

Flexible continuing care
for those in later life



Support for life

Birch Hill

Residential care centre for older people
and those living with dementia, Norham



A warm welcome

Nestled high above the River Tweed, Birch Hill Care Centre is located within the peaceful Northumbrian village of Norham.

Set within beautiful, extensive grounds, our small, homely care centre exclusively cares for up to 24 adults over the age of 65 living with dementia.

We've provided dementia care since 2007, our care was rated as 'Outstanding' in 2018 by the Care Quality Commission and we have achieved a Grade 1 from Northumberland Care Trust's annual inspections.



August 2018

Quality of care above all

At Birch Hill we focus on relationships and person-centred care that looks after the physical, emotional, spiritual and psychological wellbeing of each and every one of our residents. This means we adapt the way we work to suit individual needs and beliefs, developing an individualised care plan to suit each resident.

We talk through every aspect of how each individual wish can be supported, from favourite foods through to specific medical needs. Whether listening to their stories or engaging them in activities they enjoy, calling people by their preferred name and ensuring all residents have the treats they love, everyone has choice, and is treated with kindness, dignity and respect.

"We would just like to convey to you our very heartfelt thanks and gratitude, and also to all the team at Birch Hill for all you did for Mum. Your patience, understanding care and devotion and support given to our Mum during her stay with you was amazing and for that we will be eternally grateful. You are all a credit to Birch Hill and indeed the care services. We would also like to thank you for the kindness and support given to us during our visits to Birch Hill."

The family of Peggy White



“This is to each and every one of you who work at Birch Hill to say how much I appreciate the kindness and the care you gave my very dear friend Andy. As you know, sitting on the bench puffing on his pipe – looking at the trees – watching the world go by – feeling the fresh air etc, meant so much to him. But it took time and effort from you and that is what I am so very grateful for. Your smiles and cheerfulness mean so much. I feel very lucky to have known him these past 25 years and now that he has gone – I realise more than ever, what a friend I have had – and I miss him. With thanks to you all.”

Friend of Andrew Boyd

Home from home

All of our residents have their own private bedroom and are encouraged to bring their own personal possessions to make their room feel just like home. For people living with dementia it is particularly important to be surrounded by familiar items such as photographs, ornaments and person possessions, to provide a sense of emotional security and promote wellbeing.

Our sitting rooms, lounges, conservatory and dining room, provide a friendly place for socialising and activities, or if preferred some quiet time!

We also have a 'secret' garden where our residents can enjoy the great outdoors safely, and at the front of the house our beautiful gardens and lawn area are the perfect place to relax with family and friends.

We encourage family and friends to visit regularly and enjoy life at Birch Hill too, and to become part of our extended family where troubles and joys can be shared.

Nutritious food

Our onsite catering team prepare nutritious, freshly-cooked food every day and there's always a choice of meals. Mealtimes are a sociable affair with many residents choosing to sit together and chat. Staying in your room to eat is of course an option, however most residents prefer company and choose to eat in the shared dining areas.



Purposeful activities

We provide a daily activity programme created around the aims and aspirations of our residents and their past hobbies.

From exercise classes to arts and crafts sessions, concerts from visiting musicians and local school children, outdoor activities and social outings to the local harbour for fish and chips, there's always something to enjoy.

Our dementia care mission statement

We are dedicated to supporting people living with dementia to lead a fulfilled life through:

- Valuing the uniqueness and feelings of each individual, and supporting their independence and relationships;
- Creating a safe, comfortable, homely environment where fun and laughter go hand in hand;
- Providing dedicated staff teams with a understanding of dementia.



Our teams

Our staffing ratios ensure the standard of care we provide is consistently high.

We also have a team of visiting professionals including a doctor, dentist, optician and chiropodist, hair dresser and beauty therapist, who will regularly visit Birch Hill upon request.

"The care, support and understanding you have all given to us in the past few weeks with Dad's passing has been amazing. The dedication and love you have shown to Mum and us as a family is incredible. Dad loved his stay at Birch Hill and when visiting him it was a joy to see how happy and smiley and content he was. You made his twilight years peaceful and restful.

"Thank you for the lovely stories you told us with your own experiences with Dad."

Doreen, Dorothy, Alan and family

About Ben

Ben provides flexible, continuing care and support for those in later life. Whether we are providing long-term residential, nursing or dementia care, short stay respite and rehabilitation or welcoming a new member to our day centre, we value each individual and deliver tailored care, specific to their needs. Ben offers care services via its centres in Ascot, Rugby and Norham (Berwick-upon-Tweed) and day centre in Coventry.

Ben's care services reflect an individual's right to respect, dignity and personal choice, delivered in a homely, welcoming environment. With a continuing and consistent approach to delivering care and support as a person's needs changes, Ben's care services deliver 'peace of mind' to relatives and loved ones.

Come and see us

We would be delighted to show you around our wonderful care centre.

For further information about Birch Hill Care Centre or to arrange a visit please get in touch:



01289 382216

Birch Hill Care Centre, Norham,
Berwick-upon-Tweed,
Northumberland TD15 2JZ

www.ben.org.uk/birchhill
birchhill@ben.org.uk

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