

AVELEY LODGE RESIDENTIAL CARE HOME

Where Care Comes First

# Abberton Road, Colchester

## 01206 729304

Aveley Lodge, Abberton Road, Fingringhoe, Colchester, Essex, CO5 7AS Award Winning 24 Hour Care Team





## WELCOME TO AVELEY LODGE



WELCOME TO AVELEY LODGE, AN AWARD-WINNING, FIRST-CLASS CARE HOME OFFERING AN EXCELLENT STANDARD OF CARE WITHIN A SUPERB SETTING AND RATED "GOOD" BY THE CARE QUALITY COMMIS-SION (CQC). WE HOPE THE INFORMATION WITHIN THIS E-BROCHURE WILL GIVE YOU AN INSIGHT INTO HOW WE OPERATE AND PROVIDE THE HIGH-QUALITY CARE FOR WHICH WE ARE BEST KNOWN.

AVELEY LODGE CARE HOME IS A FIRST-CLASS CARE HOME OFFERING AN EXCELLENT STANDARD OF CARE FOR THE ELDERLY AND THOSE WITH DEMENTIA IN THE PICTURESQUE VILLAGE OF FINGRINGHOE, COLCHESTER. Currently managed and owned by Michael Parmenter and his SISTER DEBORAH BLICK, WE ARE WINNERS OF NUMEROUS PRESTIGIOUS AWARDS WITHIN THE CARE AND FAMILY BUSINESS SECTORS BOTH AT REGIONAL AND NATIONAL LEVEL. WHY? BECAUSE AVELEY LODGE REVOLVES AROUND OUR FIVE KEY PRINCIPLES OF CARE; DIGNITY, RESPECT, INDEPENDENCE, INFORMATION AND CHOICE WHICH ARE CENTRAL TO EVERYTHING WE DO THROUGHOUT EVERY INTERACTION BETWEEN OUR STAFF, OUR RESIDENTS, AND VISITORS. OUR ETHOS IS "Care Comes First". We are very passionate about the level of CARE THAT WE PROVIDE TO OUR RESIDENTS. IN BOTH 2014 AND 2018 WE WERE AWARDED A GOOD/OUTSTANDING RATING FROM THE CQC AT THEIR FOUR-YEARLY INSPECTIONS. OUR ANNUAL IN-HOUSE SATISFACTION SURVEYS FROM RESIDENTS AND THE RELATIVES CONSISTENTLY SHOW IMMENSE SATISFACTION WITH THE CARE, LEADERSHIP AND SERVICES OFFERED. THIS SUPERIOR CUSTOMER SERVICE AND ATTENTION TO DETAIL IS WHAT MAKES US VERY UNIQUE IN THE CARE SECTOR.

WE ALWAYS LOOK TO MEET ALL ASPECTS OF AN INDIVIDUAL'S DAILY LIVING NEEDS ALONG WITH SOCIAL INTERACTION AND STIMULUS. THE APPROACH WE LIKE TO TAKE IS THAT AN INDIVIDUAL CAN DO AS MUCH OR AS LITTLE AS THEY PLEASE. IT IS, AFTER ALL, THEIR HOME. OUR STAFF ARE ABSOLUTE PROFESSIONALS, LEADING TO THE CREATION OF AN ENVIRONMENT WHICH IS RELAXED, WARM AND HOMELY AND PERFECTLY EQUIPPED TO MEET THE NEEDS OF THOSE WISHING TO LIVE HERE. OUR GARDENS WERE PROFESSIONALLY LANDSCAPED, CREATING A FABULOUS ENVIRONMENT WITH AN ABUNDANCE OF WILDLIFE WHICH CAN BE ACCESSED AND ENJOYED BY ALL. ON WINNING THE "PUTTING PEOPLE FIRST" AWARD AT THE EAST OF ENGLAND CARE AWARDS 2017, THE JUDGES SAID WE ARE "A DEDICATED, PASSIONATE TEAM OF CARE PROFESSIONALS THAT REALLY DO PUT THE SERVICE USERS AT THE HEART OF EVERYTHING THEY DO".





