



MAIDSTONE CARE CENTRE



Where our family cares for your family



Welcome

to Maidstone Care Centre

Maidstone Care Centre is dedicated to creating a vibrant, person-centred home that is engaging, stimulating, and tailored to residents' needs.

We are proud to have dedicated and skilled teams who, regardless of their role or department, view supporting your loved ones as a vocation, not just a job.

Our values of Respect, Care and Honesty were chosen by our teams because those are what they felt were the most important attributes to bring to each moment of every day.

Threaded throughout all of the care and support our teams provide is a commitment to continually strive for excellence by ensuring innovation and diversity are fundamental to all that we do.

Each and every member of the team at Maidstone Care Centre is dedicated to ensuring each resident is able to continue living an engaging and fulfilling life centred on their individual needs.

OUR HOME

Maidstone Care Centre is situated in the Kent town of Maidstone. We offer bespoke person-centred care for individuals living with Nursing and Dementia needs on a permanent and short-term basis.

Our home is set over three floors, with each community dedicated and designed to care for the resident's specific needs.

We have specially designed Dementia friendly environments, which promote independence and emotional wellbeing.

We are perfectly located within close proximity to local amenities, including a good range of shops, cafes and restaurants!

At Maidstone Care Centre, we are very proud of our community links and involvement with local community groups.

Located within the Garden of England we are minutes away from Moat Park and Leeds Castle. There is also a bustling high street a 5-minute car ride away for shopping trips and visits to local cafés.

The home is conveniently situated near to Maidstone Train station, which is less than a miles away from the home, we also have great links with local taxi services.



Watch our
*Welcome to
Maidstone Care
Centre*
video here!

Scan to view



A HOME FROM HOME

At Maidstone Care Centre we create a home from home experience which is tailored to each residents' personal needs and preferences.

Our facilities have been designed to a high standard using modern equipment and technologies to support daily living, whilst the living areas and bedrooms are decorated to a high standard using quality bespoke furniture and soft furnishings.

Bedrooms

The en-suite bedrooms are contemporarily decorated and beautifully designed. The bedrooms come complete with a full set of furniture consisting of profiling bed, wardrobe, bedside table, chest of drawers, television and a relaxing seating area.

All bedrooms include a nurse call system giving you reassurance that a member of the care team is always on hand.



A day in the life of a resident at Maidstone Care Centre

As a resident you can spend time in the lounge and enjoy your morning coffee and a piece of freshly homemade cake. You can also spend time reading a book or doing a crossword at your leisure.

Why not enjoy a leisurely stroll around our stunning gardens and then spend time socialising, taking part in one of our many organised activities or just put your feet up and relax.

Feeling good is part of the day-to-day experience of living at Maidstone Care Centre. You can make an appointment in the fully equipped hair and nail salon, where you can pop in for a blow dry, a cut, colour or restyle from our qualified hairstylist.

Our contemporary dining rooms create a homely experience where you can enjoy our freshly prepared seasonal menus.



TYPES OF CARE

At Maidstone Care Centre, there is an experienced kind and compassionate Nursing and Care Team on hand 24-hours a day, 365 days a year. Our teams provide care and support to enable the people who live with us to lead a fulfilling life, whilst maintaining as much independence as possible.

Our Residential Dementia Care

Our care is underpinned by the philosophy that residents should lead meaningful lives, with the opportunity to be active and independent despite any physical, sensory or cognitive impairment they may have.

A large part of living at Maidstone Care Centre is feeling empowered to live life to the full; the teams are here to enable you to spend each day doing the things you love and enjoy.

Personal care is for people who require help with daily activities such as washing, getting dressed, eating and drinking, getting around and interacting with others.

For people living with dementia, personal care can also include support with communication, assistance with their daily routines and help choosing how to spend their day in a way that improves their mood and makes them feel settled.

Our Nursing Care

Our nursing suites provide 24-hour nursing care for people who require help with daily living and have a condition that requires the regular daily supervision of Registered Nurses supported by trained Care Assistants.

With extensive clinical experience, the team of nurses, each registered with the Nursing & Midwifery Council, are trained to the highest standards and can support those who have complex healthcare conditions which require regular nursing procedures. These may include administering certain types of medication, managing pain and clinical interventions.



End of Life Care

End of life care is the term used to support and care for people with life limiting conditions in their final years, months, weeks and days of their life.

RCH Care Homes provide end of life care to a high standard which includes the management of the physical aspects of the condition, such as pain and other symptoms, as well as providing emotional, social and spiritual support which fulfils each person's needs and wishes along with those of their family and friends.

