



BROADOAKS

Residential Care Home



Care with comfort, privacy, dignity and independence

Make your home here

For most of our lives we enjoy the security, privacy, independence and comfort that comes from living in our own homes. But we may reach a time when we need to look for support and care from others. At Broadoaks we offer you a safe and friendly environment where trained staff are ready to assist you 24 hours a day, to enable you to enhance and enjoy your quality of life. Broadoaks is dedicated to creating a supportive community of people who care about you, offering you independence and dignity, privacy and freedom.

Staff at Broadoaks

The Manager is supported by a whole range of devoted staff including team leaders, lead care staff, a leisure and wellness co-ordinator, care assistants, chefs, domestics and a gardener/maintenance man. Qualified care staff are always there for you – they are on duty day and night and all of them have been carefully selected and trained to deliver sensitive and skilful care. Many of the staff have worked at Broadoaks for a number of years, live locally, and are familiar with the area, which residents often find reassuring. The housekeeping team works especially hard to maintain the highest standards of cleanliness throughout the home. Night staff check and secure the building each night, and will make hourly checks to ensure you are comfortable, if you wish. Residents can always call for immediate assistance, if needed.

Broadoaks is fully committed to staff training and development and most staff have diplomas in Adult Social Care. All new care staff receive mandatory training prior to working in the Home and also undertake the Care Certificate.

Broadoaks is run by Croll Healthcare, a family company which has been providing residential care for over 30 years. Croll Healthcare also runs Ayletts in Broomfield and Hill House in Colchester.



Home from home

A home should reflect your life, and make it easier and better. Changing your home can be an unsettling experience, but we will make every effort to ensure that you are able to settle quickly, and make a new life here, secure and cared for.

Our rooms are furnished to a high standard, with ensuite facilities, free Wifi, television and telephone points. Individuality is important to our lives, and you are welcome to bring as many personal possessions as can be accommodated, including furniture and ornaments, to make your home your own. All the rooms are unique and of different sizes, with individual layouts. All comply with the size requirements to meet your needs.

Meeting your specific needs

Your needs are our concern, and Broadoaks provides aids and equipment to ease your daily routine and meet your special requirements. General facilities include passenger lifts to all floors, in-house laundering (apart from specialist or dry-cleaning), lockable facilities in all bedrooms and a lock for your room. Or should you prefer, you can ask for your possessions to be stored in the main house safe. There is a nurse call system throughout the home, as well as a comprehensive fire detection system.

The home has an extensive range of specialist equipment to cater for particular needs, including assisted power-operated baths, assisted showers, electric height-adjustable and reclining beds. A hairdresser visits weekly, although you are free to also invite your own, or to have a member of care staff attend to your hair. A chiropodist also regularly comes to Broadoaks for appointments. You can retain your own GP, but if this is not possible for whatever reason, Broadoaks can offer you a choice of doctors who attend to residents of the home. We ensure continuity of daily care through a hand-over system during shift changes, when residents' current needs are discussed and arranged. The public and private rooms as well as the gardens are entirely wheelchair accessible.

"My mother loves her ensuite room, the food is excellent and we have found the staff very caring and efficient."

JR Porter, Resident's Relative







Socialising

Your family and friends are welcome to visit at any time, and tea or coffee and biscuits are always available. You can entertain visitors in your room, chat in the secluded visitors' lounge, or on the terrace, or you can take a stroll in the gardens. Residents come and go freely. They often join their families and friends away from the home for excursions, meals, or just to have a day out. You will also have plenty of opportunities to make friends with other residents and the friendly staff are always there for a chat.

Keeping active

Whether you want peace and quiet or a stimulating daily round, Broadoaks will enable you to fill your days in the way you choose. You may wish to relax in the comfortable and spacious day room, the private visitors' room or the well equipped hobbies and activities room. If the weather is warm enough, you can always take some fresh air and a cup of tea in the wheelchair accessible terrace area. If you enjoy gardening, you can adopt an area in the garden to look after. You are encouraged to develop and pursue any hobbies or interests you may have.

