



Welcome to
Neville Williams House



our care comes *from the heart*

The BCOP charity.....



Our philosophy

At BCOP, we believe our residents should be able to live life as fully as possible and enjoy meaningful moments every day. This belief underpins the care we provide, placing the needs and wishes of our residents at the forefront of everything we do and ensuring that they feel part of a vibrant and caring community. We provide a range of stimulating activities and tailor them to meet the interests and abilities of our residents. We believe that rather than people living in our buildings, we are working in their home and treat it as such. We have an open door policy so that family and friends can visit at times to suit them and residents can choose how they spend their day and with whom. We recognise the rights of the individual to have privacy, dignity, independence and choice in the decisions that affect them.



Amy Beasley,
General Manager
at Neville Williams House

Our history

Broadening Choices for Older People (BCOP) is a charity that was formed in 1946 to support older people in Birmingham who had lost their homes as a result of the war. More than seventy years on, we continue to strive to provide the best care possible to meet the needs of the older citizens of Birmingham through supported and independent living as well as nursing care and other specialised advice and guidance services within the community.

The first steps deciding about care

Placing a relative in registered care is a difficult decision that comes with many emotional and practical challenges. We do everything we can to help you through the decision making process and transition so you can put your mind at rest that your relative is in a place where they are safe, happy and well looked after.

When you look around our home for the first time, you will be given a tour and introduced to our nursing and other staff. You will be able to see first-hand the accommodation, experience the range of activities on offer and ask any questions you may have. We hope you will get an insight into what makes our care homes special.

If you decide that our home is right for your loved one, we encourage you to be actively involved in helping us get to know your family member as an individual and developing their care plan. We will invite you to regular meetings to discuss any changes or concerns and welcome your feedback and suggestions at any time.



Introducing Neville Williams House

Neville Williams House is situated in Selly Park and offers the highest possible standards of care and support for those requiring nursing care. Especially equipped for individuals living with dementia, all of our 50 ensuite spacious bedrooms allow each and every resident privacy whilst remaining settled in a calming and caring environment.

Our facilities

We have taken care and consideration over the accommodation we offer, knowing that often it is the simple things that make all the difference. Our home is welcoming, warm and spacious.

All our bedrooms are ensuite with level access shower, telephone point, television and a small box type fridge. All rooms are equipped with a nurse call system which is very user friendly and if necessary, additional sensor equipment can be provided. Each room is also equipped with an electric profiling bed for added comfort. Bedrooms can be personalised for the residents to generate a homely feeling and enable them to be surrounded by objects that they know and love.

We offer our residents a range of spaces to relax in, including our garden, outdoor cafe and quiet spaces. We even have our own pub where a drink can be enjoyed with friends or sporting events watched on the television. There is a small shop where residents and families can purchase essential toiletries. Our salon provides weekly appointments to meet hairdressing needs and clothes are laundered on site.

Bluebell Walk is an equally homely setting for those residents with advanced dementia. We go the extra mile to help individuals engage in everyday activities and recall memories that are special to them. We have a replica train carriage complete with scenic countryside footage.

All of these things bring people happy memories through long term recall, and our staff are trained to have the dementia awareness required to maximise this experience with and for the residents.



Our care

Each of our residents is assigned a keyworker who is devoted to befriending and supporting them. On admission, they will be provided with a Statement of Purpose which outlines how we will meet their personal needs and expectations. Our full time, highly motivated and well qualified staff treat residents with dignity and respect and liaise closely with GPs and other health professionals. We also have visiting opticians, dentists, chiropodists and physiotherapists. Our aim is to become an extended family to those we care for, sharing the involvement in people's lives through our care home experience.



Day and respite care

Daycare may be of interest to those caring for a relative at home who would like help to meet work or other commitments on a regular basis, or simply require a break from this demanding role. We offer full days, mornings or afternoons.

Respite care allows carers to take a holiday as their relative stays with us 24/7. Availability of this care is subject to vacancies.

Please talk to our care home manager if you'd like to discuss your individual needs.



Keeping healthy and active

We aim to provide therapeutic activities that improve the physical and mental health of our residents.

Our Activity Team provides a varied daily program that includes reminiscence activities to stimulate memory, gentle exercise, music therapy, arts and crafts, gardening and cake decorating. We make sure there's something for everyone. We'll help residents to continue with existing hobbies and interests where possible. The team are person centered with their activities tailoring the individual's activity plan to suit them. Our pet therapy sessions encourage residents to relax and many share memories of their own pets.

Residents go out for day trips to places that interest them.

We encourage our residents and families to make use of our lovely gardens and we often enjoy watching the animals in the gardens.



Food and drinks

We provide well balanced, nutritious meals that are home-cooked each day by qualified and experienced catering staff. We adhere carefully to special dietary needs that are health based or due to ethnic, cultural or religious requirements. There is always a wide choice of meals on offer with snacks and drinks available throughout the day. Residents can choose to eat in their room, in one of our dining areas or the smaller lounges. Family and friends can share mealtimes with their loved ones for a small additional charge.