Our End-of-Life care is resident-centred and all caring Conversations involve the resident and those that they want involved.

The team of Registered Nurses and Care Assistants are fully trained and work as a multi-disciplinary team with local Hospices, Palliative Care Nurses and Health Professionals to ensure the principles of good end of life care are upheld.

Short Stay care

At Maidstone Care Centre, we offer short stay care (also known as respite care) which provides a variety of benefits for both the person needing care, as well as their family.

It is an opportunity for everyone involved to have a break knowing that their loved one's care and wellbeing needs are being met by the trained team in one of our safe and welcoming homes.

As with all the residents who live with us, if you are on a short-term stay, a personalised care plan will be developed in partnership with you and your closest relative.

This ensures all of your care needs are met during your time with us.

A short stay can be a way of checking if you would like to try living at Maidstone Care Centre, especially if you are initially unsure whether moving into care is the right choice for you.

It will give you the opportunity to experience the high-quality care and support available, as well as get to know the amazing Lifestyle Team who organise an exciting and varied activities programme for you to choose from. There is something for everyone and we encourage you to take part in as many activities as you wish.

Making friends



OUR CULINARY AND HOSPITALITY EXPERIENCE

Great food speaks volumes about how we care and, for us, food is at the heart of the home.

To create our culinary experience at Maidstone Care Centre, the Catering Team consists of our Chefs and Kitchen Team. The team are committed to promoting each resident's health and wellbeing with wholesome and nutritional seasonal menus which are freshly prepared in our homes every day.

The Chefs works alongside the whole care team to understand each individual resident's preferences and special dietary needs.

The warm, welcoming atmosphere of our dining experience is a perfect opportunity to connect and meet your friends for lunch, share stories, and relish the companionship that makes every bite more delightful. Whether you're catching up over a delicious meal or simply enjoying the lively conversation. Our dining experience is about more than just food—it's about community, comfort, and creating memories together.

"Our qualified cooks work hard to ensure our menus are seasonal and tasty, regularly consulting with the residents to discover what type of foods they'd like to see on the menu. Personal choice and preference are important, so with 2-3 daily main meal and supper options to choose from our menus have just that! And if nothing takes your fancy then a special order can be placed. All of our meals are freshly prepared and cooked in our professional kitchens using fresh vegetables, meats and fish where possible and at all times maintaining a high standard of quality."

Maidstone Care Centre, General Manager



Lifestyle and Activities

The Lifestyle Team support residents to enjoy the things they have always done and want to continue, as well as providing opportunities for new experiences using the latest technology and innovations in care. By gathering an individual's life history, we can discover residents' interests, needs, wants and wishes, enabling us to provide an award-winning activities programme that is interesting and enjoyable, focusing on what they can still do and providing appropriate levels of support and encouragement.

The use of Montessori approach for those living with dementia

The Montessori approach in our home supports residents' strengths, fostering creativity, independence, and individuality. Familiar items, like household tools or craft materials, are available to evoke memories and encourage engagement, whether it's arranging flowers, tidying up, or making a drink. Residents have the choice to interact as they please, promoting a sense of independence, achievement, and belonging.

Technology and Innovation

These include the Rainbow Digital Tablet, a giant touch screen that offers fun therapeutic benefits through simple word games, puzzles and brain training in a friendly, accessible format.

We also have therapy aids, such as our Hug by Laugh and therapy dolls which, can improve a person's quality of life by reducing anxiety, agitation and enhancing social interaction. Our therapy Robot Cats, are lifelike companion designed to bring comfort and joy.

These innovative technologies can be incorporated into daily social plans and allow residents and the Lifestyle Teams to explore together and chat through experiences.



Namaste Therapy

Our Namaste Room and Therapy offer a holistic, sensory approach to care, designed especially for residents living with dementia or those in palliative care. These sessions focus on comfort and connection through sensory activities in a calming space, with gentle lighting, soothing music, and peaceful visuals. The use of sandalwood scent, warm towels, massages, and cozy blankets adds to a secure, comforting environment, fostering peace and relaxation. Namaste Care is about "honouring the spirit within," reaching beyond the physical to connect deeply with each individual.

Our Housekeeping Experience

The dedicated Housekeeping Teams support residents by ensuring that all living areas of the care home are comfortable and clean. It's the little touches that make that homely difference, such as polishing the family photographs on the bedside cabinet and ensuring that a resident's clothes are laundered to a high standard.



