



Avery  
Collection





# A Warm Welcome Awaits

We hope you will be truly inspired and feel supported when you come to an Avery care home. Each home has a unique sense of identity determined by our residents and their visiting families.

Welcome to your new home – a community to feel safe, supported and cared for.

## Philosophy of Care

Our philosophy is to give each resident a home and lifestyle that supports their need for care and safety, along with their cherished goals and aspirations. We know that residents' well-being and quality of life are more than just the care they receive, but the relationships they develop, their surroundings, interests, and overall stimulation level. Our holistic programmes promote a sense of well-being for all and enable residents to live in a safe and supportive environment allowing them to flourish, make new friends, maintain contact with their local communities and live a life of possibility.



Residential Care



Respite Care



Dementia Care



Nursing Care



Funding Advice



Independent Living





# Designing Care Homes of Tomorrow

Avery Healthcare is a premium care provider in the senior living sector in the UK, with over 90 care homes and several more developments soon to open. The overall sense you experience when stepping into an Avery home for the first time is a feeling of calm and warmth, coupled with beautiful design and décor.

Our reputation for delivering high-quality homes with imaginative design-led solutions and richly furnished interiors has resulted in continued investment and a strong position in the care sector. Our residents are proud of this.

## Hospitality Services

Avery takes great pride in the first-class care and quality of its environments.

As sons and daughters themselves, the teams ensure that our care and customer experience is one that we all seek for our loved ones. Avery provides a safe, stylish and warm welcome. Residents receive a complete person-centred service delivered by professionally trained, enthusiastic and caring home teams, from Carers to Catering and Housekeeping and visiting care professionals such as the local team of District Nurses. Studies have shown that the quality of the environment has a significant effect on personal happiness and well-being. We strive to deliver excellence to you and your loved one at all times.

## Find Out More

Come along and see our beautiful homes for yourself. Visit us and talk to our staff, residents and family members to get a real sense of our communities.

The Avery team is on hand to support you with your journey into care, from explaining funding options and how the assessment and move-in process works to how we work alongside other care professionals such as District Nursing teams to provide integrated care.

We are here for every step of your journey.

Call the Avery team on  
0800 012 9113







## What is Well-being?

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Positive well-being means experiencing an overall feeling of happiness and satisfaction with life and is achieved through being able to do things that bring you pleasure and contentment.

# Well-being

## Something for Everyone

We have dedicated Well-being teams who produce an exciting and varied programme of activities and events every day.

These activities are often designed with therapeutic outcomes in mind and utilise memory, physical and sensory-based activities.

A typical day could involve a trip out in the minibus, creative writing, or art classes, talks from speakers on a wide range of subjects, visits from local schools or live musical entertainment. We work to support residents with personal interests that are not already covered in our activities planner, from simple one-to-one discussions on a favourite topic to a private ballet lesson.

With a wide variety and choice of activities, there is always something going on. If residents have a personal interest, we do our best to support that. The formation of residents' clubs, such as Gardening, Gentleman's Pub, Wine-tasting, Knitting, and interest groups are always encouraged at our homes. The library or one of our quiet lounges will provide a calming environment for reading and relaxing for those who seek peace and quiet.

