

ASH COURT CARE CENTRE
CAMDEN, LONDON NW5



QUALITY, DIGNITY & CHOICE

forest
HEALTHCARE
A family of homes

Selecting a care home can be difficult and confusing. We are here to guide you through the process and help find solutions to the financial aspects of care.



Quality 24-hour residential nursing for persons aged 45-65 and for elderly persons aged 65 and over, long term, respite and postoperative care. Crisis intervention, non planned & emergency admission a speciality.

Call 08444 725 181 or email ashcourt@foresthc.com
www.foresthc.com

Contents

- 01 Our Home
- 02 Nursing care & facilities
- 04 Activities
- 05 A typical day
- 06 Food
- 07 A typical menu
- 08 Hygiene policy
- 08 Admission pathway
- 08 Fees and funding
- 09 Ash Court pledge
- 09 Your next step

WELCOME TO **ASH COURT** CARE CENTRE FOR QUALITY, DIGNITY & CHOICE



OUR HOME

Ash Court is a wonderfully warm, vibrant and friendly home, located near the thriving town centre of Camden in North London. We cater for 24-hour residential nursing, specialised needs, respite, and postoperative recuperative care.

Our primary objective is to improve the quality of life of our clients and their families and we seek to promote independence, choice and dignity of the individual. We believe that clients must be safe and secure at all times, whilst providing a relaxed and stimulating environment that motivates them to live a full and happy life.

Ash Court is a modern purpose built home sited in a courtyard setting,

hidden behind an archway in a quiet residential street. Ash Court has 60 bedrooms, all of which are above the sector average in size, have en suite facilities and are equipped with the latest variable height profiling beds. The home is on three levels and each floor is self-contained and staffed and managed independently.

Our day rooms are light and attractively furnished. We encourage clients to bring their own creature comforts to make them truly feel 'at home', such as items of furniture and other treasured possessions. Even pets are welcome.

A new chapter in life begins!



NURSING CARE & FACILITIES

Ash Court provide 24-hour nursing care, delivered by highly trained registered nurses, care assistants and our visiting therapies team. Where possible, clients have the choice of gender for their care. Our staff are carefully screened with extensive referencing and police criminal record checks and receive professional training. We believe highly trained and well managed staff are the secret to providing quality and safe care.

The best carers providing the best care.

We operate:

- 24-hour nursing & medical cover
- nurse call system
- help getting in & out of bed, bathing and dressing
- full assistance with all activities of daily living
- promotion of independence
- specialist stroke facilities
- full lifestyle programme based on 'individual and person-centred care'
- help with bathroom needs & continence management
- skin integrity care

- posture management
- incontinence management
- enteral feeding/PEG management
- communication support – verbal/non verbal
- communication aids
- BIPAP management

Our facilities include:

- a beauty salon & barber
- an extensive library of books and DVD's
- internet facilities to stay in touch with friends and family online

“THE MAJOR DIFFERENCE WITH ASH COURT IS THE Demeanour, ATTITUDE AND WILLINGNESS OF STAFF. WE LEAVE DAD CONFIDENT THAT HE IS TREATED KINDLY AND WITH DIGNITY.”

S. Allcott, daughter of Henry Frederick Blooman, aged 82



- computer games for fun and mind stimulation
- bright and airy bedrooms with specialised bathing facilities
- lounges & dining room with garden views
- wide screen TV
- quiet reading rooms
- a secure patio garden
- smoke detectors / sprinklers

Care services include:

- adults / elderly / physical disability
- 24-hour nursing
- end of life / continuing care
- GP (general practitioner) cover
- crisis intervention / emergency admission / postoperative care
- non planned assessments
- nutritional meals
- a dentist, optician, occupational therapist, physiotherapist and chiropodists visit Ash Court regularly

Clinical Neuro Services

Some of the conditions that we treat with our specialist staff and facilities:

- Stroke
- Parkinson’s disease
- Multiple sclerosis
- Motor neuron disease
- Neurological tumours
- Trauma to the central nervous system
- Epilepsy and seizure conditions.
- ME
- Neurovascular disorders
- Neurological degenerative disease

“ALL THE SERVICES ON WHICH THE HOME IS ASSESSED ARE OF THE HIGHEST POSSIBLE QUALITY, BUT MORE IMPORTANT IS THE DEGREE OF COMPASSION SHOWN AND THE AMOUNT OF LAUGHTER GENERATED BY ALL INVOLVED.”



ACTIVITIES

- art workshops
- flower arranging
- handicrafts
- games & quizzes
- parties
- shopping
- visiting speakers
- live performances
- musical evenings
- gardening
- computer games & internet
- keep fit
- barbecues
- days out to the seaside and London sites

An individual lifestyle is essential, no matter how old or how dependent we are, so our staff ensure lifestyle choices are maintained. Our clients enjoy visiting local shops, an evening at the cinema, a quiz afternoon, or simply watching television in the privacy of their bedroom.

It's vital our clients keep active mentally and physically to make the most of every day. At Ash Court clients are spoilt for choice with art workshops, flower arranging, handicrafts, games & quizzes, parties, shopping, visiting

speakers, live performances, musical evenings, gardening, computer games & internet, clients' association as well as religious observance services.