Our Facilities


Communal Areas

-  **Hair/Beauty Salon**
-  **Dining Lounges**
-  **Social Lounges**
-  **Namaste Room**

Bedrooms

-  **Bedrooms with en-suites**
-  **Television**
-  **Telephone points**
-  **Nurse call system**

Supportive Facilities

-  **Nurse Call System**
-  **Lifts**
-  **Wheelchair accessible**
-  **Assisted bathrooms**
-  **Wi-Fi**
-  **Hoists**

Outside home

-  **Secure dementia-friendly gardens and patios**
-  **Wheelchair accessible gardens**
-  **Car parking**

DEMENTIA FOCUS

At RCH, we are passionate about providing excellent care for residents, delivered by teams who are committed to making a difference.

The RCH Care Homes' Dementia Strategy, 'By Your Side', guides us in the delivery of care and support that recognises the individual needs of residents living with dementia in our homes. We train the team to see the person first, and take a holistic approach to understanding everyone's unique experience of living with dementia.

The RCH Care Homes' Dementia Strategy's five pillars of excellence provide us with a clear focus for the delivery of person-centred care.

Pillar One

Partnership Working with Carers, Family and Friends

We ensure all residents' carers, family and friends are recognised and valued as vital partners in care by encouraging them to be involved in planning the support strategy for their loved one, helping them to feel confident that we are delivering truly person-centred care.



Pillar Two

Our Home Environments

We have created beautiful homes and gardens that meet residents' changing needs and help to make day-to-day life as comfortable as possible. The environments have been specially designed to promote and enable independence, reduce anxiety and increase wellbeing, helping residents to live well with dementia.



Pillar Three

Nutrition, Hydration and a Mealtime Experience

Our team of chefs provide freshly prepared meals which help create a mealtime that meets each resident's individual needs, whether that is a dining room experience, food on the go or in-room service. We help residents to experience community and friendship fostered by social mealtimes, and to continue to take pleasure in eating and drinking.



Pillar Four

Lifestyle, Activity and Meaningful Engagement

The Lifestyle Team help residents to enjoy the things they have always done and want to continue, as well as providing opportunities for new experiences using the latest technology and innovations in dementia care. By gathering an individual's life history, we can discover residents' interests, needs, wants and wishes, enabling us to provide an activities programme that is interesting and enjoyable, focusing on what they can still do and providing appropriate levels of support and encouragement.



Pillar Five

Specialist Training

Supported by a team of Dementia Leads, all team members that care for people with dementia receive ongoing specialist training and support, drawing on the latest evidence-based approaches. We also partner with industry leaders to deliver a range of projects aimed at improving resident wellbeing and supporting team development.



Our Family, Caring for Your Family.

At RCH Care Homes, we understand the importance of delivering high quality care that is delivered by well trained, competent and confident team members. The General Managers and Heads of Departments are integral in managing and leading their care homes on a daily basis.

RCH Care Homes have adopted values-based recruitment for all appointments. In simple terms, we explore the values of our candidates, what's important to them, how they react in specific scenarios, how they work as part of a team and why they have chosen Health and Social Care as a career.

We operate a safe recruitment policy so all of our teams are thoroughly checked and validated prior to commencement of employment.

The Regional Training Manager delivers a bespoke 3-day induction for new team members. This covers all mandatory subjects (written, practical and theoretical components) and RCH-specific training, all of which are validated by competency assessments.

Once a new team member starts their induction in a care home, they are allocated a buddy / mentor to support them.

All care team members are required to complete the Care Certificate and relevant QSF/NVQs for ongoing development.

Maidstone Care Home is regulated by the Care Quality Commission (CQC) who is the independent regulator of health and social care in England. CQC monitor, inspect and regulate care homes. CQC publish their Inspection outcome including an overall rating.

www.cqc.org.uk

Making friends



"Everyone is very helpful and kind. I think that they go out of their way to help feed my wife. The rooms are all clean, no nasty smells. The choice of food is good, it is hot and well cooked. Nurses and management very helpful."

Wife of resident,  carehome.co.uk review 2024

MY LIFE STORY

When moving in to one of RCH's Care Homes, part of this process is supported by our 'My Life Story' initiative.

Understanding what a person likes or dislikes is important as that information can help to provide a lifestyle plan that suits them best. The involvement and guidance from the resident, family and loved ones can help us build relationships, an important step in being able to support that person to live the life they choose.

As part of our holistic approach, the 'My Life Story' initiative supports our teams with caring for the 'whole' person, covering their physical and emotional needs. This ensures they are recognised and valued as a unique individual, with experiences, skills, strengths and abilities, preferences and needs.

