



Rch

CARE HOMES

*Where care matters*

# Welcome to our family

**RCH Care Homes is a caring family-owned business, underpinned by a leading team of skilled and experienced care experts.**

Our senior team consists of family members and carefully selected care sector specialists, who provide expert direction and guidance to our regional and care home teams.

Together, we endeavour to create warm and welcoming care homes where our residents receive the kind of high-quality and personalised care that would be fit for our precious family members.

Since our creation in 1991 as a medium sized, established provider, we believe relationships are fundamental to our ongoing success. We take pride in getting to know our residents, their loved ones and our team members.

Through these bonds, and by working together as a team, we are able to deliver kind and compassionate care for the extraordinary people living in our homes. Alongside this, we provide help to families and friends and support our dedicated teams to be outstanding at their jobs.

Simply living life comfortably in one of our homes isn't good enough for us. We strive to ensure all of our residents spend their days enjoying the things that they love, feeling happy and contented, and receiving expert care that not only meets their physical and mental wellbeing needs but also supports them to live their lives to the full.

*"...all the staff were so friendly and looked after my mother and visiting relatives and friends as if they were part of the family."  
Son of resident*





**Types of care:**

- Residential
- Residential dementia
- Nursing
- End of life

**Stay length:**

- Long term/permanent
- Short stay/respice

# Welcome to Queens Court Care Home

**Situated in a pleasant residential area, our home is purpose-built and carefully designed to support our residents to live happy, fulfilled and comfortable lives.**

Our team cares for our residents with the same kindness and warmth shown to members of their own family. Working closely together, they provide residential care, residential dementia care, nursing care and end of life care.

The home is located over two floors, and includes light and airy, open plan lounges/diners and en-suite bedrooms which come fully furnished. Residents are encouraged to personalise their rooms with their own treasured possessions, so they are surrounded by their belongings.

We have a variety of communal spaces such as a large bar where we host many of our activities and events, a hair salon where our residents can enjoy being pampered, a dementia-friendly garden room, and a quiet room which provides the perfect place to chat with visitors, relax with a good book, or sit back and watch the wildlife in the gardens.

Our landscaped gardens are wheelchair accessible and designed to be a welcoming place for people to relax or to enjoy a spot of light gardening.

**We look forward to welcoming you to our home.**

**We pride ourselves on being there to provide help and support, not only for our residents but also for their families, friends and advocates.**

**If you're unsure of what to do next, or would like a chat about our home, please don't hesitate to call us on:**

**0208 559 0620**

*We're here  
to help*





# Nursing care

*Delivered with kindness*

**Our warm and welcoming nursing suite provides 24-hour nursing care, delivered by registered nurses, as well as personal and social care, delivered by a team of skilled carers.**

People who need nursing care have conditions that require regular nursing interventions which may include administering certain types of medication, taking blood and the close monitoring of vital statistics that enable early detection of changes in someone's condition.

Whilst still feeling homely, our nursing suites at Queens Court also include equipment that makes caring for residents with nursing needs safer and more comfortable for them.

These include profile beds and mattresses which can be adjusted to aid care and comfort as well as various types of hoist that are available to assist individuals to get up and in and out of chairs — further supporting their independence.

Our team really gets to know our residents, as well as who and what is important in their lives.

Equipped with this knowledge, we are able to tailor our care, activities and mealtime experiences to create a home and atmosphere where our residents enjoy their days doing things they love.



**Please feel free to call or email us at any time**

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# Compassionate dementia care



**Residential dementia care is based on the same key principals as general residential care where our team is on hand 24 hours a day to provide personalised care and support.**

However, we understand and appreciate everyone's dementia can affect them in different ways, on different days, at different times.

With this in mind, the way our caring team supports residents living with dementia is flexible depending on how the person is feeling at the time of offering care or support. Ultimately, our focus is getting to know and understand all of the people we care for. This enables us to support them to do the things they love and spend their time how they want to, whilst maintaining their independence as much as possible.

## **Dementia-friendly activities**

At Queens Court Care Home, our team takes a considered approach to dementia-friendly activities and meaningful engagement – supporting our residents who live with dementia to still experience happiness, comfort, and contentment.

With an in-depth knowledge of individuals' life histories, we are able to encourage positive reminiscence and create a safe and supportive environment where people feel comfortable taking part in both familiar and new activities, trips and events.

Also, situated in the heart of our dementia suite, is our garden room. Complete with a potting table, tools and outdoor furniture – it's the perfect place for our residents to plant seeds and bulbs for the year ahead from the warmth and comfort of our home.

