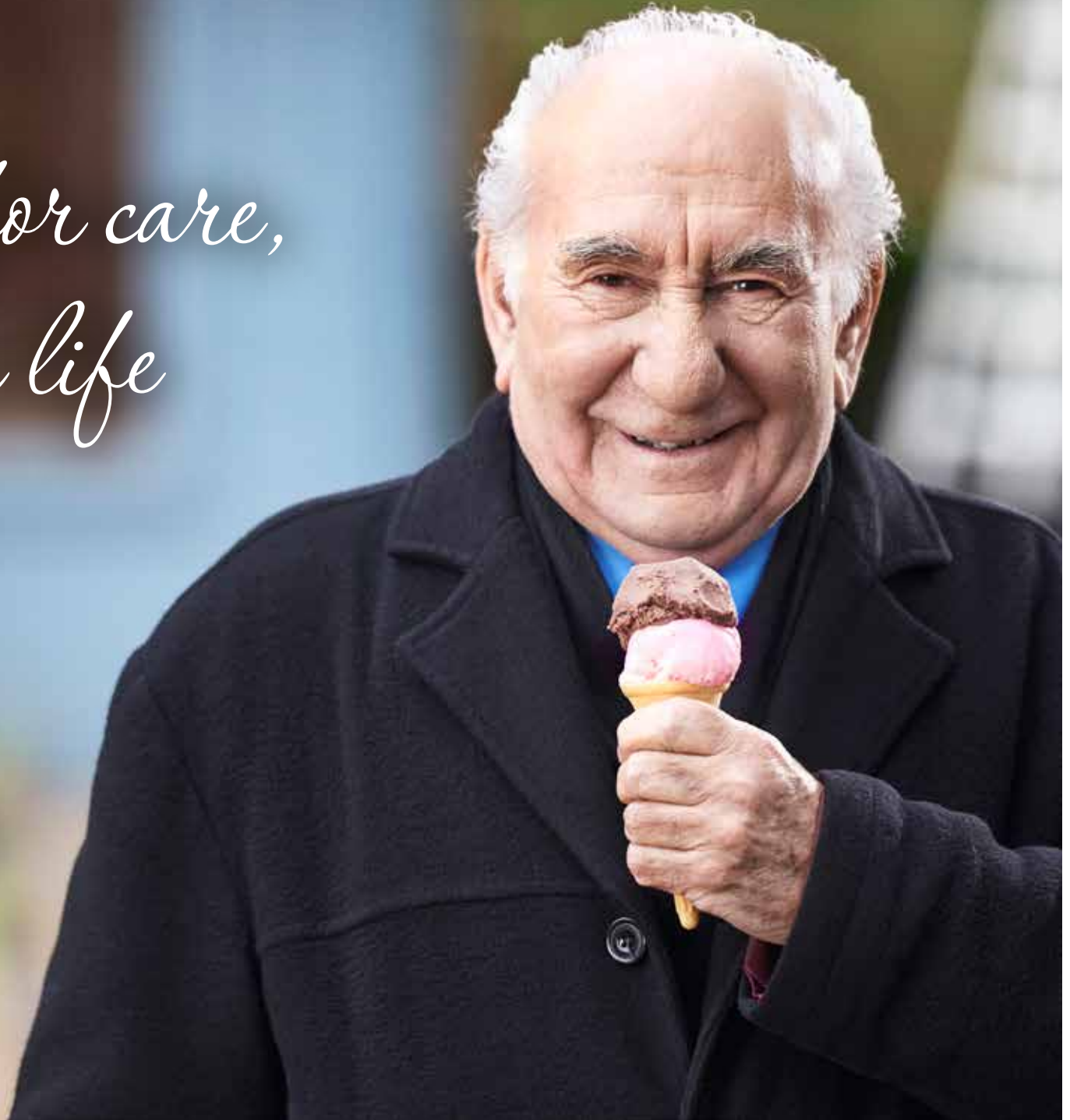


*a passion for care,
a zest for life*





A fulfilling future

At Arlington Manor we believe there are three threads that should tie together every aspect of the home: quality of care, quality of life and quality of environment.

As part of the Hallmark Care Homes family, Arlington Manor puts these principles at the heart of everything we provide. Built on over 20 years of experience, Arlington Manor has been constructed with award-winning design features, to create a beautiful, spacious home, that meets the needs of residents in comfort and style. With our friendly team supporting them all the way, residents can still have active lives, doing the things they've always loved. They can enjoy a sense of belonging and fulfilment by being part of a vibrant community, building new friendships along the way.