Visitors welcome

You can visit as often as you like at times to suit you. All family members are welcome, including young children. There are gardens to sit in during the warmer months, access to refreshments and a variety of lounges and comfortable spaces to make your visit as pleasant as possible. To celebrate a birthday or special occasion with family and friends, we'll provide a suitable space and help with refreshments. You'll find we become very much part of your extended family while your loved one is in our care.

Local community

We know how important it is for our residents to feel a part of the wider community. Local schools visit regularly and are always welcomed by residents. They'll engage in conversation or even sing a song or two with the children. We meet the spiritual and religious needs of our residents through regular local religious activity groups and have a monthly ecumenical service open to all who wish to participate.



Money and valuables

A lockable facility is available in most bedrooms to keep small valuables safe.

We take no responsibility for valuables and money and advise that you arrange appropriate insurance cover for these items. Our staff are unable to manage financial affairs on behalf of residents.

Our 'pocket money' system allows BCOP to make small purchases on behalf of residents which can be paid on invoice. This means there is no need for residents to keep cash on the premises.

Frequently asked questions

You will of course have lots of questions to ask during your decision making process and we're on hand to answer them at any time. Some of the most commonly asked questions are:

Can friends and family get there easily? Yes. We are located about 5 minutes from Edgbaston, next to Pershore Road and close to Bristol Road. We're 1 mile from Selly Oak train station. We have our own small car park or there is plenty of parking on the road.

Can we bring our own furniture? Yes, we encourage you to bring small items of furniture to make sure your loved one feels at home, however, these must meet fire safety regulations.

Can I take my relative out? Yes, just let us know so we can sign them in and out.

Can residents choose when to get up and go to bed? Yes, residents decide their own bedtimes and sleeping routines.

Can residents choose what they wish to wear? Yes. Residents can purchase and choose their own clothes.

Can residents lock their room?

We respect the privacy of all residents and provide a key to their bedroom. We may need to enter to carry out cleaning or to undertake necessary checks on their health and wellbeing.

Can I bring a pet? We are unable to accommodate pets but residents have access to a range of animals through pet therapy sessions.

Fees

As a charity, we aim to keep charge levels at affordable rates. Please see our separate information sheet detailing our fees and possible sources of financial support.

Registration and Inspection

Our home is inspected at regular intervals by The Care Quality Commission (CQC). A summary report from our most recent inspection is included in your welcome pack and a full version is available in our nursing home and on the CQC website: www.cqc.gov.org

How to arrange a visit

We welcome you to come and have a look around our home at any time so you can see it as it is. You are then invited to make a second visit to speak to the General Manager who will be able to discuss the application process and answer any questions you may have.

Comments, compliments and complaints

We put the needs of our residents at the heart of everything we do and we welcome comments from our residents, families and friends, and professionals at any time.

We hold regular residents' meetings which family can attend and we conduct annual surveys to gauge opinions and improve our services. We also participate in Birmingham Healthwatch which enables people to leave their feedback directly from our website: www.bcop.org.uk/nursing-care.

If you have a complaint to make about any aspect of our service, we would encourage you to discuss the problem with the manager of the home in the first instance. If you feel the matter hasn't been resolved, you can write to the Chief Executive of BCOP at our registered office. If you remain dissatisfied you can contact the Local Government Ombudsman: www.lgo.org.uk

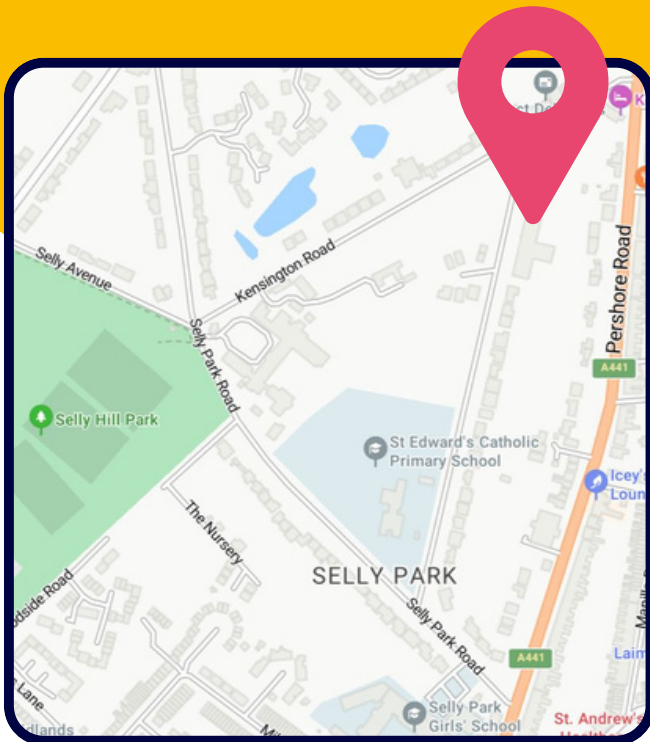


How to contact Neville Williams House

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How to find us

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How to contact BCOP

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Registered Social Landlord (L4218).
Company Registration in England and Wales (03685650)
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