



**DOVE
COURT**
CARE HOME
01945 578 858

**YOUR SAFE CARE
in the heart of
Wisbech**

DEMENTIA
CARE
SPECIALIST


**LARCHWOOD
CARE**

www.larchwoodcare.co.uk



Larchwood Care is proud to offer exceptional standards of respite and residential care.

We are committed to providing the very best care in a safe and comfortable environment.

Larchwood Care homes have Activity Coordinators who provide daily programmes of events for residents and assistance with individual hobbies or interests. We encourage residents to live their lives as they wish and are able to join in, or not, as they please.

Our aim is to provide a friendly, caring, 'home from home' environment where dignity, independence, safety and comfort are paramount.

We constantly invest in our high levels of care and maintainance of the facilities and feel if you ask any of our staff the question,

"Would you be happy with your loved one residing in a Larchwood Care Home?"

We are sure the answer would be a resounding "Yes".

We look forward to welcoming you!
The Larchwood Care Team.



DOVE COURT CARE HOME

A purpose built, welcoming and spacious home offers a thoughtfully planned environment for all needs and lifestyles. Social and quiet areas compliment our large, easily accessible garden for residents and visitors to enjoy.

Warm & Welcoming

Exceptional surroundings reflect the excellent facilities in which we deliver high quality care. While each of our en-suite bedrooms are tastefully decorated and furnished each resident is encouraged, should they wish, to bring in their own furnishings and personal belongings to make their room their own.



"Knowing my dad is in their care is very reassuring."

Their professionalism and putting the care and safety of those residing with them is second to none."



Our service values and personal approach aim for excellence in everything we do - from how many pillows to how you like your eggs. Because we make it personal!

INDIVIDUAL CARE

These are our foundation stones

Compassion, respect, dignity and choice are the essential foundation stones to our approach. We ensure that we encourage greater involvement by residents and their families for shared decision making.

Residents are the focus of our service provision

We ensure that all residents are fully involved in the planning and delivery of services, promoting their right to privacy and independence.

Comfort & Wellbeing

We recognise that everyone is different and the care we deliver aims to reflect this. Dove Court provides a homely, relaxed and safe atmosphere for its residents, guests and staff.

We go to great lengths to make everyone's stay truly beneficial

Respite care

From a few days respite or rehabilitation, to longer residential requirements, our principles remain the same and your wellbeing is always our priority.

Residential care

People who stay with us on a Residential basis will have their care package led by a Senior Carer who will, with your involvement, devise a set of care plans to meet your needs. The team will have access to the community based healthcare team that will include your GP and their District Nurses.

INDIVIDUAL NEEDS

Activities

We make sure everybody has the option to be fully entertained and keep in touch with loved ones.

Alongside our own dedicated entertainment team, we are proud to have partnered with **Oomph On Demand** to deliver a wealth of online digital activities and entertainment for our residents to enjoy at their leisure - along with our virtual-vacation tour guide pictured below!



Catering for all

We also arrange visits to Religious festival celebrations at Christmas and Easter as well as activities surrounding other non-religious festivals.

To ensure we all look our best, a hairdresser regularly visits Larchwood Care homes where salon facilities are available.

Our Catering Team provide a wide range of freshly prepared meals to suit all tastes. Residents are encouraged to make menu suggestions and any specific treats, needs or allergies can be catered for.

CARE HOME EXCELLENCE *We make it personal*
 Dove Court
 Care Centre Manager

Our big screens bring a new dimension to Dove Court with optional **Oomph!** entertainment and exercise!





Discover more Dove Court and meet the team...

Our online video shows what it's like to live at Dove Court and discover the passion of the people proud to deliver excellent care in our homely environment.

larchwoodcare.co.uk/dove-court

Excellence is at the heart of everything we do

Larchwood Care is a leading provider of care homes, with a reputation built on delivering exceptional standards of care and service.

We know how to help, please call us on 01945 578 858



A purpose built, welcoming and spacious home offers a thoughtfully planned environment for all needs and lifestyles.



Wonderful personal, private and communal spaces are designed to provide a comfortable and relaxing environment, promoting good mental and physical wellbeing.



Everyone's care, health and happiness is at the heart of what we do and that is why we are confident in welcoming you to our home.

Charter of rights

Your Individual Rights

- To be given respect as an individual
- To be treated with dignity
- To have status, regardless of handicap or infirmity
- To be given access to services and resources according to individual needs
- Not to be discriminated against
- To be a partner in the care process and be consulted and fully involved in decisions
- To accept or refuse a service

Your Information

- To receive information about the Care Home prior to admission
- To comment upon, complain about or offer thanks for the quality of care received
- You may choose to have a relative, friend, advisor or loved one to represent your wishes and ensure your rights are protected
- To be advised of the services available to you and the implications of refusing a service

Your Responsibility

- To take part in planning and reviewing care
- To consent to, or refuse a service, subject to consideration of your own health, welfare or safety or that of other residents - subject to your legal status
- To make financial contributions toward the cost of your accommodation

Your Confidentiality

- To know the information given to, or received from you will be relevant, accurate, kept secure and will be treated confidentially
- To know that this information will be obtained fairly and carefully, held only for lawful purposes and not used or disclosed to a third party without your consent

Your Healthcare

- To choose your own medical and dental practitioner
- To receive health and social care services
- To know that any medication is given on the instruction of a registered medical practitioner

Philosophy of care

Larchwood Care provides support and stimulation to help maximise potential, whilst recognising your particular physical, emotional and social capacity.

- You are encouraged to be involved in decisions affecting your life
- The assumption, underlying all care decisions, is that you are capable of making choices about your own lifestyle (e.g. deciding what to do and when to do it)
- Staff will respect and enable you to live your life with dignity
- Larchwood Care offers opportunities for you to review your own situation regularly, with relatives, friends, or an advisor, Key Worker or the Manager
- You are entitled to private accommodation in a single room which you can call your own, use as and when you wish and invite guests to
- You have a choice about the nature of your room, such as your own furnishings, and have a secure place for personal belongings
- We will adhere to the principle that your needs are paramount
- We will ensure that your individual needs, and wishes, are ascertained and respected
- You will be treated with respect and dignity at all times
- We will ensure that, wherever possible, you continue to have access to all community services, including health, social services, leisure and education, and we will facilitate such access wherever possible

The UK's Leading provider

All Larchwood Care Homes are managed by Healthcare Management Solutions; the country's leading provider of management and consultancy services to the care home sector.

The delivery of high quality care

Our nationwide team provides intensive and direct support to all Larchwood Care homes and staff. This expert service is supported with bespoke technology, developed to measure and constantly monitor quality in all of our care homes;

A revolution in quality and compliance in care homes.



IMPACT[®] is Healthcare Management Solution's bespoke online quality management audit tool, used by our trained experts to measure and assure the quality of care.



“Every Larchwood Care home is staffed by diligent, caring and trustworthy personnel who have each resident and their family’s happiness as a core priority”.

Easing Your Concerns

Larchwood Care provides as much support as possible to residents and their families during the moving process and throughout the residents stay.

We know how to help

Larchwood Care staff have the experience and training to know and understand the challenges that everybody involved has to overcome, so we know how to help.

Assistance with care fees

We have extensive experience with financial support for residential care. Our Home Manager will be happy to discuss your specific circumstances and needs in total confidence.

DOVE COURT CARE HOME

Kirkgate Street, Wisbech PE13 3QU
email dovecourt.manager@larchwoodcare.co.uk

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