Arlington Manor Care Home probably doesn't match up to your traditional image of a care home.

This isn't about just existing - it's about living each and every day. So whatever the residents are doing - whether they're tending the garden, being pampered by the hairdresser or taking a trip down memory lane over a cup of tea - we're there for them.

“We have found the facilities and team, first class. The home feels warm and friendly and the carers take extra care to ensure residents are safe, comfortable and enjoy the experience of the warm and friendly surroundings.”

Son of resident

Our approach to care

Our absolute priority is to ensure that every resident receives the very highest standards of care.

To do this we ensure that our care is focused on the individual. Because every person's needs are different – in terms of physical, emotional and even social aspects – residents need a package that's tailored especially for them and which can be altered as quickly as their needs may change.

We work closely with residents, and their friends and family, so that the move into Arlington Manor is a smooth and positive experience. It can be an emotionally sensitive time, so from the outset we create continuity and reassurance wherever possible.

“From waking in the morning to going to bed at night, the care is friendly, caring and a totally wonderful experience.”

Resident





Residential care

Before coming to live at Arlington Manor, every resident completes About Me, a booklet that gives us a great insight into their history, hobbies, likes and dislikes. Residents tell us it's an enjoyable trip down memory lane to fill out – and it's an important first step towards building a strong, supportive relationship. It also helps us plan the sorts of activities that make living at Arlington Manor even more interesting and inspiring.

Feeling lonely and isolated can lead to depression and a decline in health, so while all residents have their privacy, we put a sense of community and stimulation at the heart of all our care plans. At the same time as giving discreet, sensitive care and support while maintaining independence, we believe that the combination of strong links with existing friends and family, finding new friendships and an engaging calendar of favourite pastimes and fresh experiences makes for a happy life. And that's what matters most of all.

“Mum moved into Arlington Manor a few weeks ago and we are so happy that she is there. Her room and surroundings are beautiful and she is living a life of luxury where nothing is too much trouble for anyone.”

Daughter of resident

Nursing care

Residents may have a variety of care needs which require the input and oversight of a nurse. We have 24-hour nurse leadership on site at Arlington Manor, aided by a care team whose skills and knowledge includes the details of each resident's individual requirements.

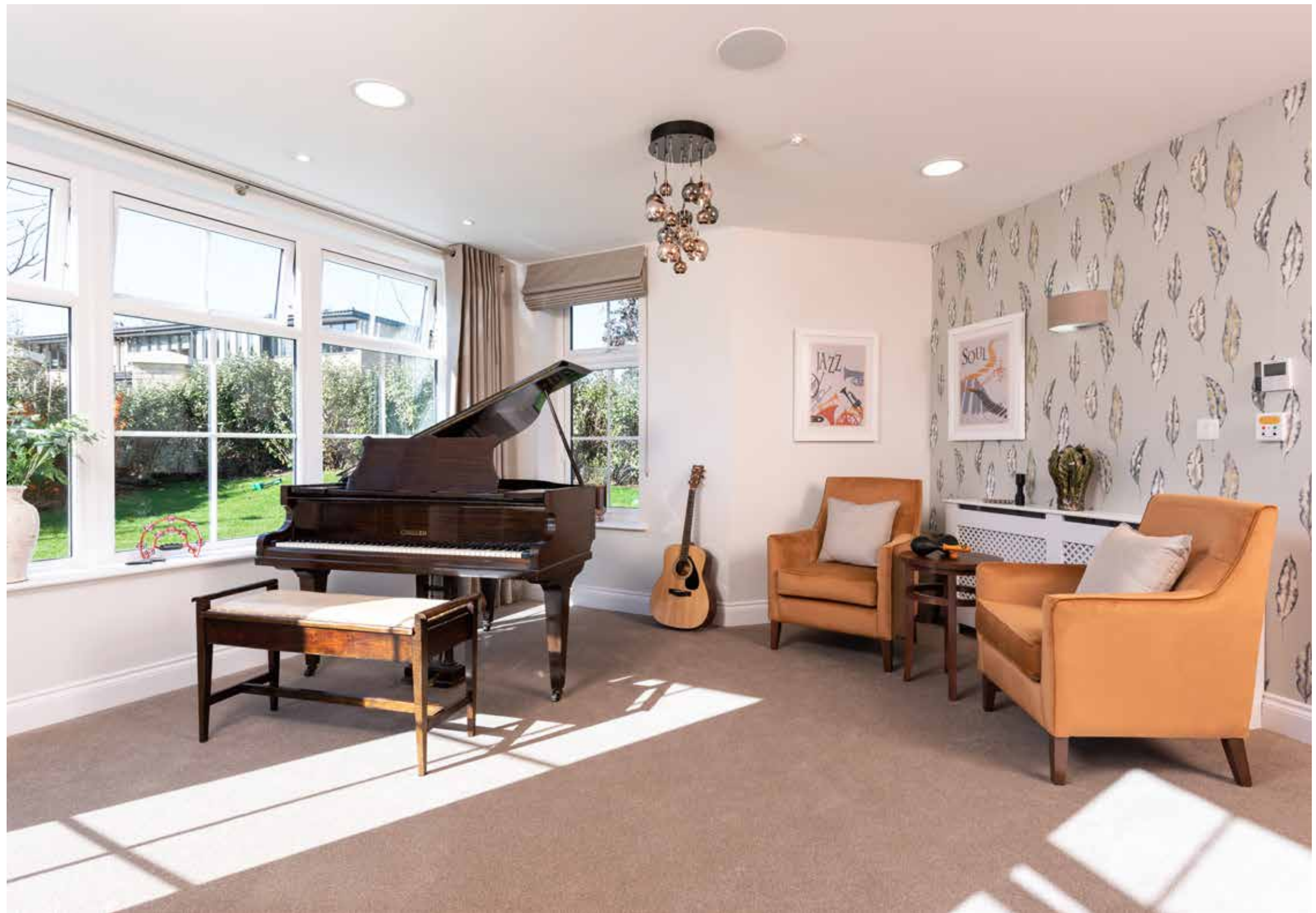
We carefully assess the ideal level of nursing care for each resident before they move in. This helps us to create a care plan, agreed with the individual, their family and health professionals, that will support them.

