

# Hazeldene House

## Care Suites

### Relationship Centred Care™

Romford Road, Pembury, Tunbridge Wells, Kent TN2 4AY  
Telephone: 01892 823018  
Email: enquiries@hazeldenehouse.com



## A home for life for those in need of care

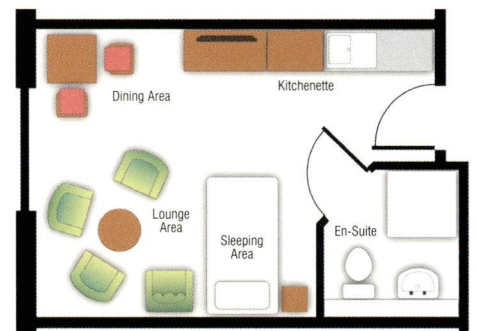
### Supported living in privacy and security with specialised care and nursing on hand

Hazeldene House is a purpose built state of the art home set within several acres of mature gardens. Located on the outskirts of Pembury, just a short walk from the village centre, the home is readily accessible from the motorway network via the A21 and M25. The home has been designed specifically to offer high levels of specialist care to older people with dementia type illnesses and with physical frailty.

### Nursing care within a home from home

Our spacious care suites provide all residents with a 'home from home' with the benefit of 24 hour nursing care and support. Our care suites all have en-suite shower rooms and, in addition, they offer three important features not found in traditional nursing homes:

- Social space so that residents' families and friends can spend time together in privacy and comfort
- Dining space so that residents can enjoy their meals in their own room, if they wish
- A kitchenette so that residents or their guests can prepare drinks or snacks



*A typical care suite*

With registered nurses on-site 24 hours a day, the suites offer a permanent home where the residents do not need to worry about moving if their care needs increase. Our residents can rest assured they have a home for life at Hazeldene House.



## Choice of carers for help and support

Residents have the choice of using either the in-house team of carers and Registered Nurses, who are available at the home 24 hours a day, or any other CQC registered care provider. All in-house care staff undergo comprehensive training and the majority hold a vocational qualification in care. If a resident wishes to purchase their care in-house, there is a Care Agreement drawn up prior to admission which covers both personal and nursing care.



*En-suite facilities*

## Thriving social and recreational activities

Residents can enjoy a communal lounge and dining area. Meals are served in the dining room or residents can elect to have their meals delivered to their suite. Traditional home cooked food is offered using seasonal produce wherever possible. Our qualified chef is happy to provide alternative choices if requested. Special diets can be accommodated where necessary.



*Communal lounge areas*

There is a full and varied activities programme open to all residents. The social co-ordinators organise an active programme of crafts, games and hobbies



*Comfortable bedrooms*

as well as regular social events and visiting entertainers. All residents can choose the activities they wish to join.

## Care Plans and On-line access

Computerised care plans are compiled for residents covering all aspects of daily living and include risk assessments whenever possible. To develop and plan a fulfilling care experience the input of the family and wider group of friends is paramount. They can assist with providing detailed information of the resident's life to date, influences, aspirations, fears and challenges.



*24 hour care*

This sharing of information builds relationships between all parties.

Relatives and friends can register to view the latest care plan and daily reports on line through our website. The on-line system incorporates a high standard of security to ensure that each resident's information is secure.



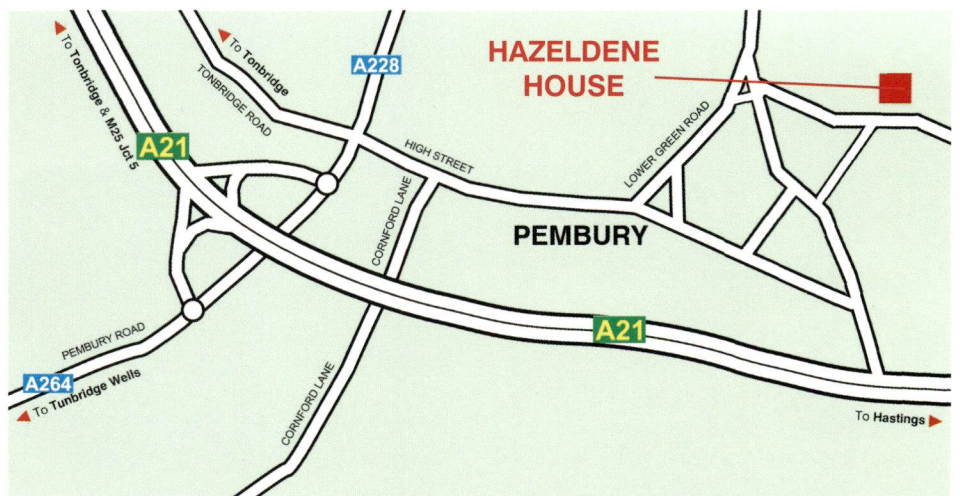
*Garden views*

## Entry Requirements to a Care Suite

Residents must be in need of care and support and be compatible with the social environment. The Manager or a Senior Nurse will be pleased to carry out a pre-move assessment in the person's home or hospital.

## Terms & Conditions

Full details of all financial and legal matters are available from the Manager or can be viewed on-line at [www.hazeldenehouse.com](http://www.hazeldenehouse.com).



For further details or to arrange a visit to **Hazeldene House**, please telephone **01892 823018** or send an e-mail to [enquiries@hazeldenehouse.com](mailto:enquiries@hazeldenehouse.com)  
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# Spending time with a loved one who lives with Dementia

**Choose the Right Place.** Sounds and lights can be distracting, particularly when you are trying to communicate well. To effectively communicate try to remove distractions or go to a quieter place.

**Talk gently.** If you're feeling anxious, this can change the tone of your voice, facial expression, or your body language. Your loved one might pick up on this and become anxious or restless themselves. Use gentle tones and allow them time to respond. Just "being" with each other is "ok". It is often enough to be together.

**Keep it simple.** Too much information will increase confusion. A simple task like choosing lunch can be daunting. Use closed questions and be specific, such as "would you like a drink? are you cold?". Prompt "yes" or "no" answers.

**Patient all the way.** Dementia affects the process of thinking, speaking and remembering. Answering questions and problem solving can be difficult. Smile, relax, give your loved one time, listen to them.

**Challenging at times.** Having a loved one who lives with Dementia can be a challenge. Remember that this is a challenge for you and your loved one. It is a progressive condition that can hide the person. Look beyond this and use what you already know about your loved one's life history to communicate with them effectively.

**Visit as usual.** Routine gives a feeling of security and safety for loved ones living with Dementia. Regular time and familiar place helps to orientate and reassure. Discuss with those caring for your loved one "when is the best time?" and if appropriate avoid the end of the day, when tiredness may affect communication.

**Enjoy the visit.** Talking about family and friends, or happy times shared, reliving memories of celebrations or working life can be meaningful. Dementia is a progressive disorder and affects different parts of the brain. It can impair your loved one's ability to express themselves effectively. This does not mean they have lost their feelings of love for you.