



*Exceptional Care,
With Family at its Heart*

“ My mother came here in November 2022 and settled in very quickly. As soon as she arrived we were both welcomed and any queries I had were answered quickly. Staff are very efficient, friendly and thorough. The nurses understood her medication and made recommendations which worked. I felt she was definitely in the right place. My mum is so comfortable here, she says the food is lovely and everything is very organised. I've seen other homes for my mum and this is by far the best standard in every way. ”

Michelle Q (Daughter of Resident), [Carehome.co.uk](https://carehome.co.uk)





Welcome to Beulah Vista Care Home where our home is your home. We are a care home with 59 spacious en-suite bedrooms in Upper Norwood providing exceptional care, luxury living and outstanding facilities.

We pride ourselves on our holistic approach prioritising a resident's physical and mental wellbeing whilst ensuring they have full autonomy and maintain their own independence wherever possible. Here at Beulah Vista, we ensure a high quality of personalised care provided by our dedicated care team. This approach leads to our unwavering drive to deliver individual, person-centred care with empathy, kindness and sensitivity. Combined with excellence, we strive to create a warm, open and relaxed environment which residents are truly proud to call their home. Beulah Vista is where people feel safe and cared for and truly enjoy living life to the full with one another.

Family is at the very heart of what we do and it would be a pleasure to warmly welcome you and your loved ones into the Beulah Vista Family.

Best Wishes,

The Beulah Vista Team

At A Glance



Exceptional 24 Hour Care



Luxury Living



Piano Bar & Café



Cinema



Private Dining Room



Hair & Beauty Salon



En-Suite Bedrooms



Family Suites



Relaxing Lounges



Variety of Activities



Diverse Daily Menu



Landscaped Gardens



Beulah Vista Values



Compassion & Respect

Always treating our residents with kindness and listening to their feelings



Trusting Relationships

To be transparent - having an honest, open approach which helps to build trust



Personal Choice & Decision Making

Encouraging our residents to make their own choices in all they do and supporting them in their best interests



Promoting Positivity

Having a can-do attitude - creating a happy home and work environment for everyone



Holistic Approach

Taking care of our residents' physical and spiritual needs to promote a happy and healthy wellbeing



COMPASSIONATE CARE

At Beulah Vista, safety and wellbeing come first, providing you with peace of mind that you or your loved one is treated as one of our family. Our unique approach is one of personalised care; we love building a relationship with our residents, which is centred on respect and commitment.

NURSING CARE

We ensure a high level of excellence with our nursing care by providing tailored healthcare assessments which actively factors in a resident's wishes and needs. We are able to offer round-the-clock care and are fully trained and equipped to look after people with complex needs.

RESIDENTIAL CARE

Our state of the art residential care home provides 24 hour personal care and support for people who struggle to live independently. We help to manage daily life and assist with personal care, hygiene and mealtimes as well as by promoting a healthy wellbeing through social events and entertainment to enhance a resident's quality of life.



DEMENTIA CARE

We have a specialised support system in place for those living with dementia. Compassionate care is delivered to the highest calibre by our experienced professionals who are adept in supporting a resident's needs and able to meet the often complex physical and emotional needs of dementia residents.

PERSON-CENTRED CARE

We pride ourselves on our individualised approach by focusing on all elements of care support and treatment that matter to the individual's need. Our personalised approach ensures there is constant support to enable our residents to continue to live a meaningful life, with as little or as much support as they require.

RESPIRE AND REHABILITATION

We are here to support family and live in carers so they are given the opportunity for a much needed break. This valuable time can help allow the resident to often regain their strength and health in order to maintain their quality of life and independence.

Life at Beulah Vista

We provide exquisite dining opportunities. Along with our onsite café, piano bar and dining areas, you will be able to enjoy the finest fresh and nutritious foods. With a variety of daily menus to choose from, you will always find a meal to match your mood and appetite.

Thanks to our friendly and helpful team who are always on hand to help, our range of salon treatments will have you looking and feeling great. We are able to offer a variety of treatments including hairstyles, beauty and spa options to help keep you looking your best all the time.





