacious and comfortable lounges?

Feeling good is part of the day-to-day experience of living at Manton Heights Care Centre. You can make an appointment in the fully equipped hair salon, where you can pop in for a blow dry, a cut, colour or restyle from our qualified hairstylist.

Our contemporary dining rooms create a homely experience where you can enjoy our freshly prepared seasonal menus.

Late afternoons and evenings are never dull when you are able to enjoy the full movie experience in our cinema, which of course includes the obligatory popcorn and choc ices!



Technology and Innovation

At RCH Care Homes we use technology throughout our modern homes to support residents and families to stay connected via Zoom, Skype and FaceTime. We also use it for entertainment with our state-of-the-art Alexa-fitted Smart TVs, which means we can access a range of visual and musical mediums from around the world.

At Manton Heights Care Centre we have heavily invested in research-led innovative services and technologies designed to support and enable positive physical, emotional and social wellbeing.

These include the Rainbow Digital Tablet, a giant touch screen that offers fun therapeutic benefits through simple word games, puzzles and brain training in a friendly, accessible format.

The Tovertafel uses technology to project interactive games specifically designed for people living with dementia. They are proven to be effective at all physical, cognitive, social, and sensory levels, stimulating movement, social interaction, and moments of happiness.

Immerse Health VR Headsets give residents a chance to explore a woodland, go on a familiar 'day trip' or travel to a much-loved holiday spot or exotic location from the comfort of an armchair or their bedroom.

Motitech Bikes System are safe indoor bikes, set up with screens to allow you to tour the world. Capable of virtually meandering up to the Colosseum, exploring the Lake District or visiting our local park, all from the comfort of a supervised cycle zone. With various resistance levels, and the option to cycle using either arms or legs, it is a great form of gentle exercise.

We also have the Famileo Service, similar to a personal, secure Facebook setting, where residents and multiple family members can share messages, photos and more. All of which can be printed off weekly for each resident's very own personalised newsletter.

These innovative technologies can be incorporated into daily social plans and allow residents and the Lifestyle Teams to explore together and chat through experiences.



TYPES OF CARE

At Manton Heights Care Centre, there is a kind and compassionate care team on hand 24 hours a day, 365 days a year. Our teams provide care and support to enable the people who live with us to lead a fulfilling life whilst maintaining as much independence as possible.

Our Residential Dementia Care

Our care is underpinned by the philosophy that residents should lead meaningful lives, with the opportunity to be active and independent despite any physical, sensory or cognitive impairment they may have.

A large part of living at Manton Heights Care Centre is feeling empowered to live life to the full. The teams are here to enable you to spend each day doing the things you love and enjoy.

Personal care is available for residents who require help with daily activities such as washing, getting dressed, eating and drinking, getting around and interacting with others.

For people living with dementia, personal care can also include support with communication, assistance with their daily routines and help choosing how to spend their day in a way that improves their mood and makes them feel settled.

“The staff speak to the people in their care with such dignity and respect, it is a comfort to all the family knowing that my aunt is well cared for and in a safe place. Thank you to all the staff.”

Niece of resident- review from [Carehome.co.uk](https://www.carehome.co.uk)



End of Life Care

End of Life Care is the term used to support and care for people with life limiting conditions in their final years, months, weeks and days of their life.

RCH Care Homes provide End of Life Care to a high standard which includes the management of the physical aspects of the condition, such as pain and other symptoms, as well as providing emotional, social and spiritual support which fulfils each person's needs and wishes along with those of their family and friends. Our End of Life Care is resident-centred and all caring conversations involve the resident and those that they want involved.

The team of Registered Nurses and Care Assistants are fully trained and work as a multi-disciplinary team with local Hospices, Palliative Care Nurses and Health Professionals to ensure the principles of good End of Life Care are upheld.

Short Stay care

At Manton Heights Care Centre, we offer short stay care (also known as respite care) which provides a variety of benefits for both the person needing care, as well as their family.

It is an opportunity for everyone involved to have a break knowing that their loved one's care and wellbeing needs are being met by the trained team in one of our safe and welcoming homes.