## EVENTS & ACTIVITIES AT AVELEY LODGE

HERE AT AVELEY LODGE, OUR FULL-TIME ACTIVITIES COORDINATOR OFFERS AN AWARD WINNING VAST, VARIED AND EXCITING SOCIAL CALENDAR OF ACTIVITIES, EVENTS AND ENTERTAINMENT FOR OUR RESIDENTS THROUGH ONE TO ONE WORK AND GROUP ACTIVITIES. WE ACTIVELY AND OPENLY ENCOURAGE FAMILY, FRIENDS AND STAFF TO JOIN US AND PARTICIPATE IN ALL OUR ACTIVITIES AND EVENTS AS WELL. WE ARE A MEMBER OF THE NATIONAL ACTIVITIES PROVIDERS ASSOCIATION (N.A.P.A.) SO YOU CAN BE ASSURED THAT WE ARE COMMITTED TO IMPROVING THE QUALITY OF LIFE FOR OLDER PEOPLE THROUGH PERSON-CENTRED ACTIVITIES. THROUGH OUR VARIED AND EXCITING ACTIVITIES AND EVENTS PROGRAMMES, WE BELIEVE NOT ONLY ARE OUR RESIDENT'S HEALTH NEEDS MET AND IMPROVED BUT THEY HELP INCREASE INDIVIDUAL ABILITIES IN THE FOLLOWING WAYS TOO:

Cognitive, Sensory, Social, Spiritual, Creative, Physical, Mental, Emotional, Communication, Reminiscence and Relaxation.











AN ACTIVE AND FULFILLED LIFESTYLE IS WHAT WE AIM FOR AT AVELEY LODGE. AS WELL AS BEING MORE PHYSICALLY ACTIVE IN GENERAL, WE KNOW THAT MAINTAINING AND IMPROVING MUSCLE STRENGTH AND BALANCE CAN HELP PEOPLE IN LATER LIFE CONTINUE TO CARRY OUT ACTIVITIES OF DAILY LIVING AND REDUCE THEIR RISK OF FALLS. EXERCISE IS VITAL NOT ONLY TO KEEP OUR RESIDENTS MOVING AND HEALTHY AS THEY AGE, BUT ALSO TO HELP IMPROVE THEIR MENTAL HEALTH AND WELL-BEING. WE RECOGNISE THAT PEOPLE WHO ARE REGULARLY ACTIVE, SLEEP BETTER, HAVE LOWER BLOOD PRESSURE, A LOWER RISK OF HEART DISEASE, A LOWER RISK OF STROKE AND TYPE 2 DIABETES, SOME CANCERS, DEPRESSION, AND DEMENTIA. IT CAN ALSO BOOST AN INDIVIDUAL'S CONFIDENCE AND SELF-ESTEEM. ALSO, AS MOST PEOPLE KNOW, FALLS ARE COMMON AMONGST PEOPLE IN LATER LIFE AND ARE THE MOST FREQUENT CAUSE OF HIP FRACTURES. PEOPLE WHO HAVE HAD A FALL OFTEN LOSE CONFIDENCE AND MOBILITY AND MAY NEED EXTRA HELP WITH DAILY LIVING ACTIVITIES LIKE EATING, DRESSING and going to the toilet. Falls are also very expensive for our HEALTH AND SOCIAL CARE SYSTEM. THERE ARE MANY THINGS THAT CAN CAUSE OLDER ADULTS TO FALL, INCLUDING LONG-TERM HEALTH CONDITIONS, DETERIORATING VISION, MEDICATION THAT CAUSES DIZZINESS AND HAZARDS IN THE HOME OR COMMUNITY ENVIRONMENT. WE ALSO KNOW THAT LOW MUSCLE STRENGTH AND POOR BALANCE ARE THE TWO MOST COMMON PREVENTABLE RISK FACTORS FOR FALLS.

Please see our **Forthcoming Events** list on our website and our Facebook page for the latest activities and events taking place here at Aveley Lodge.



