



# BRENTWOOD CARE CENTRE



Where our family cares for your family

# Welcome!

## A MESSAGE FROM GUNBIR & JASMEET RAI

Having grown up surrounded by the importance of care, the RCH Family is passionate about building person-centred, engaging and stimulating resident-focused communities. RCH has evolved and grown over the last three decades, but at its core, family remains at the heart of everything we do.

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. The RCH Values of Respect, Caring 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 key fundamentals in all that we do. With that in mind, the RCH Family is very excited to see the continuation and completion of comprehensive, innovative and specialist projects and developments over the next few years including our Dementia Strategy and our Hospitality Strategy.

Each and every member of the RCH Family is dedicated to ensuring each resident is able to continue living an engaging and fulfilling life centred on their individual needs.



**Gunbir & Jasmeet Rai**  
Associate Directors



*A message from...*

*Scan to view*

A Brentwood  
Care Centre  
resident's loved one



## RCH Care Homes, where our family cares for your family



## OUR HOME

Situated in a pleasant and quiet residential area, Brentwood Care Centre is a purpose-built home in the small town of Brentwood, Essex.

Our award-winning care home offers bespoke person-centred care for individuals living with Nursing, Residential and Dementia needs.

Local Authority Partners, Brentwood County Council undertook a PAMM's quality check visit and assessed the home to be 'Good'.

We are perfectly located within close proximity of local amenities, including a good range of shops, cafes and restaurants, all of which are less than two miles away! With good local transport links including local taxis, buses and the train station is only two miles away. We have a local theatre, art galleries, a cinema, garden centres, and also, right on our door step, is the historic Weald Country Park.

At Brentwood Care Centre, we are very proud of our strong community links and regular involvement with local community groups, charities, schools and nurseries, churches and businesses.



*A message from...*

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The Brentwood  
Care Centre  
General Manager



# A HOME FROM HOME

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At RCH Care Homes, it is important that we create a home from home experience which is tailored to each resident's personal needs and preferences.

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

Our accommodation and living areas are set over three floors. Each community is dedicated and designed to care for residents living with nursing, dementia and residential needs.

*Living Life Well*

## A day in the life of a resident at Brentwood Care Centre

As a resident, you can enjoy going to the bistro to have morning coffee and a piece of freshly homemade cake. You can also spend time relaxing and reading a book or doing a crossword in the library.

Why not enjoy a leisurely stroll around the gardens and then spend time socialising or putting your feet up by the fire in one of our spacious and comfortable lounges?

Feeling good is part of the day-to-day experience of living at Brentwood Care Centre. You can make an appointment in the fully equipped hair 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.

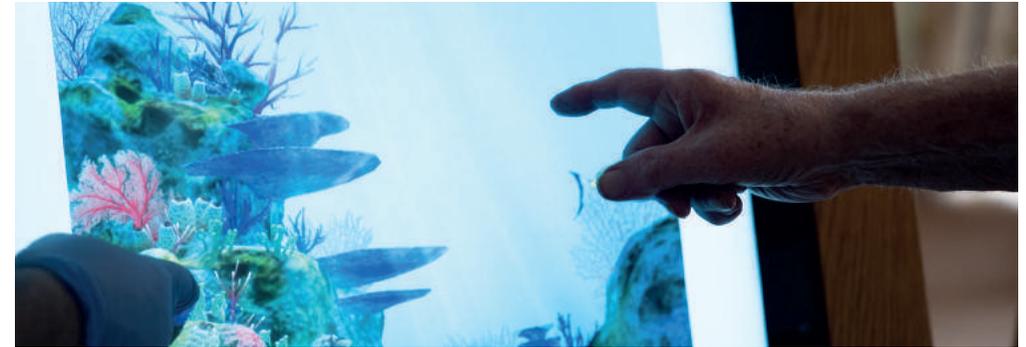
Late afternoons and evenings are never dull when you are able to enjoy the full movie experience in our cinema, which, of course includes the obligatory popcorn and choc ices!



## Resident 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.



## Technology and Innovation

We've embraced technology and innovation at Brentwood Care Centre, thus enhancing the residents' lifestyle experiences.

As well as keeping residents and families connected via Zoom, Skype and Face Time, our state-of-the-art features also include Alexa fitted Smart TVs, Tovertafel Table, an interactive Tiny Tablet, and virtual cycling experiences via Motitech Bikes, creating opportunities to explore and experience new adventures!

### Communal Areas

-  **Bistro**
-  **Library**
-  **Cinema**
-  **Hair Salon**
-  **Dining Lounges**
-  **Social Lounges**

### Supportive Facilities

-  **24-hour Nursing Care**
-  **Nurse Call System**
-  **Hoists**
-  **Lifts**
-  **Wheelchair accessible**
-  **Assisted bathrooms**
-  **Wi-Fi**

### Bedrooms

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

### Outside home

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

# TYPES OF CARE

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At Brentwood Care Centre, there is a kind and compassionate care team on hand 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 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 Brentwood 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 from within the NHS, 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 Brentwood 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 irrespective of whether you need residential, nursing or dementia care.