Our care teams are given ongoing professional and personal development training to ensure we provide the very best clinical, emotional and physical care. We work closely with a multidisciplinary team of doctors, community nurses, social workers, dieticians, physiotherapists and other health professionals to build the ideal support structure.

“Dad has settled well and feels valued. He is looking so much better. I feel he is now in a safe environment. The team are always very welcoming and friendly to me when I visit.”

Daughter of Resident





Dementia care

We understand how frightening and heartbreaking it can be for someone to lose their memories. Our dedicated team at Arlington Manor Care Home is trained to help people living with dementia make the most of each day. And our care is unique to each person, at every stage of their journey.

Hallmark Care Homes is a member of Dementia Action Alliance, is signed up to the national Dementia Pledge and is actively involved in research projects to improve standards of dementia care. At Arlington Manor, we implement the Hallmark Care Homes' Dementia Strategy to ensure that each resident receives the highest standard of care and is able to live life to the full.

Relationship-centred care is crucially important when supporting residents living with dementia. Compassion, trust and an intimate understanding of what really matters to each person help create a reassuring, stimulating environment. Starting with the About Me booklet, we build a lifestyle profile to make sure that every day here lives up to the unique needs of each individual.

To help us do that, our dementia community is different, with exciting new features to support our care and bedrooms equipped with bespoke furniture. There are a number of facilities, including a comfortable, welcoming café and a hair salon so residents can look and feel their best, and a host of activities chosen to offer lifestyle continuity and fulfilment.

What's cooking?

Fresh, quality, home-cooked food, using locally sourced produce wherever possible. Our dedicated chefs liaise with residents to understand their likes and dislikes to provide a nutritional menu that can be enjoyed by all, taking into account specialist diets.

We know the importance of a healthy diet in supporting physical and mental wellbeing. And because food is as much about sensation, enjoyment and socialising as it is goodness and sustenance, we create a warm, restaurant experience: residents can choose what they fancy from a varied menu and then settle in to enjoy a glass of wine and a good catch-up with friends.

We think food is more than just nutrition. There's fun and challenge in its creation. For some it's a welcome relief never to have to lift a finger to prepare food. For others it's a talent and a passion that we can support through cooking and baking sessions – it's all about the individual.