## FOOD & DINING AT AVELEY LODGE

HERE AT AVELEY LODGE, WE ARE COMMITTED TO HELPING OUR RESIDENTS TO EAT WELL AND STAY HYDRATED. OUR RESIDENTS ENJOY NUTRITIOUS AND DELICIOUS CHOICES AT EVERY MEALTIME FROM BREAKFAST EACH MORNING, A TWO-COURSE MAIN MEAL AT LUNCH AND A TASTY TEA EVERY DAY. OUR CATERING TEAM CURRENTLY CONSISTS OF TWO HIGHLY QUALIFIED CHEFS WHO HAVE A WEALTH OF EXPERIENCE BETWEEN THEM AND ENSURE ALL FOOD IS FRESHLY HOMECOOKED ONSITE WITH INGREDIENTS SOURCED LOCALLY. WE ARE DIGNITY IN CARE CHAMPIONS AND HAVE HELD A 5\* KITCHEN FOOD HYGIENE RATING EVERY YEAR SINCE 2009.





WE OFFER A DINING EXPERIENCE THAT ENABLES RESIDENTS TO MAINTAIN THEIR INDEPENDENCE, DINE WITH DIGNITY AND ENCOURAGES social skills. We actively encourage residents to eat together IN ONE OF OUR THREE DINING AREAS SO THEY CAN MAKE THE MOST OF THIS VALUABLE SOCIAL TIME. OUR DINING TABLES ARE ALWAYS LAID WITH FULL TABLECLOTHS, PLACE MATS, NAPKINS, ASSORTMENT OF CONDIMENTS AND FLOWERS TO HELP ENHANCE THE DINING EXPERIENCE WHILE THE FOOD IS SERVED BY OUR DEDICATED CARE TEAM. IF ONE-TO-ONE SUPPORT IS REQUIRED. A CARE ASSISTANT WILL SIT WITH THE RESIDENT TO HELP THEM EAT THEIR MEAL IN COMFORT OR TO HELP THEM TO SIMPLY CUT THEIR FOOD FOR THEM IF REQUIRED. WE HAVE ALSO GIVEN A LOT OF THOUGHT TO THE DINING EXPERIENCE OF OUR residents who are living with dementia too. We use a range OF ASSISTANCE TOOLS SUCH AS HIGH-RIMMED CROCKERY, ADAPTED CUTLERY AND HANDLED BEAKERS. WE OFFER A FULL RANGE OF SOFT FOOD OPTIONS FOR PEOPLE WHO HAVE DIFFICULTY IN SWALLOWING. MEALTIMES ARE KEPT AS RELAXING AS POSSIBLE SO THAT RESIDENTS CAN ENJOY THEIR MEAL AND EAT AT THEIR OWN PACE. A RESIDENT'S FOOD PREFERENCES AND ANY SPECIAL DIETARY NEEDS AND/OR FOOD ALLERGIES, ARE NOTED IN THEIR CARE PLAN AND THIS IS UPDATED REGULARLY, MANY RESIDENTS NEED TO HAVE A SPECIALIST DIET EITHER FOR MEDICAL, RELIGIOUS OR CULTURAL REASONS AND OUR CATERING TEAM HAVE THE CULINARY EXPERTISE TO PRODUCE TEMPTING, NUTRITIOUS AND DELICIOUS OPTIONS, WHATEVER A RESIDENT'S NEEDS.



### CORONA VIRUS & AVELEY LODGE

As the UK began to ease lockdown restrictions in the Summer of 2020, we took the opportunity to survey all our residents, staff and relatives for feedback on how we handled the coronavirus pandemic and subsequent lockdown and asked for suggestions on improvements. As a result of the feedback and our own experiences from this unprecedented period, we took the decision to invest in the following equipment at Aveley Lodge:



WE ARE PROUD TO SUPPORT THE COVID VACCINE ROLL OUT AROUND THE UK. ALL OUR STAFF AND RESIDENTS HAVE NOW RECEIVED THREE DOSES OF THE COVID VACCINE AND ANY NEW RESIDENTS OR NEW MEMBERS OF STAFF STARTING EMPLOYMENT WITH US WILL BE FAST TRACKED IN ORDER TO RECEIVE THEIR VACCINES SHOULD THEY NOT HAVE RECEIVED THEM PREVIOUSLY.