As with all the residents who live with us, if you are on a short-term stay, a personalised care plan will be developed in partnership with you and your closest relative. This ensures all of your care needs are met during your time with us.

A short stay can be a way of checking if you would like to try living at Manton Heights Care Centre, especially if you are initially unsure whether moving into care is the right choice for you. It will give you the opportunity to experience the high-quality care and support available, as well as getting to know the amazing Lifestyle Team who organise an exciting and varied activities programme for you to choose from. There is something for everyone and we encourage you to take part in as many activities as you wish.



Our Family, Caring for Your Family.

At RCH Care Homes, we understand the importance of delivering high quality care that is carried out by well trained, competent and confident team members. The General Managers and Heads of Departments are integral in managing and leading their care homes on a daily basis.

RCH Care Homes has adopted values-based recruitment for all appointments. In simple terms, we explore the values of our candidates, what's important to them, how they react in specific scenarios, how they work as part of a team and why they have chosen Health and Social Care as a career.

We operate a safe recruitment policy so all of our teams are thoroughly checked and validated prior to commencement of employment.

Our Regional Training Manager delivers a bespoke 3-day induction for new team members. This covers all mandatory subjects (written, practical and theoretical components) and RCH-specific training, all of which are validated by competency assessments.

Once a new team member starts their induction in a care home, they are allocated a buddy / mentor to support them.

All care team members are required to complete the Care Certificate and relevant QSF/NVQs for ongoing development.

Manton Heights Care Centre is regulated by the Care Quality Commission (CQC) which is the independent regulator of health and social care in England. The CQC monitors, inspects and regulates care homes. The CQC publishes its inspection outcome including an overall rating.

www.cqc.org.uk

Making friends



Meet our Director
of Care and Quality
Angela Gibson

Scan to view



MY LIFE STORY

When moving in to one of RCH's Care Homes, part of this process is supported by our 'My Life Story' initiative.

Understanding what a person likes or dislikes is important as that information can help to provide a lifestyle plan that suits them best. The involvement and guidance from the resident, family and loved ones can help us build relationships, an important step in being able to support that person to live the life they choose.

As part of our holistic approach, the 'My Life Story' initiative supports our teams with caring for the 'whole' person, covering their physical and emotional needs. This ensures they are recognised and valued as a unique individual, with experiences, skills, strengths and abilities, preferences and needs.

Rediscovering You

"My sister-in-law moved to Manton Heights just after her birthday and missed her birthday treat, usually a Chinese meal. We had a lovely evening in the cinema room with a Chinese takeaway for my sister-in-law. Many thanks to one member of staff in particular for arranging the drinks and a cake for the birthday girl. The carers are very patient with the residents and it was good to chat with the Dementia Ambassador."

Brother-in-law of resident - review from [Carehome.co.uk](https://www.carehome.co.uk)



DEMENTIA FOCUS

At RCH, we are passionate about providing excellent care for residents, delivered by teams who are committed to making a difference.

The RCH Care Homes' Dementia Strategy, 'By Your Side', guides us in the delivery of care and support that recognises the individual needs of residents living with dementia in our homes. We train the team to see the person first, and take a holistic approach to understanding everyone's unique experience of living with dementia.

RCH Care Homes' Dementia Strategy's five pillars of excellence provide us with a clear focus for the delivery of person-centred care.

Pillar One

Partnership Working with Carers, Family and Friends

We ensure all residents' carers, family and friends are recognised and valued as vital partners in care by encouraging them to be involved in planning the support strategy for their loved one, helping them to feel confident that we are delivering truly person-centred care.



Pillar Two

Our Home Environments

We have created beautiful homes and gardens that meet residents' changing needs and help to make day-to-day life as comfortable as possible. The environments have been specially designed to promote and enable independence, reduce anxiety and increase wellbeing, helping residents to live well with dementia.



Pillar Three

Nutrition, Hydration and a Mealtime Experience

Our team of chefs provide freshly prepared meals which help create a mealtime that meets each resident's individual needs, whether that is a dining room experience, food on the go or in-room service. We help residents to experience community and friendship fostered by social mealtimes, and to continue to take pleasure in eating and drinking.