Our spacious cinema room will immerse you in much loved entertainment, playing a mix of both classic and new movies which change regularly. We take requests and can arrange films for 'movie night' screenings.



At Beulah Vista, there are a number of relaxing lounges and cosy areas on all floors to make you feel at home and enjoy great company. Our cosy areas have been designed with themes which can help our residents with familiarity and path finding.



We have a beautiful private dining room which can be booked by our residents to have a meal with their loved ones. It could be for a luxurious birthday celebration, a memorable occasion or simply because you would like to enjoy a Sunday roast together as a family.

Dining

All our meals are freshly prepared in our kitchen. Our highly skilled chefs take pride in producing well balanced and nutritious meals for all residents. They spend quality time with our residents getting to know their likes, dislikes and dietary needs and attend a monthly resident's meeting to discuss menus and take requests in order to provide an enriched mealtime experience.

We have full functioning kitchens on all of the floors throughout for that homely feel and where residents can get involved with baking delicious treats or cooking home delights if they wish.

Our café and piano bar offers a social environment for our residents to enjoy a coffee or alcoholic beverage with each other or their loved ones. Throughout the day, we offer a range of light snacks including scrumptious cakes and tasty pastries which can be paired with a hot cup of tea or coffee.

Some residents may want something to eat outside of mealtimes and there is a selection available around-the-clock.



“ Words cannot express how grateful I am. I never wanted my Mum to go into a care home, but circumstances with her health and dementia made it absolutely necessary. Mum had dementia and was not mobile. She was treated with the greatest respect and kindness by all the staff and bless her heart, she thought she was on holiday in a hotel. The nursing staff are true angels and the health care assistants, are absolutely amazing and truly cared for and about my Mum. ”

Caroline F (Daughter of Resident), Carehome.co.uk



Activities

We have a wholesome approach when it comes to delivering a variety of activities to our residents. At Beulah Vista, it is a resident's choice if they would like to participate in our daily activities programme.

We have a designated activities co-ordinator who holds monthly meetings where we discuss new ideas, plan for future activities and organise regular fun events.

Our garden is peaceful and many like to sit in the sun under our pergola, listening to the calming sounds of the water fountain. Whether you prefer to go for a walk or exercise your green fingers with some gardening, our wonderful outdoor space provides you with a relaxing environment.

Other residents may instead prefer to spend time in the comfort of their own room watching television, have a drink in our bar area whilst completing crosswords or play board games and enjoy a biscuit.





“ My mother-in-law went into the care home for a week's respite. She has restricted mobility and we were concerned as a family, how she would manage in the home. We were pleasantly surprised as this home was warm and welcoming and truly a home away from home. Staff went out of their way to ensure she was comfortable, were always patient with her and nothing was too much trouble. The staff looking after her were caring and friendly. The chef was aware she is vegetarian and ensured she had a varied interesting diet including baking her an eggless cake. Since leaving the home, she still talks about how kind everyone was, especially the night staff. As a family, we are confident that should she need to go into respite in the future, we would not hesitate to send her here again. ”

Anita M (Daughter of Resident), [Carehome.co.uk](https://carehome.co.uk)



Family at the Heart of our Home

At Beulah Vista, we know that there is no place like home. Being at home offers a sense of security and love, where you can truly be yourself and feel relaxed. We would like our residents to experience the same feelings at Beulah Vista. We create personalised care plans to capture each resident's background ensuring we find out their individual likes and dislikes so that from the moment they move in they will feel right at home. We understand how important a decision it is choosing the right care home and aim to make the transition as seamless as possible, giving you time to make wonderful memories as part of the Beulah Vista family.

We are rich in personality, family values and home comforts. We ensure a tranquil, calming and relaxing haven whilst promoting a happy and healthy wellbeing. Our residents are empowered and supported to contribute to their own care through shared decision making. By getting to know our residents, it helps us to deliver the best possible care to them. We pride ourselves on providing those special personalised touches which ensures Beulah Vista is a place where life is enjoyed to the full.





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