

Hatley Court Haven

Dementia Care Home



**Hatley Court Haven
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Commitment to Excellence

Commitment to Excellence Award
Awarded by Update Magazine

**Specialists In
Dementia Care**

Welcome to Hatley Court Haven

In December 2016 we purchased Hatley Court, which is now part of Haven Care Home Management Care, a multi award winning care group, with four other homes in the South East of England.

We changed the name to Hatley Court Haven, and the home is now primarily focussed on providing high quality residential dementia care, as is the case in our other homes.

In every one of our homes we invest to improve the infrastructure, and invest in its staff, to help maximise the delivery of care. We have already undertaken a £250,000 development plan for Hatley Court Haven, including refurbishment, and other improvements around the home.

We want Hatley Court Haven to be a warm and friendly environment in which our residents can enjoy as good a quality of life as is possible, and wherever we can, we like to include their families in many aspects of their new life.

If you are, or will be, looking for a care home for your loved one, we would warmly suggest that you visit us at Hatley Court Haven, to have a look around.

Salim Dhalla
Owner
Haven Care Home Management Group



Hatley Court Haven

is purpose built care home, located in a quiet road in Waterbeach, a village around 6 miles north of Cambridge, and is predominantly surrounded by countryside.

Despite its rural location the West Anglia Main railway line is close by, with Waterbeach Station just a few hundred yards away.

It is only a 6 minute direct journey to Cambridge and there are two regular bus services that come into Waterbeach.

The main roads, A10 (Royston to Ely) and A14 (Huntingdon to Bury St Edmunds) are nearby, and there is easy access to and from the M11, with ample car parking within the grounds of the home.

The River Cam, that is famous for its gondolas and riverside picnics and is regularly frequented by Cambridge university students and tourists alike, is less than a mile to the east of the home.





Our 51 rooms are well appointed, and all have their own en-suite facilities, some with wet rooms. We encourage all new residents to bring in their own possessions to personalise their new “home”.



The rooms are on the ground and first floors, that is accessible by stairs and a lift, and they are located in a number of wings around the home, rather than along single corridors, to create a more quiet atmosphere around each room.

Each wing has a dining area where home-cooked meals are served, providing a calm environment for the residents to enjoy their meals, and interact as a small group.



Residents are offered a choice of meal for every course - for example - three options for the main course at lunch, and two for desserts, and for late afternoon tea.

With notice, visitors are very welcome to dine with their loved ones if they choose.



Dementia care

is a very specialist area, and thoughts on how the care should be delivered change on a regular basis, as new and improved methods are researched and implemented.

At the Haven Group, we have years of experience and have always stayed abreast of developments, to ensure that our residents are given the best quality care in all of our homes.

We encourage residents along with their families to write down their history in a booklet called *All About Me*. These stories give us additional knowledge to help support our residents on their life journey.

All staff, are given training on dementia, as well as many other subjects that are necessary for the provision of care to those living with dementia.

It is not only how we care, but also the quality of life we can bring to our residents, and our activities programmes are designed to inspire, involve and entertain on a daily basis.





Activities are so very important, and we believe should not be restricted to the confines of the home.

This is why we have invested in a specially adapted mini bus that Hatley Court Haven will use for escorted days out to local attractions.



In the home we will have a varied programme of arts and crafts, as well as entertainers of various genres, who visit the home.

We also strive to arrange for younger generations to visit the home, as this normally generates a lot of enthusiasm and involvement from even our most quiet residents.



There is a toddlers group that Hatley Court has built a good relationship with and the residents love it when the children visit.

And of course a visit to the hairdressers would have been a regular activity for our residents when they lived a more independent life, and they can continue to do so at our own hair salon.



People Say The Nicest Things

These are just some of the many kind words we receive from our residents' family members.

"Since being taken over recently.. Hatley Court Haven has improved vastly! The care is terrific. The old people seem happy, clean, well fed & comfortable. My Father in law now sits in the lounge with everyone rather than be stuck in his room. He looks smart & well kept.

He chats nowadays again, watches the TV, EVEN known to play BINGO!!! He joins in with musical events & sings & really seems content. THIS is a huge pleasure to see & to know he is safe. Thank you Hatley Court staff for all your wonderful care."

"(Name) has been very well cared for at Hatley Court. The staff are invariably kind, patient, efficient and welcoming. We are lucky to have found you."

"The staff are always kind to Mum and seem to go that extra mile to make sure she is well cared for."

"So good to see Mum happily settled and feel safe. We love the spaciousness and décor and the general feel good atmosphere."

" We would like to thank you for all the kindness, care and thoughtful things you did for our mother. She had a very happy time with you."



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