Pillar Four

Lifestyle, Activity and Meaningful Engagement

The Lifestyle Team help residents to enjoy the things they have always done and want to continue, as well as providing opportunities for new experiences using the latest technology and innovations in dementia care. By gathering an individual's life history, we can discover residents' interests, needs, wants and wishes, enabling us to provide an award-winning activity programme that is interesting and enjoyable, focusing on what they can still do and providing appropriate levels of support and encouragement.



Pillar Five

Specialist Training

Supported by a team of Dementia Ambassadors, all team members that care for people with dementia receive ongoing specialist training and support, drawing on the latest evidence-based approaches. We also partner with industry leaders to deliver a range of projects aimed at improving resident wellbeing and supporting team development.



HOSPITALITY

Hospitality at RCH Care Homes supports all aspects of the residents' daily living, from their dining experience to housekeeping.

Our Nutrition and Dining Experience

Great food speaks volumes about how we care and, for us, food is at the heart of the home.

To create the RCH Dining Experience, the Catering Team consists of a Chef and Kitchen Team. The Catering Team are committed to promoting each resident's health and wellbeing with wholesome and nutritional seasonal menus which are freshly prepared in our homes every day.

The Chef works alongside the whole care team to understand each individual resident's preferences and special dietary needs.

Our dining rooms are informal, relaxed, welcoming spaces, but just as in your own home, any space may lend itself to eating and drinking.

We support residents to enjoy meals wherever they feel most comfortable; breakfast in bed is a favourite with afternoon tea in the garden a close second.

"Our qualified cooks work hard to ensure our menus are seasonal and tasty, regularly consulting with the residents to discover what type of foods they'd like to see on the menu. Personal choice and preference are important, so with 2-3 daily main meal and supper options to choose from our menus have just that! And if nothing takes your fancy then a special order can be placed. All of our meals are freshly prepared and cooked in our professional kitchens using fresh vegetables, meats and fish where possible and at all times maintaining a high standard of quality."

Manton Heights Care Centre, General Manager







Our Housekeeping Experience

The dedicated Housekeeping Teams support residents by ensuring that all living areas of the care home are comfortable and clean. It's the little touches that make that homely difference, such as polishing the family photographs on the bedside cabinet and ensuring that a resident's clothes are laundered to a high standard.



Our Facilities

Communal Areas

-  Cinema
-  Hair Salon/Beauty Salon
-  Dining Lounges
-  Social Lounges

Supportive Facilities

-  24-hour Nursing Care
-  Nurse Call System
-  Wheelchair accessible
-  Assisted bathrooms
-  Wi-Fi
-  Dementia Ambassador
-  Dementia Friendly Environments
-  Innovative Technologies & Services

Bedrooms

-  Bedrooms with en-suites
-  Television
-  Telephone points
-  Nurse call system

Outside home

-  Secure dementia-friendly gardens and patio
-  Wheelchair accessible gardens
-  Car parking



“Choosing a care home is very difficult but we were so lucky we chose Manton Heights. The rooms are a very good size and the layout of the home has been well thought out. However, the main reason both my father and I think so highly of the place is due to the staff. They are all very special people who really care about their work and the residents. I cannot fault the care my father received whilst at Manton and have a great deal of respect for the hard work, kindness, patience and professionalism shown by all levels of staff in the home. Both my father and I have no hesitation in recommending Manton Heights.”

Taken from a quote by resident's son, [Carehome.co.uk](https://www.carehome.co.uk).

MANTON HEIGHTS CARE CENTRE INFORMATION

How to find us

**Manton Heights Care Centre, Woodlands (first left off Manton Lane),
Bedford, Bedfordshire MK41 7LW**

From the Clapham Road end, travel along Manton Lane, towards Brickhill Drive. Turn left at the traffic lights to continue along Manton Lane. Take the first left at the traffic lights, onto Woodlands and travel all the way along the driveway, following it around to the end where our home can be found on the left.

Public transport

0.5 miles	A6
1.0 miles	Bedford Railway Station
1.0 miles	Bedford town centre with good bus links

Contact us



01234 419 042



care.mantonheights@rchcarehomes.co.uk



rchcarehomes.co.uk





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