IT IS OUR AIM TO KEEP ALL OUR RESIDENTS AND STAFF SAFE AND COVID FREE AND WE HOPE THESE NEW MEASURES WE HAVE IMPLEMENTED GO A LONG WAY IN REASSURING YOU ALL THAT WE ARE DOING THE VERY BEST WE CAN TO ACHIEVE THIS. • A specific Fogging Machine is now regularly used, to thoroughly deep clean, sterilise and decontaminate all rooms

• A temperature body scanner has been installed at the front door in the reception area. This will automatically scan any person wishing to enter Aveley Lodge including our staff, nurses, GP's etc and will decline entry if someone displays a raised temperature. It also reminds people to wear a face mask

• A Q.R. CODE HAS BEEN ALLOCATED TO AVELEY LODGE AND HAS BEEN INSTALLED IN RECEPTION FOR EVERY PERSON TO REGISTER THEIR DETAILS EACH TIME THEY VISIT AVELEY LODGE AS PART OF THE GOVERNMENTS NATIONWIDE TRACK AND TRACE SCHEME

 $\bullet$  Alexa Speakers are available for the residents to use to listen to music etc around the home and new LED T'Vs have been installed in every single residents' bedroom

• A tablet has been purchased to specifically accommodate Skype and Zoom calls between residents and their families and friends

• A NEW NURSE CALL BELL SYSTEM HAS BEEN INSTALLED

 A NEW ELECTRONIC CARE PLANNING SYSTEM HAS BEEN INSTALLED AND IS NOW UP AND RUNNING WHICH HAS ALLOWED US TO GO PAPERLESS WITH OUR RECORD KEEPING.
IN DUE COURSE, IT WILL ALLOW NOMINATED PERSONS SUCH AS FAMILY MEMBERS TO REMOTELY ACCESS CARE PLANS, ACTIVITIES RECORDS ETC

 $\bullet$  New hoists, new slings and shower equipment have been purchased to help with infection control

• A NEW EXTERNAL STAFF CHANGING AREA HAS BEEN INSTALLED AND IS CURRENTLY IN USE BY ALL STAFF. THIS MEANS STAFF CHANGE INTO THEIR UNIFORMS PRIOR TO ENTRY TO THE BUILDING AND NO UNIFORM IS TAKEN HOME, IT IS LAUNDERED ON SITE TO PREVENT CROSS-CONTAMINATION

• A THIRD MEDICAL GRADE AIR FILTRATION UNIT HAS BEEN INSTALLED WHICH MEANS THESE THREE UNITS TAKE AIR FROM THE COMMUNAL AREAS AND FILTER IT TO REMOVE ALL KNOWN PATHOGENS BEFORE BEING RETURNED ON THE COMMON LIVING AREAS

• SINCE THE FIRST TESTING KITS WERE MADE AVAILABLE TO US, WE HAVE BEEN TESTING ALL OUR STAFF AT LEAST ONCE A WEEK. SINCE DECEMBER 2020, THIS HAS BEEN INCREASED TO TWICE A WEEK USING TWO DIFFERENT TYPES OF COVID-TESTING KITS. WE ALSO TEST OUR RESIDENTS EVERY 28 DAYS. WE HAVE THOROUGH AND ROBUST PLANS IN PLACE SHOULD ANY MEMBER OF STAFF OR RESIDENT TEST POSITIVE OR SHOW ANY SYMPTOMS.





## BEDROOM GRADES & FACILITIES

Here at Aveley Lodge Care Home, we are very proud of the luxurious standard of accommodation and the high standards of both care and living environment offered by our lovely home. We pride ourselves on providing and promoting a bright, warm and welcoming environment in which to live. Furthermore, the benefits of being all ground floor with no steps ensures freedom of movement for everyone. Our first-class accommodation is based on



THREE ROOM GRADES: STANDARD, SUPERIOR AND DELUXE WITH THE DIFFERENCES BETWEEN EACH GRADE EXPLAINED BELOW. ALL BEDROOMS, IRRESPECTIVE OF GRADE, COME WITH THEIR OWN PRIVATE EN-SUITE FACILITIES AND ARE SPACIOUS, BRIGHT AND WELL EQUIPPED WITH MODERN FURNITURE DESIGNED FOR THE CARE ENVIRONMENT. THEY ALSO HAVE THE LATEST WIRELESS NURSE CALL SYSTEMS SO THAT AN INDIVIDUAL CAN REQUEST ASSISTANCE AT ANY TIME DAY OR NIGHT.