In the summer we have garden tea parties and barbecues and meals can be taken on the terrace. Days out are frequent to London's many attractions, the seaside or shopping. Making new friends is easy at Ash Court and everyone has the opportunity to join in.

At Ash Court, you're never alone.



A TYPICAL DAY

8am-10am Clients choose when to wake and are encouraged to dress themselves, although help is always at hand. Breakfast is available either via room service or served in the dining room.

10.30am Morning tea or coffee with friends and catching up with the day's news.

11.15am Activities such as: quizzes, flower arranging, bingo, games, movement to music, fitness & motivation, sing-along and concerts.

12.15pm Lunch, all meals are freshly cooked, with flexibility for individual tastes.

3pm Clients often have a rest, or enjoy a cup of tea with visiting friends and relatives or go on an outing somewhere special.

4pm Afternoon tea – sometimes a cream tea greatly enjoyed by all

6pm Dinner – a lighter meal which can be easily digested (see menus).

7pm Hot drinks are served. The kitchen is open all night should one desire a snack at 3 in the morning.

Evening Winding down in the evening hours might involve watching TV, reading or just chatting with friends and relatives who are welcome at any time.

Ask to see last week's activity list.

“EVERYTHING – STAFF, FOOD, CLEANING IS WONDERFUL. CARERS AND NURSES ARE FRIENDLY, COURTEOUS AND MAKE EVERYONE FEEL LIKE FAMILY. YOU CANNOT GET BETTER ANYWHERE. THEY ARE THE VERY BEST.”

Sheila Taylor, wife of Jack Taylor, aged 88



FOOD

At Ash Court we place a very high importance on food and spend a great deal of time considering menus, environment and nutrition. Meals are created by our in-house team and fresh local produce is used, with clients often involved in developing menus.

Our catering team provide meals which are varied, tasty and well presented. All food is evaluated by a nutritionist to ensure our clients have a balanced diet.

Tea, coffee, cold drinks, biscuits and sandwiches are available at any time, day or night. Meals are served in our dining room, but room service is always available. We can arrange special meals such as diabetic, low fat, vegetarian, Kosher, Halal etc.

We can also provide a snack box to clients who might miss a meal due to a hospital visit.

It's the attention to detail that really counts.



A TYPICAL MENU

Breakfast

Choice of fresh juices, cereals, eggs (any style), hot & cold milk etc, bread basket, toast, tea or coffee.

Mid-Morning Break

Choice of tea, coffee, biscuits & homemade cakes.

Lunch

Main: Steak and Kidney Pie with potatoes and vegetables, or haddock with potatoes, green beans & baton carrots.

Desert: Jam sponge pudding, or fruit salad.

Afternoon Tea

Choice of teas (English breakfast, mint, green) or coffee with homemade cakes and biscuits.

Dinner

Starter: Homemade soup of the day, or Florida cocktail.

Main: Jacket potatoes with tuna or cheese, or selection of sandwiches.

Season salads available.

Desert: Ice Cream, poached pears in wine sauce, fruit & yogurts.

Ask for a copy of last week's menu.

“WE ARE VERY PROUD OF ASH COURT, BUT ABOVE ALL ELSE, WE ARE PARTICULARLY PROUD OF OUR STAFF AND THE LOVE AND CARE THAT THEY HAVE A SEEMINGLY UNLIMITED SUPPLY OF.”

Mrs Nancy Rasool



HYGIENE POLICY

Our loved ones, the older they get the lower their immunity is likely to be, so we believe that it is our duty to protect them. We take the threat of MRSA and C. Diff, the hospital bug, very seriously. While no guarantees are possible, we spend significant sums each year ensuring the most detailed cleaning regime for our home and in particular, hand hygiene protocols.

CLIENT & FAMILY FEEDBACK

Each of our clients are discussed at weekly staff meetings and feedback from them and their families is vital to us. We value this feedback and use it to improve our home.

ADMISSION PATHWAY

All potential clients have their needs thoroughly assessed by our multidisciplinary team. We need to assure ourselves that Ash Court is suitable for their care and note any specific care that is appropriate.

Our staff often work with the client prior to admission, to ensure that all care needs are thoroughly understood to enable a seamless transfer. A typical pathway is:

- referral by commissioner or self/family
- visit to our care centre
- assessment by our team
- funding discussion/assistance

FEES AND FUNDING

We are experts in guiding potential clients and their families in obtaining assistance with the payment of fees from government bodies, social services etc. In many cases we can help obtain up to 100% payment towards our fees from the relevant funding body, subject to qualification and means. Funding is provided by:

- self funding
- local authority
- local authority plus top-up
- PCT/continuing care
- insurance
- other



ASH COURT PLEDGE

Our goal is to:

- always have our clients' best interests as our central focus
- promote the health & happiness of clients in a caring & safe environment
- treat clients with dignity & respect
- produce care plans with rights of choice, independence, privacy, dignity and security
- get to know our clients' families very well and offer the support needed
- focus on individual care needs and not institutional routines
- foster an atmosphere of openness for clients, family & staff
- maintain clients' confidentiality and privacy

Your next step – Visit us!

