



RESIDENTIAL CARE

Guide for Applicants

BCHA is committed to providing individual and high quality housing, care and support for our residents



Residential Care

at Bedford Citizens Housing Association

Bedford Citizens Housing Association (BCHA) was originally formed in 1957 and provides a range of modern high quality retirement living housing and residential care in Bedford.

Bedford Charter House is a modern, purpose built care home offering a high standard of accommodation with a welcoming and homely atmosphere. We offer long term care and support for older people who feel unable to cope in their existing accommodation.

At Charter House, we offer our residents comfortable and spacious ensuite rooms in an ideal location close to Bedford town centre and local amenities.

There are shops, a post office and doctors surgeries all within walking distance and the scheme has a large open garden as well as a number of other facilities and services.

We understand that moving into care can be a difficult decision to make.

It can be a stressful time for both the person making the move and for their families too.

The team at BCHA understand and are here to help with queries, and provide support through the application process.

“My mother was very happy with her stay at Charter House. She was made comfortable and treated with kindness and respect by the staff. Her room was spacious, homely and beautifully furnished with an en-suite bathroom.”

Mrs S.

About Bedford Charter House

Bedford Charter House (BCH) Residential Care Home is a modern, purpose built scheme with en-suite rooms, beautiful grounds and communal areas.

The home utilises digital technology where high quality person centred care is delivered based on residents individual needs. At BCH we offer the highest levels of care and services to enable residents to live comfortably and have peace of mind.

We work hard to provide a warm, friendly atmosphere and a sense of community and belonging for all our residents

About the accommodation at Charter House



Each resident has their own fully furnished generously proportioned room with an en-suite shower room (wet room) and WC. All linen and furnishings are provided.



Each room has internet access points, wide screen TV and telephones can be provided at an extra charge.



Every resident is encouraged to personalise their own rooms by bringing their own possessions (all possessions need to comply with current Health & Safety and Fire regulations).



Each room has under floor heating, an alarm call system and lockable spaces. Additional facilities such as hospital beds are provided as needed.



Facilities available at Bedford Charter House

Bedford Charter House has a range of onsite health and wellbeing facilities for residents. These include:



Library with IT facilities



Space for exercise activities



Hairdresser



Fully accessible garden



Dining rooms



Safe storage facilities for residents



Lounges and conservatories





At BCHA we offer the latest technology to personalise care, keep in touch with loved ones and much much more.



Digital Care Relatives Gateway

See a summary of the care being given to a loved one. The gateway keeps you in touch with updates and is always to hand and easy to access.

Electronic Drug Administration

Medication is administered in a safe way making sure that residents get the right medication at the right time and a complete audit trail is available to residents and their relatives.



Video Calling

Keep in regular contact with your loved one through video calls and see how they are doing face to face.

Interactive Technology and Activities

We offer a range of immersive games and activities using interactive light technology. Games can be tailored to create options to suit everyone and have benefits for people living with dementia.





Living at Bedford Charter House

As a resident you will pay care fees and these cover:



A furnished room including regular room cleaning



Heating and light and the use of communal facilities



Meals and snacks



The provision of personal care and support

The service provided is in accordance with the provisions of the Health and Social Care Act 2012.

A Care Plan will form the basis for the care to be delivered which will be regularly reviewed.

How do I apply?

You will need to complete an application form and undertake a care assessment.

Full details are available online at **www.bchal.org**

If you have any questions or would like any help with an application please contact us on **01234 321400** or email **enquiries@bchal.org**

What Happens Next

Once we have received your application, we will check your eligibility for residential care.

Full details of our eligibility criteria are available online at **www.bchal.org**

Or by telephone on **01234 321400**.

You will be notified the result of your application and, if appropriate, you will be offered a room as and when vacancies occur.

If we are unable to accept your application, we will write to you explaining our decision. If you are unhappy with the decision, you can appeal using our complaints procedure. Full details of our complaints procedure are available online at **www.bchal.org**





A copy of this brochure in large font or different languages can be requested.



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www.bchal.org



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