Today's SPECIALS

Breakfast

Full English breakfast
or continental breakfast

Lunch

Cream of chicken soup with bread roll
or prawn cocktail with melba toast

Roast leg of lamb with mint sauce *or* ham
and mushroom pie *or* spinach crêpes

Selection of seasonal vegetables

Lemon meringue pie *or* fresh
fruit salad and cream

Dinner

Minestrone soup

Quiche Lorraine *or* vegetable lasagne

Selection of seasonal vegetables

Fruit trifle *or* ice cream

Hot and cold snacks available throughout the day

Sample menu





Designed for a better way of living

Arlington Manor is the culmination of over 20 years of learning from residents. Consultation with the people who live with us and their families are important parts of our meticulous design review process.

Our facilities are cleverly designed from scratch to give residents real pleasure, choice and quality of life. Each communal room has a style and personality of its own, with themed interior design and high-specification finishes and furniture.

Here at Arlington Manor, those communal facilities include:

- The bright and airy cafe, a popular spot for socialising
- The hair salon and separate therapy room, where residents can enjoy a bit of pampering
- The cinema – as well as movies, we screen live sports and residents can choose from a menu of other entertainment
- A music room where residents can continue their passion or discover a new one
- A dedicated physiotherapy room to give residents the additional support they need
- Restaurant-style dining rooms, with open kitchen areas and a varied daily menu
- The celebrations room, a multipurpose lounge for birthday parties, anniversaries and any other excuse to celebrate
- Rooftop terraces and garden room, with comfortable seating and decorative planting
- Generous landscaped gardens to enjoy when the weather is fine

Each of our bedrooms has telephone and television points, is beautifully furnished and equipped to support each resident's particular physical, medical and emotional needs.

What shall we do today?

No two days need ever be the same at Arlington Manor – unless you want them to be.

One thing that will be the same is the mouth-watering smell of fresh bread and bacon wafting through the hallways from our kitchens first thing in the morning. We can't think of a better way to start the day than that. Of course, there's a choice of rooms in which to take breakfast – including in bed!

Perhaps after a relaxing bath, have a read of the morning paper, cosseted in comfy chairs in the living rooms, or grab a coffee and a delicious homemade cake at the café and then put the world to rights with a few friends.

Residents are welcome to help our kitchen teams prepare lunch, so if cuisine means recreation there's the chance to get stuck in before tucking in.

Our lifestyle team ensure that regular favourites are punctuated with new experiences, so throughout the week there are a choice of things to do. And we're always keen to hear new ideas, so if there's a pastime or hobby that you think everyone should share – tell us and we'll do our best to make it happen.

Maybe you enjoy some arts and crafts? Or maybe you'd like to tend the garden in preparation for our annual Hallmark in Bloom competition, where we pit our care home gardens against each other! This is something that residents greatly enjoy and our gardens are equipped with raised planters to help make gardening that little bit easier. We tailor our activities to meet the needs of individual residents and our care team are on hand to support.

When the British weather is kind to us, our gardens are a haven for residents and wildlife alike. With scented flowers, an array of foliage and flora, as well as plenty of birdsong as a soundtrack, it's a wonderfully peaceful and pleasant place to while away free time. And any keen ornithologists are welcome to lend a hand topping up titbits for the local birds.

If expending energy on a spot of gardening or enjoying the indulgent treatments in the therapy room haven't whipped up an appetite, the assorted smells of the evening meal emerging from the kitchens certainly will. And after dinner, perhaps a trip to the cinema?

The choice, as ever, is entirely up to each resident.





What happens next?

This brochure is really just a glimpse into life at Arlington Manor and the relationship we build with residents, their families and our care teams. To find out what it's really like, there's no substitute for a visit.

We're delighted to welcome potential newcomers to Arlington Manor for a guided tour and as in-depth a discussion as you'd like. Our usual appointment times are between 9am and 5pm Monday to Saturday. You'll need to allow up to an hour for your visit. To arrange your visit please contact our Customer Relationship Manager on **01223 814900** or by email: **arlingtonmanor@hallmarkcarehomes.co.uk**

Perhaps you've already made one visit and you'd like further information.

Our website – **www.hallmarkcarehomes.co.uk** – gives lots more detail, including the complete Hallmark Care Homes Charter, our latest news and an introduction to our team.

“Since my mother moved in less than three weeks ago, she has become much more the person I used to know. Not only is Mum so very happy but now I am too.”

Daughter of resident



Arlington Manor, Wellbrook Way, Cambridge CB3 0FW

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