

Queens Court, Bottisham

Residential & Dementia Care



Person-centred care and support

Queens Court

We understand that choosing the right care environment is an important decision, and at MHA we care about your new home as much as you do. Working with older people for over 65 years, we have used our experience to develop a special service at Queens Court offering:

- residential & dementia care within a friendly home environment
- a personal care package tailored to meet your individual needs
- an on-site dedicated staff team to provide you with 24-hour care.

MHA – Where People Care

Making the decision to move into care can be a challenging time, and we aim to reassure you that it can be a move towards a more fulfilling later life. MHA's care homes offer a comfortable environment that provides peace of mind, security, support and stimulation. We see every resident as a unique individual and provide care that is based on respect and loving support.



Queens Court

Queens Court is set within attractive gardens on Downing Close in Bottisham, just outside of Cambridge. The location is a picturesque village, which ensures both quiet surroundings and a relaxed pace of life. Here we provide both residential and dementia care in an environment designed for your ease of access and comfort, with an on-site dedicated staff team to provide you with 24-hour care and support.

Your Accommodation

As a resident, you'll enjoy staying in your own private single room, designed to make your life at Queens Court a relaxing and comfortable one. Bright and airy, your room comes complete with high-quality furnishings and is yours to personalise to your own taste and make your own.

All rooms have TV and telephone points and some have modern en suite facilities. If required telephone lines can be connected enabling you to receive and enjoy calls within the privacy of your own room.

The Care Team

Our Home Manager is a fully qualified professional who leads a team including an assistant manager, team leaders, care assistants and support staff. All our staff are fully trained in MHA's high-quality care and play a vital part in the creation of a natural, homely atmosphere within Queens Court.

Your Care

We aim to give each individual person-centred care within a calm and relaxed environment. We encourage you to share in the development of your own personal care plan and we will organise daily activities to suit your personal interests and abilities, to maintain life skills. Your keyworker will spend time with you to develop your individual care plan and inform staff about how you wish to spend your time. This way we can ensure that we address all your personal needs.

Residential Care - We seek to meet increased physical needs and frailty with our on-going personalised care.

Dementia Care - MHA recognises each person as a unique individual. By getting to know the person and their life history, we aim to understand the meaning behind behaviour and plan our care to reduce any frustrations and improve well-being.

Most importantly we ensure each resident is treated with the respect and dignity that we all deserve.

Health Care

As a resident of Queens Court, you will have access to the full spectrum of local health and medical services such as a GP, hospital appointments and community nursing services. The chiropodist, optician, occupational therapist and dentist all visit residents regularly. All you need to do is inform a member of our care team if you would like to make an appointment with one of these health professionals.

Cleaning and Laundry

Our housekeeping staff are responsible for the cleanliness and maintenance of the home and will provide you with a thorough room cleaning service on a regular basis. Our laundry facilities are fitted out to commercial standards and your personal washing will be carefully washed and returned to you within 48 hours.

Meals and Refreshments

Our food is freshly prepared on site by highly trained and experienced staff. Daily menus are prepared in consultation with residents, and this enables us to provide you with a tasty and interesting diet. All of the catering staff are further trained in meeting any specialist dietary requirements as well as your own individual preferences. We serve meals three times per day in our dining rooms, plus morning coffee with biscuits, afternoon tea, bedtime drinks and supper.

Security and Peace of Mind

Help is always at hand with our emergency call system. A call bell point is provided in every room or an individual pendant can be worn round the neck. In an emergency the care staff will come to your aid promptly – 24 hours a day, 365 days a year. Our external doors are all controlled by an alarm, making the home secure and our fire alarm is tested every week. We regularly update staff on fire precautions and procedures.

Social Facilities

Queens Court is divided into five units called flats. Each flat is equipped with its own lounge and dining area. You'll find all these areas very sociable and popular meeting places for our residents.

Whilst we respect your privacy, activities are provided for residents who wish to participate in them. Many of these are held in our Day Centre, which runs four days a week, and which residents are welcome to join and meet others from the wider community. Activities include games, quizzes, sing-alongs, bingo, etc.

Community Facilities

Bottisham has a mobile library, which visits once a month, post office, swimming pool, sports centre as well as numerous clubs and societies.

The village is situated seven miles to the east of the city of Cambridge and seven miles from Newmarket. Local attractions include the city's famous university colleges, numerous museums, galleries, parks and open spaces. Our care team will be happy to advise you on any places of interest that we may be able to arrange for you to visit, whilst being sympathetic to your care needs.



Quality Standards

We operate our own Quality Standards Programme that is constantly audited and monitored to ensure the highest standards in all areas. MHA has been highly praised for excellent service by the Care Quality Commission, the Centre for Policy on Ageing and the Government's Audit Commission. If you would like further validation of our standards and quality of services, please do not hesitate to ask.

Spiritual Well-being

At MHA, we support each older person to live life in the way that they wish, providing opportunities for fulfilment.

We believe that spiritual well-being is achieved by nurturing the human spirit: through relationships and positive experiences – be they with God, family and friends, animals, nature, music, art or other creative activities.

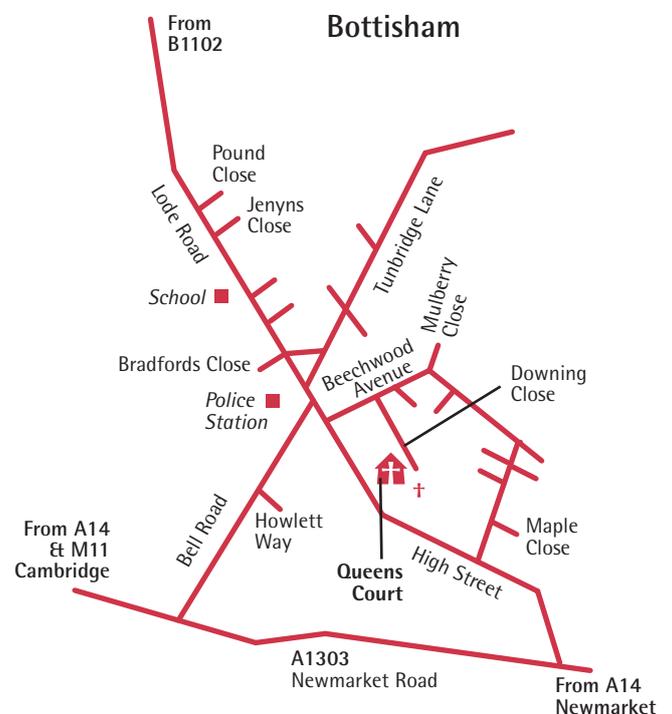
In addition to our care staff and many volunteers, we have our own Chaplain who is available for pastoral support. Our Chaplain also organises worship services for those who wish to attend and can arrange for contact with other religious ministers if you prefer.

Visitors

Friends and family can visit you whenever they wish and are welcome to join you for a meal, for which we charge a small fee.

Where Are We?

From the North/South. Leave the A14 at the Quy roundabout signposted Newmarket and Burwell. Take the right-hand lane, the A1303, towards Newmarket and follow this road until you come to the turnoff for Bottisham (on the left – Bell Road). At the T-junction turn right into High Street, then take the first left into Beechwood Avenue and then take the first right into Downing Close. Queens Court is approximately 200 yards down this road on the right. The home is signposted in the village. See map below.



*Map not to scale –
shown as a guide only*



Interested in finding out more?

Please give us a call on
01223 811905.
We will be delighted to talk to you.

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