



*Welcome to*  
**Robert Harvey House**



our care comes *from the heart*

# The BCOP charity.....



## Our philosophy

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 heart 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.



Anthea Reid  
General Manager  
at Robert harvey 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 striving to provide the best care possible to meet the needs of the older citizens of Birmingham through supported and independent living, 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'll 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 Robert Harvey House

Robert Harvey House is situated in Handsworth Wood 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 46 ensuite, spacious bedrooms allow each and every resident privacy whilst remaining settled in a calming and caring environment. Some of our rooms have the capacity for couples to share a room.

## Our facilities

We've taken care and consideration over our accommodation, knowing that often it's 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 have a nurse call system which is very user friendly and, if necessary, additional sensor equipment is provided. Each room has an electric profiling bed for added comfort.

Bedrooms can be personalised for the residents to generate a homely feeling and means they're surrounded by objects they know and love. Where a couple are coming to live together, we can sometimes provide a larger suite to reflect the domestic arrangements that are familiar and comfortable.

We offer a range of spaces to relax in, including our garden, lounges and quiet spaces. In 'the Library' you can relax in our leather chesterfield chairs and oak paneled surroundings. You can watch a film or sporting event on the large television. Our hair salon provides weekly appointments and clothes are laundered on site.

We have our 'Sensory Street', with replica vintage shops and a tearoom which complements our programme of reminiscence activities. There's a fully functioning sweet shop, post office and butchers' shop that have interactive memorabilia. All 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'll get a Statement of Purpose which outlines how we'll meet their personal needs and expectations. Our full time, highly motivated and well qualified staff treat residents with dignity and respect. We 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.



## Daycare 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 programme 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 continue existing hobbies and interests wherever possible. The team are person centered with their activities, tailoring the individual's activity plan to suit them.

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

We have some animals, chosen for their gentle natures who interact with residents under close staff supervision. We have our own resident whippet in the office. In our outside aviary there are colourful macaws. Our goats and guinea pigs are favourites with residents and their families. Animals make a huge difference to the residents' daily lives. As well as benefitting from the therapeutic effect of stroking and caring for them, they're able to share memories of their own pets. Others enjoy the associated activities of looking after the animals, such as making patchwork quilts for the guinea pigs to sit on or making bird feeders.



## 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 preferences. There's 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 in 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, who often enjoy seeing our animals. 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 all 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'll 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're less than three miles from Birmingham city centre and are served by regular buses which run along the B4124 Handsworth Wood Road / Hamstead Hill. The number 16 bus runs every 10 minutes. We are a mile from Hamstead train station and we have our own car park.

**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 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 our programme of animal assisted activities.

## Fees

As a charity, we aim to keep charges at affordable rates. Please see our separate information sheet with 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](http://www.cqc.gov.org)

## How to arrange a visit

We welcome you to come and look around our home at any time so you can see it as it is. You'll then be invited to make a second visit to speak with our General Manager who will discuss your 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 participate in Birmingham Healthwatch which enables people to leave their feedback directly from our website: [www.bcop.org.uk/nursing-care](http://www.bcop.org.uk/nursing-care).

If you have a complaint to make about any aspect of our service, we'd encourage you to discuss the problem with the manager 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](http://www.lgo.org.uk)

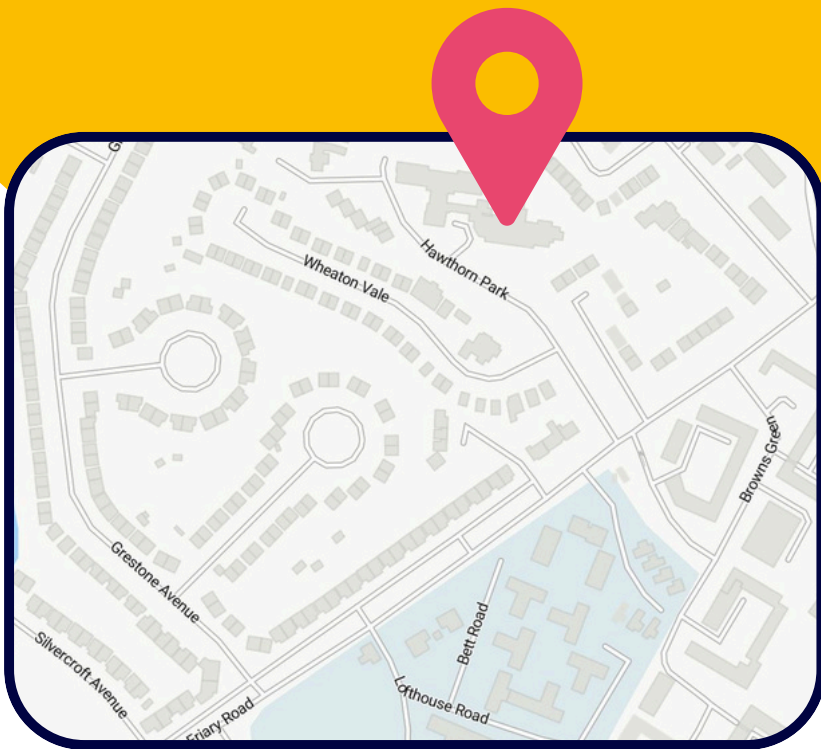


## How to contact Robert Harvey House

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## How to find us

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## How to contact BCOP

Tel 0121 459 7670 | Email [general@bcop.org.uk](mailto:general@bcop.org.uk) | Website [www.bcop.org.uk](http://www.bcop.org.uk)

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