#### SUPERIOR ROOM

#### **ROOM FEATURES**

LOCATED TO THE REAR AND MIDDLE AREAS OF THE HOME WITH FRENCH DOORS OFFERING SIMPLE AND EASY ACCESS TO OUR BEAUTIFUL, LANDSCAPED GARDEN, OR THE DELIGHTFUL CENTRAL MEDITERRANEAN STYLE COURTYARD GARDEN. ALL OF THESE ROOMS HAVE A LARGER FLOOR SPACE MEANING THEY ARE GENEROUSLY SPACIOUS & BRIGHT.

THIS ROOM COMES WITH AN EN-SUITE FACILITY

WELL EQUIPPED WITH MODERN FURNITURE DESIGNED FOR THE CARE ENVIRONMENT

WIRELESS NURSE CALL SYSTEMS SO ASSISTANCE CAN BE REQUESTED ANYTIME DAY OR NIGHT

LARGE 43" LED FLAT SCREEN TV

This room comes with complimentary WI-FI to enable the use of WhatsApp and Face Time

Access to Sky Q TV is available (Sky Q is a private agreement / contract between the resident and Sky TV. This agreement / contract is fully independent of Aveley Lodge Care Home).

A COMPLIMENTARY CHIROPODY SERVICE IS ALSO INCLUDED IN THIS ROOM GRADE

COMPLIMENTARY USE OF OUR HAIR SALON ON A WEEKLY BASIS



## BEDROOM GRADES & FACILITIES



Here at Aveley Lodge Care Home, we operate a waiting list which is based on the level of urgency as stated at the time of completion of the enquiry paperwork and/or latest update from those waiting for a room. We will always welcome any enquires and hold this information. Securely and confidentially.

We will hold your data for twelve months from the date of submission. After twelve months, your data will be deleted fully. If you do not want your data to be stored, please make your wishes clear at the time of submission.



#### REVIEWS



"Excellent level of care and awareness of needs up to and including end of life. Friendly environment, excellent standard of accommodation on one level, immaculately clean, beautiful grounds set in the peaceful surrounding. A huge, varied range of fun and stimulating activities, entertainment and events, very caring and well-trained staff and fabulous food provided by two employed on-site chefs. Mum is happy and considers it her home. Perfection does not exist, but Aveley Lodge, in my opinion, is as near this as is humanly possible and has remained so even during the pandemic. Knowing Mum is safe, well cared for and happy is of great comfort."

- Debbie M (Daughter of Resident).



"Aveley Lodge is a wonderful care home. I have nothing but praise for the care given to my mother. She and I have no complaints whatsoever - the staff, food, rooms, cleanliness and activities are all first-rate. Mum is 96 now and always looks well dressed and cared for. Every member of our family that has visited has been so impressed with Aveley Lodge and all remark how well mum looks. 5 stars"

- Lesley E (Daughter of Resident).





"At the age of 96 my dad's mobility and dementia became too much for him to be cared for at home so the difficult decision was made to apply for a place in a care home. There are several in this area but we had recommendations from so many friends and neighbours about Aveley that we went to them. Last month we lost him, but the 7 months he was with the staff at Aveley were the best months he had in the last few years of his life. Even at his passing there was always someone with him till the end. Aveley really did a fantastic job of making his last few months the best anyone could have, he was constantly engaged and cared for by the staff and they have the family's gratitude for their work."

- Ric B (Son of resident)







## CONTACT US | GET IN TOUCH













#### WHERE TO FIND US

Aveley Lodge, Abberton Road, Fingringhoe, Colchester, Essex, CO5 7AS



T: 01206 729304

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Leave Colchester Southway onto Mersea Road (B1025). Continue for approximately 3 miles out of Colchester. Turn left into Haye Lane at the bottom of Mersea Road Hill. Turn left at the top of Haye Lane. Continue for 1/3 mile into Fingringhoe. Aveley Lodge is on the left.

#### SOCIAL MEDIA

Website: <u>www.aveleylodge.com</u>

Facebook: <u>Aveley Lodge Care Home</u>

INSTAGRAM: AVELEYLODGECAREHOME

Twitter: Aveley Lodge



PARMENTER CARE