A short stay can be a way of checking if you would like to try living at Brentwood 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 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. The Nurses have access to internal and external training to ensure their skills are current, and are confident and competent to deliver a high level of nursing and clinical care.

Brentwood Care Centre 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](http://www.cqc.org.uk)

*“Caring and investing in our teams through ongoing support, management oversight, supervisions and role development ensures their professional growth”*

Clare Silvester Head of Governance and Quality



Meet our Director of Care and Quality Angela Gibson and Head of Quality and Governance Clare Silvester



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# CASE STUDY

## Read Joan's story

When Joan moved into Brentwood Care Centre in January 2021, her husband Manuel had one simple request for the care team, "she's my life" he said, "please make sure you look after her".

Trust takes time to build and, for Joan, relying on strangers to support her was difficult to accept. The team recognised she needed time to settle, to feel safe and secure.

Led by Melanie Cole, Brentwood's Dementia Ambassador, the team spent time getting to know Joan and her family, and discovered she was a published children's poet who had done all of her own illustrations.

The team used the 'My Life Story' booklet to document all the useful information to help build a picture of Joan. This information was utilised by the team to provide meaningful engagement, talking to her about things she liked and places she had been, about her life growing up, and being a mother and wife.

The care team visited Joan in her room daily and supported her to continue writing, encouraging her to read her poems aloud. Initially, Joan did not like coming out of her room and was reluctant to meet those living around her, but through positive conversations, Joan has been encouraged to join in more.

Joan has built trusting relationships with the whole team, and knows they are all here to help her in her daily life, but in particular with Melanie for whom she regularly



writes poetry. Joan has also enjoyed participating in group activities, painting and crafts, baking (and tasting of course!). Joan particularly enjoys the virtual reality trips through London streets reminiscing about people and places she knew.

Joan's physical health has also improved during her time at Brentwood Care Centre as the team have ensured hydration and hygiene are a focus to stop the acute infections Joan had previously suffered with. Joan is supported to maintain independence in all aspects of her life and, earlier this year, was featured in the 'Romford Recorder' for her work with the children of local Hopscotch Day Nursery during National Storytelling Week.

Joan's family are delighted with the care she receives, and recognise the great relationships she has developed with the care team. Joan was very happy to share her story with us. She acknowledged that, at first, she found living in the care home difficult, but with the team's help, she now feels happy and content, spending her days chatting to her family, drawing and writing new poetry.

Rediscovering  
you

# DEMENTIA FOCUS

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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.

**RCH Care Homes Dementia Strategy five pillars of the 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 well-being, helping residents to live well with dementia.



## Pillar Three

### Nutrition, Hydration and a Mealtime Experience

Our award-winning 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 with, 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 award-winning 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 Ambassadors, 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 well-being and supporting team development.



# HOSPITALITY

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Hospitality at RCH Care Homes supports all aspects of the resident's daily living, from the dining experience to housekeeping.

## Our Nutrition and Dining Experience

Great food speaks volumes about how we care and, in our homes, food is at the heart of the home.

To create the RCH Dining Experience, the Catering Team consists of a Chef and Kitchen Team. The Catering 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 Chef works alongside the whole care team to understand each individual resident's preferences and special dietary needs.

***"I am proud that we provide a good choice of foods and beverages throughout the day. Catering for all tastes and appetites, we prepare and serve approximately 200 fresh meals each day. We have an extensive accredited food supply network, and a seasonal menu that uses British products and sustainably sourced ingredients. It's all about great food being delivered by a professional, dedicated team of carers and caterers working with residents to know what they love to eat."***

Tracy Sutherland, Head of Hospitality for RCH Care Homes.

Our dining rooms are informal, relaxed, welcoming spaces, but just as in your own home, any space may lend itself to eating and drinking.

We support residents to enjoy meals wherever they feel most comfortable, breakfast in bed is a favourite with afternoon tea in the garden a close second.





## Our Housekeeping Experience

The dedicated Housekeeping Teams support residents with 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.





Just want to say a big thank you to all the staff it is always lovely to see the staff smiling happy in their jobs. Nothing is ever too much for them and it makes me even more pleased to see Mum-like her old self again.

**Daughter of resident  
at Brentwood Care Centre**

# BRENTWOOD CARE CENTRE INFORMATION

## How to find us

**Brentwood Care Centre, Larchwood Gardens, Pilgrims Hatch, Brentwood, Essex CM15 9NG**

The entrance to Larchwood Gardens can be found off the main Ongar Road, close to a garden centre and fencing supplier, and we are within easy reach of good public transport links.

## Public transport

- 1.2 miles Brentwood High Street with good bus links
- 2.0 miles Brentwood Railway Station
- 3.0 miles Shenfield Railway Station
- 3.0 miles Junction 28 of the M25

## Contact us



**01277 575 313**



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Where our family cares for your family