Rediscovering You

"The care provided by the team is excellent. Our Grandma has a good routine which keeps her busy. We are made to feel welcome every time we visit and always offered food and drink. The manager and the activities team do a superb job creating a busy schedule of things to do as well as special events."

Granddaughter of resident,  carehome.co.uk review 2024



“My wife has now been in Maidstone Care Centre for over two years and for this, I am very grateful. The standard of care my wife receives is first class, not just for its professionalism but it’s administered with affection and open friendliness.”

Granddaughter of resident,  carehome.co.uk review 2024



MAIDSTONE CARE CENTRE INFORMATION

How to find us

Maidstone Care Centre
259 Boxley Road, Maidstone, Kent ME14 2AR

The driveway to our home can be found on Boxley Road, opposite Knowle Road and next to St Paul's Church.

Public transport

0.9 miles	Maidstone East Station
1.0 miles	Maidstone town centre with good bus links
1.5 miles	Junction 7, M20

Contact us



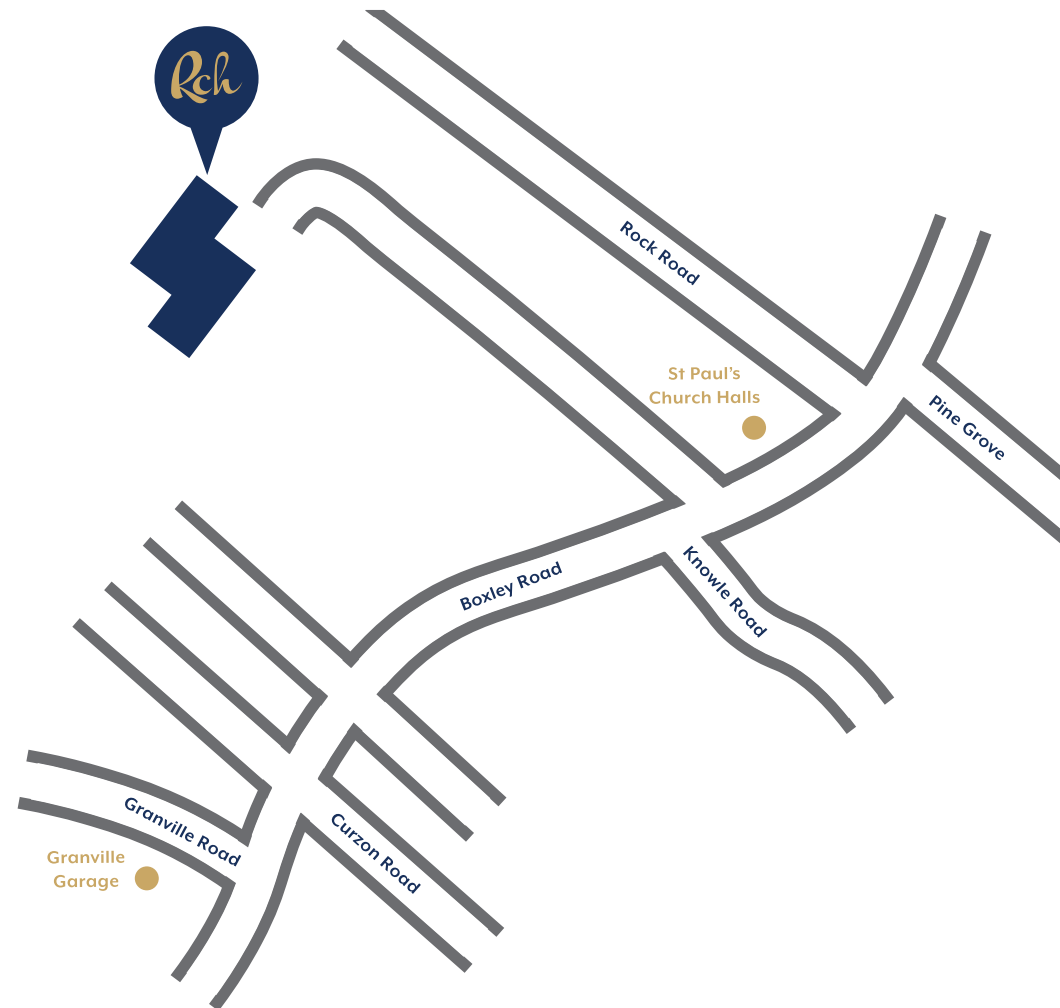
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