



# ROMFORD CARE HOME



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 testimonial from...*

*Scan to view*

A Romford Care Home  
resident's loved one



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



## OUR HOME

Situated in a pleasant residential area, Romford Care Home is a purpose-built home in the town of Romford, Essex.

The 'Good' CQC rated home offers bespoke person-centred care for individuals living with Nursing, Nursing Dementia and Residential Dementia needs.

We are perfectly located with a close proximity of local amenities, including a good range of shops, cafes and restaurants all less than a mile away. Good local transport links include taxis, buses and a train station all within a two mile radius of the home.

We also have a local open-air theatre, art galleries, a cinema and garden centres nearby as well as Havering County Park right on our doorstep.

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

Inspected and rated by

Good



*A message from...*

The Romford Care Home  
General Manager

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# A HOME FROM HOME

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

At Romford Care Home, 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, Nursing Dementia and Residential Dementia needs.

*Living Life Well*

## A day in the life of a resident at Romford Care Home

As a resident of the home, you can spend some quality time in one of the lounges, enjoying a coffee and some fresh homemade cake, or relaxing with a book or crossword at your leisure.

Why not enjoy a gentle 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 Romford Care Home. 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 cinema 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 that reassurance that a member of the care team is always on hand.



## Technology and Innovation








We've embraced technology and innovation at Romford Care Home thus enhancing the residents' lifestyle experiences.

As well as keeping residents and families connected via Zoom, Skype and FaceTime, our state-of-the-art features also include Alexa fitted Smart TVs and an interactive Tiny Tablet, creating opportunities to explore and experience new adventures!

### Communal Areas

-  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

At Romford Care Home, there is a kind and compassionate 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 Romford Care Home 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.

For people living with dementia, personal care can 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.



## Our Nursing Dementia Care

Dementia with nursing care is for people living with dementia or cognitive impairment who require help with daily activities and have a condition that requires the continuous supervision of Registered Nurses.

Additional nursing support with medication, managing pain or a regular nursing procedure may also be required.

In addition, psychological care needs such as support with communication, managing mood and feeling settled are all fundamental in the care of a person living with dementia, which the teams are trained to support with.

The team provide care to all the residents with kindness, empathy and a thorough understanding of the person's needs.

## 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 Romford Care Home, 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 Romford Care Home, 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 they are confident and competent to deliver a high level of nursing and clinical care.

***“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**

Romford 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](http://www.cqc.org.uk)**



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



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# CASE STUDY

## Read David's story

When David moved into Romford Care Home in June 2021, which specialises in caring for people with Dementia, his care needs were significant.

As well as a diagnosis of dementia, he was living with depression and struggling to accept how his life had changed in recent years. He required one to one care, and eventually lost his appetite, rarely spoke and it looked as though he was entering the last chapter of his life.

Romford Care Home's Dementia Ambassador John Olival began working intensively with David, spending time in his room, chatting to him about his life and slowly gaining his trust. Eventually David responded and since then, his life has changed dramatically.

As John and the care team have got to know David, his life story and his interests, they have been able to further tailor the care and support they provide to meet his needs.

To help David regain his mobility and independence, achievable goals were set for him to help him believe that things were still possible and that his life had meaning.

A religious man, David has been supported to re-engage with local St Agnes Church and Hall, and now has regular contact with the Vicar there whom he knew before moving to Romford Care Home.

David had always wanted to attend a Remembrance Day Parade and this year members of the care team made that a reality by arranging a trip to the Cenotaph in Romford where he took part in the parade, honouring his Grandfather who had been in the Forces.

Following the parade, David and the care team went out for lunch in Romford Market, a place David thought he would never see again. He ordered a double



David with Hayley Sullivan,  
Romford Lifestyle Assistant

all-day breakfast and ate the lot, something that, a few months ago, David and the team would not have thought possible.

These days, David spends his time listening to music, watching football and telling stories to his fellow residents about his life and travels. A keen Leyton Orient supporter, David's next outing is to The Matchroom Stadium or, as he refers to it, Brisbane Road to watch a match.

David was delighted to share his story. He said he felt privileged to be part of what we do so well at Romford Care Home and looks forward to reading about himself!

*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 has five pillars of excellence which 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 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, focussing 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 residents' 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.







“My husband has been a resident at Romford Care Home for the past four months and I couldn’t wish for him to be better cared for. He is well cared for, happy, safe and secure. The staff are truly lovely and so caring. The home is spotlessly clean and beautifully furnished. There is so much going on for the residents to join in if they wish.”

**Wife of resident at Romford Care Home**



# ROMFORD CARE HOME INFORMATION

## How to find us

**Romford Care Home**  
107 Neave Crescent, Harold Hill, Romford, Essex RM3 8HW

Situated on the corner of Neave Crescent and Farringdon Avenue, near the petrol station, we are less than a mile from Gallows Corner, where the A12 meets the A127 Southend Arterial Rd, and are within easy reach of good public transport links.

## Public transport

1.3 miles	Harold Wood Railway Station
1.5 miles	Gidea Park Railway Station
2.3 miles	Junction 28, M25
2.5 miles	Romford town centre with good bus links
2.6 miles	Romford Railway Station

## Contact us



**01708 548 395**



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**[rchcarehomes.co.uk](http://rchcarehomes.co.uk)**





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