**Find out more about RCH Care Homes' approach to dementia care overleaf.**



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# Our approach to dementia care



**Our dementia strategy, 'By Your Side', supports our team to deliver consistently high-quality dementia care to all of our residents living with dementia.**

Through our partnership with a national and international centre of excellence – the Association for Dementia Studies (ADS), based at the University of Worcester – we are working with internationally-recognised dementia expert Professor Dawn Brooker and her team to ensure our approach to dementia care is underpinned by evidence-based knowledge and research.

**We developed “By Your Side” with four key areas of focus that are all being supported through the partnership:**

## **Specialist training**

We are educating our team in the latest research and approaches in dementia care. This will equip them with the expert skills and knowledge they need to provide high-quality care for our residents living with dementia;

## **The mealtime experience**

Mealtimes are some of the highlights of the day. This key area covers the whole dining experience; from the preparation of home-cooked meals, how they are presented to encourage people to eat and enjoy them, right through to our dining areas and the creation of an environment that supports an enjoyable mealtime experience;

## **Activities and meaningful engagement**

This area focuses not only on activities that are designed specifically for people living with dementia to enjoy but also focuses on enabling people to retain hobbies and pastimes that they enjoyed in the recent past. Meaningful engagement is about creating opportunities where residents are able to live in the moment, be fully engaged in what they're doing and be content; everyone wants to have a meaning to their day, and people living with dementia are no different;

## **Our home environment**

We are conscious that an individual's reality can be very different when they are living with dementia, so this part of our strategy focuses on our actual home environment. From the contrast in colours and patterns on fabrics and walls, to lighting and signage – everything that makes up our residents' living environment comes under the spotlight to ensure we create homes which support their condition.

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# Thoughtful residential care



**Our residential care suite provides care and support 24-hours a day, 365 days a year, delivered by our team of dedicated and kind carers and support colleagues.**

Queens Court team's support is focussed on enabling residents to lead a happy, safe and comfortable life while maintaining as much independence as possible.

The type of support provided is personal to each person but could include help getting up and going to bed, going to the toilet, getting dressed, taking medication, eating, having a shower or an accessible bath.

For the people living in our homes, a large part of living with us is feeling empowered to live the life they want to – enabling them to spend their days doing the things they love and enjoy.

By really getting to know someone, as well as who and what is important in their lives, we are able to tailor our care, activities and mealtime experiences.

To create a home and atmosphere which not only makes their days comfortable but also enjoyable and fun.



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# Activities and events

*Enjoying every day*

**Supporting our residents to enjoy every day living at Queens Court Care Home is a key focus for our dedicated team.**

By getting to know each person, we are able to tailor our activities and events to their likes and dislikes as well as new activities and hobbies they may like to try.

No two days are the same here and, alongside our usual daily activities, we also like to host events which are a little out of the ordinary.

In addition to keeping fit with our chair-based exercises, art therapy, quizzes and movie afternoons, we also take great pleasure in welcoming visiting entertainers, schools, nurseries, therapy animals and groups to our home to enjoy spending time with our residents.

If the weather is a bit too nippy to be spending any length of time outside gardening, our green-fingered residents love using our garden room instead.

Complete with a potting table, tools and outdoor furniture, it's the perfect place to plant seeds and bulbs for the year ahead from the warmth of our home.

Our team and residents also love visiting local attractions and getting dressed up for our themed days throughout the year which are often held in our large bar area, complete with themed menus and decorations!



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# Food and Nutrition

*Creating mealtime experiences that nourish body and soul*

**We understand that mealtimes are about more than just eating food. For many of our residents here at Queens Court Care Home, these times are one of the highlights of their day.**

What our residents eat and their dining experience can evoke precious memories and feelings of happiness. Therefore, we place great importance on the type and variety of home-cooked food we have on offer, as well as the overall experience.

Our seasonal home-cooked meals are nutritionally balanced and lovingly prepared by our in-house catering team. Meals are rotated on a four-weekly menu cycle and designed in line with our residents' likes and dislikes, ensuring we also cater for people needing special or modified diets.

In addition to offering a variety of different choices for each meal, and snacks throughout the day, if a resident can't see anything that whets their appetite, a member of our team is always happy to prepare something else which is more to their liking.

To create a welcoming and pleasant atmosphere for our residents to enjoy their mealtimes, our tables are lovingly laid with crisp table linen and menus which clearly show what's on offer.

We're also there to support our residents who need an extra helping hand. Whether that's through cutlery and dinnerware to aid independence, being able to choose at the table which meal they prefer the look of, or receiving help from one of our caring team members – we're here to ensure everyone enjoys dining with us.