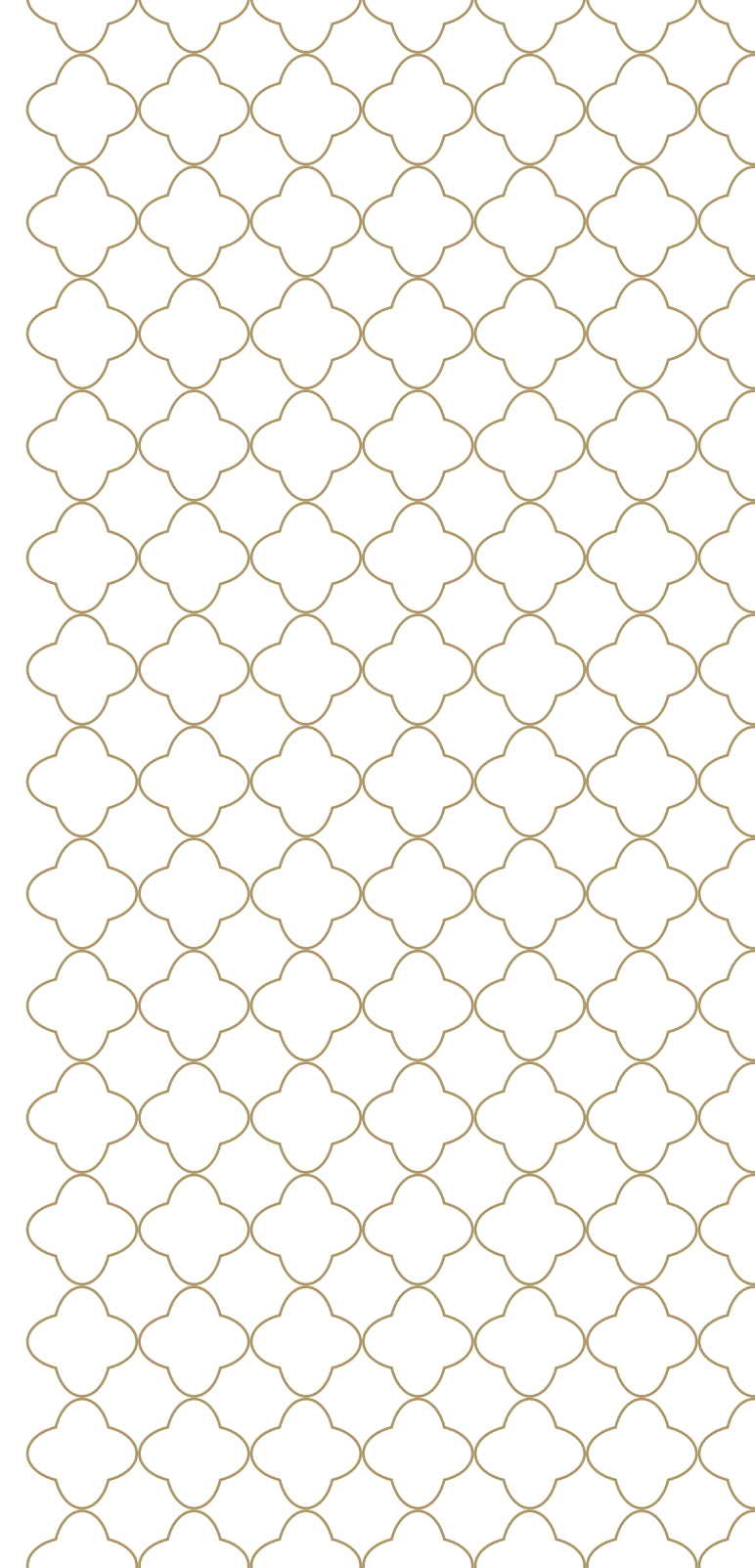
## Fine Dining

We offer a food and beverage service experience that is comfortable, accessible, and delightful.

Delivered by the Care and Hospitality Services teams, mealtimes are often a big part of the day when residents are delivered nutritious and seasonal foods. We are mindful of all our resident's dietary needs and will provide consistent quality food that is well-presented. In the vast majority of our services, we have herb borders or beds so that residents can be involved in cultivating these on-site to enhance their well-being and see their use in our kitchens.

We build and maintain successful relationships with local suppliers and farmers for as much of our fresh produce as possible to ensure quality, support local economies and reduce food miles. In addition, our chefs work hard to provide excellent cuisine consistently.

We create an interactive experience between our residents and chefs in dining areas, where chefs are visible. Where possible, we will offer interactive cookery demonstrations to our residents to support their well-being.







## Love Food

Avery chefs receive continuous training and support to produce nutritious and delicious meals for residents with a number of different needs and specific dietary requirements.

Meals are varied by seasonality and regional favourites, and the teams enjoy accommodating individuals' tastes. Like us all, some days, residents might find a full roast meal is just the ticket, but other days, something light and simple is the order of the day and thoroughly enjoyed.

Beautiful crockery and cutlery make every meal feel like an occasion, but our focus

also includes alternatives for residents, who for a variety of reasons find manipulating cutlery a barrier to enjoying food independently and in a dignified way.

By easily adapting menus at Avery, we can ensure that all residents receive a nutritionally balanced and varied dietary intake that they enjoy.

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Every course on our menu has a vegetarian or vegan option



We create award-winning meals that nourish the body and dining experiences that stimulate the mind.

Simon Lawrence  
Head of Culinary and Hospitality







## Avery Assured

Our exceptional teams of care and support staff go above and beyond to put the safety and well-being of our residents first.

Our commitment to you, your family, and your loved one is that you will be safe in our care at all times.

At every Avery home, we will always:

- Put the safety of our residents, care teams, and support staff first.
- Adhere to all Government guidance and Care Quality Commission (CQC) regulation.
- Lead by example and continually innovate on infection control and hygiene standards.
- Keep our families and residents informed and up to date.
- Work alongside community care professionals such as your GP surgery to provide fully integrated care.

What this means for you, your family, and loved ones:

- Every Avery home has passed the CQC Infection Control inspection.
- A comprehensive and regular testing and vaccination programme for staff and residents.
- The highest food safety standards.
- Highly sanitised environments to eradicate viruses and bacteria.

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## Innovations

In recent years, an extra element of finding innovations to assist safety, sanitisation and visiting has become of great importance within our care home settings.

Technology for communication is used widely with hand-held tablets for FaceTime or WhatsApp calls with loved ones and sometimes large interactive tablets on wheels for extra fun.

We use video to document our activities and there is always something new to see on the homes' Facebook pages, helping you to stay connected with loved ones.

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For further details please telephone 0800 012 9113

