



HAMBLE HEIGHTS

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F A R E H A M

BE

*Part of a family*

BE

# Welcomed

**Step inside Hamble Heights and you'll instantly sense the welcoming family atmosphere.**

Comfort, support and wellbeing are central to life at Hamble Heights. Our reputation is built on exceptional standards of care, so you will know that you are in the safest hands.

The happiness and welfare of our residents lies at the heart of our culture of care. We understand that moving into a residential care home can be a difficult and daunting time. It is also one of the most important decisions that you and your family will make. We aim to make the transition as easy as possible and to ensure you and your loved ones feel welcome.

We provide the highest levels of elderly care available; including dementia, nursing and residential care. Whether you need short or long-term

support, we offer the very best from top healthcare professionals – not only in terms of their experience but also their compassionate nature.

We understand what it means to residents and their families to have a team that not only provides the best care and support but that also offers companionship and empathy. We only employ people with hearts of gold at Hamble Heights – consequently, our fantastic team all possess our greatest value of kindness; helping our residents to thrive and bringing smiles to their faces every day.

We look forward to welcoming you.



*"My mum actually feels like she has a new extended family!"*

**Maria, daughter of Encore resident.**



**BE**

# *Creative*

**No two people are the same. That is why we are dedicated in making every person feel unique and cared for.**

We listen to residents and learn about them so that we can find thoughtful and imaginative ways to connect with each individual.

Creativity and spontaneity help to make the everyday a special day. Whether you are an animal-lover, a keen gardener, a musician, or you enjoy arts and crafts - or perhaps you simply take pleasure in a nice cup of tea and a good chat...

We believe that every opportunity should be taken to enjoy each moment. We want you to feel like part of our family and we are devoted to bringing a smile to your face, whatever it takes.

*"I have experienced some of the most caring people I have ever met."*

**Philip, son of Encore resident.**

**Our distinctive and responsive individual care plans reflect not only your care needs but your unique character and preferences.**

The care team gets to know and understand each resident individually in order to provide them with the personalised care that they deserve.

Our highly qualified, dedicated care teams are specialists in each area of elderly care.

- Long-term residential
- Nursing care
- Dementia care
- Palliative care
- Short-term respite stay, availability permitting





BE

# *In Safe Hands*

**Located in Fareham, Southampton, Hamble Heights is a modern, private home managed by Encore Care Homes.**

We offer specialist twenty-four hour personalised nursing and dementia care. We only employ the top healthcare professionals, which we continuously train and develop to become our champions of care.

Purpose-built, everything about Hamble Heights has been designed with care-giving in mind to ensure the absolute comfort and dignity for our residents; as well as efficient, modern facilities to enable our staff to provide the very best care.

We have a delightful community of 60 residences and our home backs onto open green fields. The landscaped gardens and sundeck create a unique and friendly home – one which welcomes the whole family.

From wonderful staff and fantastic facilities, right down to the very smallest of details; we strive to make our residents feel safe, comforted and content.

We believe in embracing the spontaneity of life - taking every opportunity to enjoy each moment and be joyful. We know that when our residents are happy, they truly flourish and enjoy life.

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# Comfortable

**The utmost care and attention has been spent on each detail to make Hamble Heights feel homely in every possible way.**

All the bedrooms are generously sized to provide you with an airy, spacious and bright place to relax.

Every room features state-of-the-art movement-triggered lights in the en suite wet-room, as well as touch-sensitive lamps next to every bed and underfloor heating.

Each floor has its own dining room with kitchenette. Families can also enjoy time together in our private dining rooms or in our very own bar area.

You can bring favourite furniture pieces, photos and pictures to personalise your own bedroom so that you feel settled and comfortable.

We even have a gift shop full of beautiful items handmade by our residents. Guests can purchase these and the proceeds go back into the Residents' Fund.

**Every bedroom features:**

- Underfloor heating
- En suite wet-room
- Movement-triggered lighting in the bathroom
- Wardrobe
- Chest of drawers
- Dressing table
- Chair
- Bedside table
- Television
- Touch-sensitive lamps
- The option of sensor equipment
- Fully adjustable bed
- Mattress options to suit all preferences



BE

# Spontaneous

**Healthy, appetising meals are such an important part of every day.**

Our professional chefs prepare freshly cooked, nutritional meals daily and ensure that the menus are continually varied.

However, if you have a sudden craving for a particular dish, just let us know! If your favourite meal is traditional fish and chips (but the batter has to be light and the chips chunky), then our chefs will make it for you! We will always go the extra mile to create a ripple of happiness.



*"My husband was welcomed warmly and felt at home right away."*

**Hilda, wife of Encore resident.**



**BE**

## *Amongst Friends*

Environments full of light and space are health-giving. As such, the architecture of Hamble Heights has been purposely designed with this in mind. The bright and airy communal rooms feature large windows and high ceilings.

The kitchen and dining areas are beautifully fitted. The living rooms include comfy chairs where you can relax in company, or you can choose to sit in more snug areas of the home if you would prefer some quiet time.

For those that enjoy a little pampering, Hamble Heights' salon will have you feeling like a million dollars. Whether you prefer a cup of tea and slice of homemade cake, or a pint of beer and a packet of crisps; we have the perfect place to spend time with friends.

*"Mum's face lights up when she receives a cuddle from a team member."*

**Mary, daughter of Encore resident.**





BE

# Joyful

**Dignity and respect are at the heart of our care culture and it filters all the way through the home.**

We choose only the kindest and most committed professionals to work here. Our team delivers the highest quality of person-centred care because we encompass all aspects of wellbeing:

- Nursing care
- Modern and efficient facilities
- Great nutrition and hydration
- Engaging, enjoyable daily activities
- Comfort and companionship

Most importantly, we provide the feeling of true homeliness. So much so, that our little community often becomes an extension of the family for residents and relatives.

Our fees are charged per week. These are dependent on the type of accommodation and level of care that you require, which would be determined by a full healthcare assessment.



*"I couldn't be more reassured that he is getting the best care possible."*

**Patricia, wife of Encore resident.**





# encore

*Making everyday  
extraordinary*

Hamble Heights is part of an established family  
of care homes managed by Encore Care Homes.



## PART OF AN ESTABLISHED FAMILY

### **Fairmile Grange**

Situated in the very centre of wellbeing, on the grounds at Christchurch Hospital, our 80-bed private care home overlooks the peacefulness of the leafy, green conservation area. It is perfectly located just a few minutes' drive from Bournemouth and Ringwood. The home received the carehome.co.uk award for 'Top 20 Recommended Care Home in South West England 2018'.

### **Great Oaks**

Encore's purpose-built, private 80-bed home is situated in a peaceful, private woodland setting in Bournemouth. Our third residential, nursing and dementia care home opened in June 2017. It was crowned the winner of the Dorset Building Excellence Awards 2018 for Best Inclusive Building and offers a spacious, leafy retreat for residents.



If you have a question about care,  
or would like to make an appointment  
to view Hamble Heights, please speak  
with the **Home Manager**




01489 554000

## Hamble Heights

71-73 Botley Road, Park Gate  
Southampton SO31 1AZ

[www.hambleheights.co.uk](http://www.hambleheights.co.uk)

## IDEALLY LOCATED

-  **Swanwick Train Station** - 0.1 mile
-  **Fareham** - 4.8 miles
-  **Southampton** - 7.9 miles
-  **Southampton Airport** - 8.2 miles
-  **Portsmouth** - 12 miles

Approximate distances and travel times  
taken from Google Maps