Nothing we can say in this brochure can convey the understanding, warmth and care that our staff have for our clients.

Our reputation is one we are very proud of and as rooms are in very short supply we often have to operate a waiting list. It is best if you meet with us at your earliest opportunity to register your interest.

Please visit Ash Court at any time, however as we are a busy home it's best to telephone and arrange a visit with our manager, or administrator who will show you around.

**Call 08444 725 181 or email ashcourt@foresthc.com
www.foresthc.com**

Forest Healthcare Ltd

Ash Court is part of Forest Healthcare, one of the fastest growing healthcare groups in the South East of England. Forest Healthcare believes its success and strength lie in empowering its managers to promote the independence of their care centres to service the local community's needs and to provide clients and families with security, quality, dignity and choice and the very best care that is available in the UK.

Forest Healthcare Head Office: **08444 725 252**.

PUBLIC TRANSPORT DIRECTIONS

Train Directions

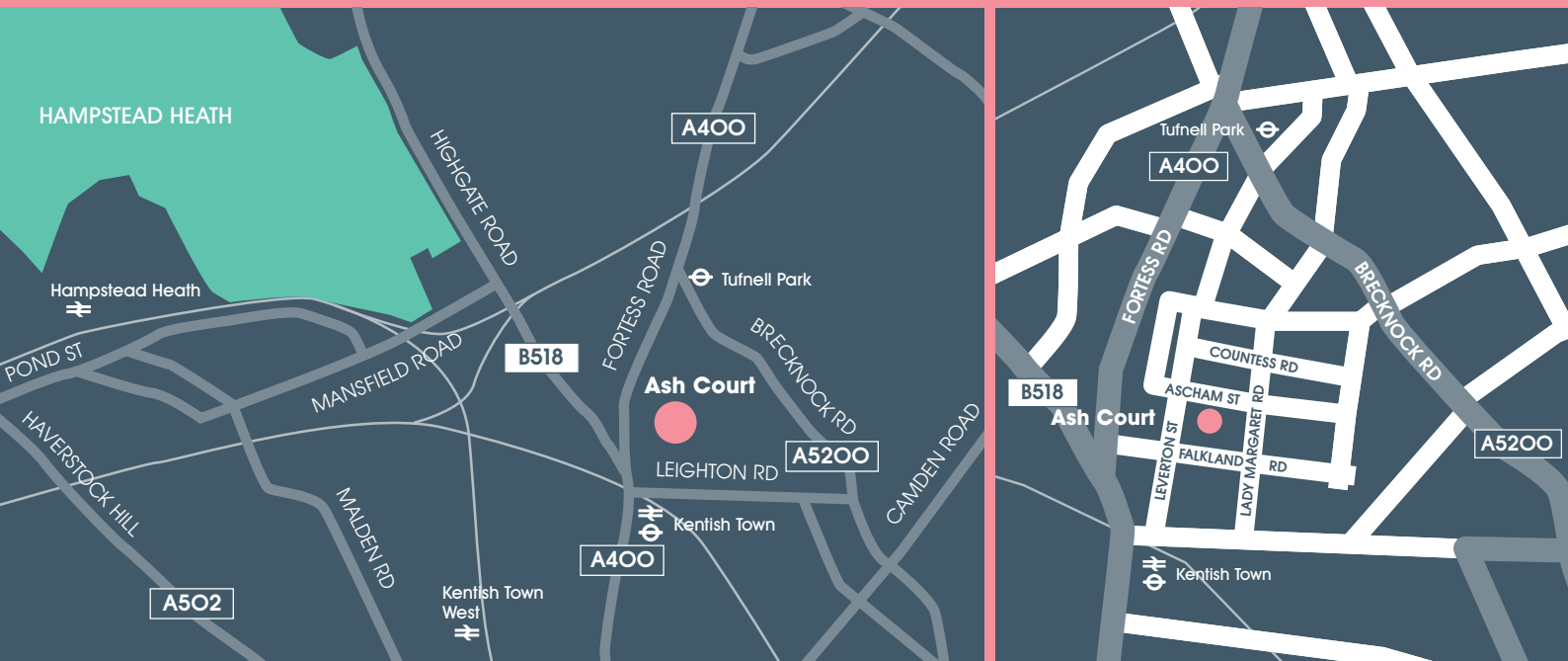
Nearest railway station: Kentish Town Mainline (Thames Link)

Nears Tube station: Kentish Town (Northern Line).

Bus Directions

Local buses: C2, 29, 134, 214, 253

For further assistance please contact our manager, or administrator.



Registered for:

**OPEN REGISTRATION - 24hr Residential Nursing / Female and Male 45-65 and 65 to 100 years and over /
Respite Care / Postoperative recuperation / Permanent (long term) Care / Crisis intervention /
Non planned & emergency admission is a speciality**

ASH COURT CARE CENTRE

Ascham Street, Camden, London NW5 2PD

Call **08444 725 181** or email ashcourt@foresthc.com

www.foresthc.com

Calls charged at a maximum of 4p per minute from UK land lines. Mobile charges vary.

forest
HEALTHCARE
A family of homes