The Leisure and Wellness Coordinator at Broadoaks will always ensure that you are invited to join our events, excursions and any other activities that take place, however, your decision whether to take part or not will always be respected. The home has its own minibus and residents often visit local theatres and pubs, go on shopping trips, or have outings to parks, gardens, country houses and many other places of interest. There is also a bus stop directly outside the home with regular services to the local and wider area, as well as a train station a short walk away which is on the London Fenchurch Street line. Within the house we arrange sing-a-longs, musical evenings, cheese and wine parties, fish and chip suppers, quiz nights and bingo – and new ideas are always welcome! With all of these opportunities for activities in the home or for getting out for the day, you need never be without something interesting to do.



'The Home has an
emphasis on wellness'





Dementia Care

Broadoaks has a bespoke dementia wing allowing the Home to carefully and mindfully manage and where possible slow the progression of dementia.

This is achieved through a combination of a secure environment and knowledge of our residents as individuals who have a life to live.

The wing encompasses a non intrusive nurse call system which allows our residents to have freedom of movement without the need for constant staff intervention, with access to specialist manual handling equipment should it be required. Each bedroom has its own wet room for the individual's convenience.

We encourage the collection of memories & reminiscence from admission resulting in a visual indicator outside the resident's room in the form of a memory box.

The Home's management actively participates in the delivery of care allowing them to be immediately responsive to the individual's needs & our staff are trained in delivering person centred care in a supportive, compassionate & empathising way.

The Home has an emphasis on wellness & believes a holistic approach to care offers the most benefits & this ethos is also extended to our staff whom we value highly.

We feel the above elements make Broadoaks comfortable, happy & safe.... everything your home should be.





Fine food

The chefs take pride in the high standard of their home cooking, using fresh local ingredients. Menus are regularly reviewed, and we will make every effort to cater for your particular tastes and preferences or special dietary needs. All mealtimes are flexible and residents can arrange to have their meals provided in their rooms, or in the dining room.

Your care plan

Each resident has an individual care plan which provides the basis upon which Broadoaks' care service is delivered.

The plan and profile include: a description of your preferred daily routine, any food you particularly like or dislike and any dietary requirements, what you like to wear and how you prefer to be addressed. The plan also has details of health care needs, medication, information about your GP and any community nursing or other therapeutic services provided, or that you have commissioned yourself. Your profile will also include details of your life history before entering the home, social interests and hobbies, and arrangements to attend religious services of your choice, all of which is intended to enable staff to understand your needs and relate to you well.

The Home's management team, with the support of senior staff, will monitor, review & co ordinate your care plan and communicate with outside professionals on your behalf. The resident's dignity is respected at all times by employing good and thoughtful care practices and sensitive situations are always dealt with in a respectful manner.



"My mother has been in Broadoaks for 14 months and during this time has been treated with kindness and compassion from the staff. The staff have also been caring and supportive to me..."

Hilary Nicholls, Resident's Relative



Having your say

It is important for the residents, as well as their friends and relatives, to be able to have their say about the running of the home. We hold residents' meetings and family surgeries and have regular reviews with residents. To be able to continually improve the delivery of your care, we listen actively to you. Individual meetings can also be arranged at any time to discuss more personal matters. The management team or senior staff are also on hand to discuss any concerns, at any time.

Complaints are rare but if they do arise we try to address your concerns immediately. The home has a complaints policy and there are procedures in place to ensure that any complaint is properly, promptly and fairly investigated. Independent Inspection Officers regularly inspect the home, and you have free access to these officers should you feel it necessary to discuss your concerns with them.

The first step

If you feel that you might like to make a new home here, just get in touch, and we will be happy to send you an information pack with more particular details about the home and its services. Then please come and visit us to meet the staff and residents, and inspect the quality of care and accommodation for yourself. If you like what you find, we invite you to apply to join us at Broadoaks.

If you are privately funded, you may apply directly for a place. If you need financial assistance, an application will need to be made to the Local Authority who will carry out an assessment of need, including assessing financial means, to determine your level of entitlement as a contribution toward the costs of accommodation and care. Broadoaks carries out a comprehensive pre-admission assessment on each prospective resident, and there is a one month trial period to ensure that the home is able to offer you the appropriate care, and that you are content with our ability to meet your needs and requirements.

"The staff are very helpful and knowledgeable about the residents' health concerns. Nothing is too much trouble and all requests are carried out in a very professional manner. I look forward to my weekly visit very much."

M Frappell, Nurse Practitioner