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# Sample Menu

## **Breakfast**

A selection of Cereals, Porridge, Toast & Preserves

Fresh Fruit

Full English Breakfast

Tea & Coffee

## **Mid-Morning**

A selection of Hot Drinks served with Biscuits

Freshly prepared Fruit or Fruit Smoothie

## **Lunch**

Roast Beef & Yorkshire Pudding

Country Vegetable Pie

*served with Roast Potatoes, Mashed Swede, Cauliflower and Carrots*

*(lighter meals available on request)*

## **Dessert**

Creamy Rice Pudding

## **Afternoon Tea**

*served with homemade Fruit Cake*

## **Evening meal**

Buffet Selection

Homemade Soup

## **Dessert**

French Toast & Berries

## **Supper**

A selection of Hot Drinks served with Biscuits



# How to find us

Whilst the information in our brochure can give you a flavour of who we are and what life is like in our care home, it can never replace the experience of meeting us in person.

Visiting our care home will give you the opportunity to have a chat with our residents and team, enjoy a tour around the home and really get a feel for whether it would be the right place for your loved one.

To arrange a visit, please call us on our number below.

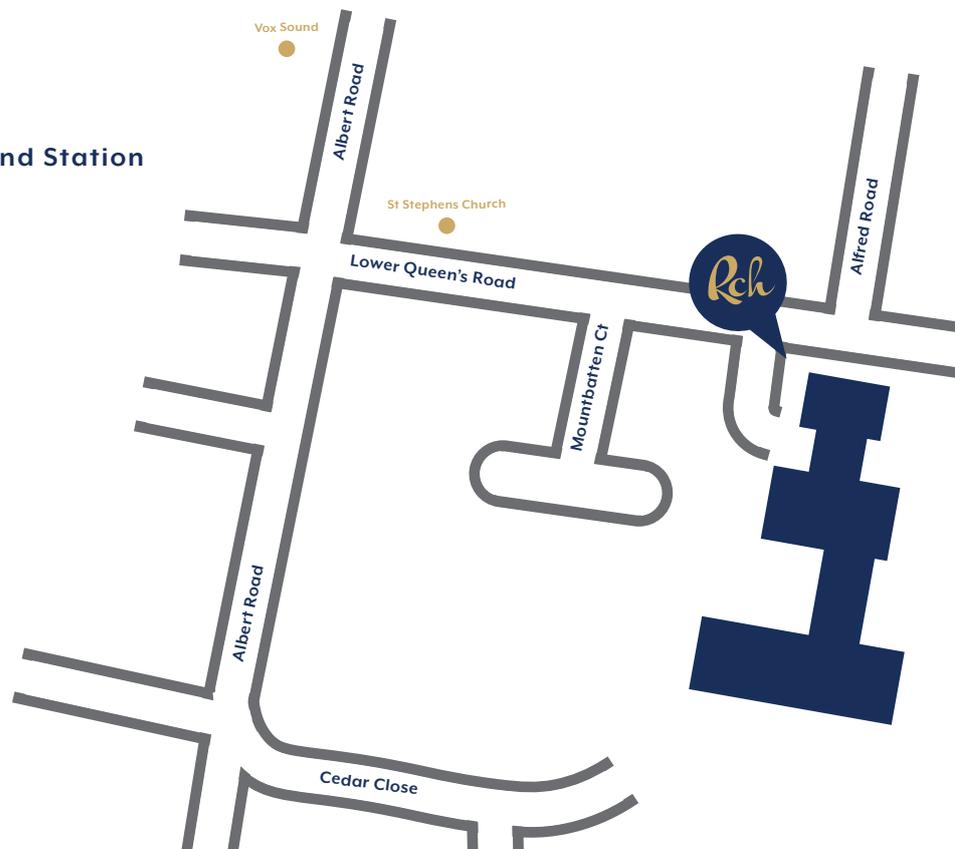
## Where we are

**Queens Court Care Home**  
52 – 74 Lower Queens Road, Buckhurst Hill, Essex IG9 6DS

The driveway to the home can be found on Lower Queen's Road, opposite Alfred Road, and we are within easy reach of good public transport links.

## Public transport

- 0.3 miles – Queen's Road shops
- 0.4 miles – Buckhurst Hill Underground Station
- 2.5 miles – Junction 5, M11



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*"All the staff give 100% care and kindness to the residents and support to us the family. We couldn't ask for more."  
Daughter of resident*

**Rch**  
CARE HOMES

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