



# QUEENS COURT CARE HOME



Where our family cares for your family

# Welcome!

## A MESSAGE FROM GUNBIR & JASMEET RAI

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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, 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. 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 in their individual wishes and needs as they embark on their next chapter.



## Gunbir & Jasmeet Rai

Associate Directors

RCH Care Homes, where our family cares for your family



## OUR HOME

Situated in a pleasant tree-lined residential area, Queens Court Care Home is a purpose-built home in the suburban town of Buckhurst Hill in the Epping Forest district of Essex.

The GOOD CQC rated home offers bespoke person-centred care for individuals living with nursing, residential and dementia needs.

We are perfectly located within close proximity of local amenities, including a good range of shops, cafés and restaurants less than a mile away. We also have good transport links including local taxis, buses and the nearest Underground station is less than a mile away.

We are close to local sporting clubs including football and golf, as well as art galleries, a cinema, garden centre, and right on our doorstep is famous Epping Forest which is just three miles away.

At Queens Court 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



Watch our

*Welcome to  
Queens Court*

video here!

*Scan to view*





# 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 Queens Court Care Home 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.

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

## Resident Bedrooms

Our 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 Queens Court Care Home

As a resident you can enjoy spending time in one of the lounges to have a morning coffee and a piece of homemade cake. You can also relax and read a book or do a crossword at your leisure.

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 Queens Court 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 an evening in our fully-stocked bar.

## Technology and Innovation

At RCH Care Homes we use technology throughout our modern homes to support residents and families to stay connected via Zoom, Skype and FaceTime. We also use it for entertainment with our state-of-the-art Alexa-fitted Smart TVs, which means we can access a range of visual and musical mediums from around the world.

At Queens Court Care Home we have heavily invested in research-led innovative services and technologies designed to support and enable positive physical, emotional and social wellbeing.

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


Motitech Bikes System are safe indoor bikes, set up with screens to allow you to tour the world. Capable of virtually meandering up to the Colosseum, exploring the Lake District or visiting our local park, all from the comfort of a supervised cycle zone. With various resistance levels, and the option to cycle using either arms or legs, it is a great form of gentle exercise.



We also have the Famileo service. Similar to Facebook, this personal, secure platform allows residents and multiple family members to share messages, photos and more, all of which can be printed off weekly for each resident's very own personalised newsletter.

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

### Communal Areas

-  **Bar**
-  **Hair Salon**
-  **Dining Lounges**
-  **Social Lounges**

### Supportive Facilities

-  **24-hour Nursing Care**
-  **Nurse Call System**
-  **Lifts**
-  **Wheelchair accessible**
-  **Assisted bathrooms**
-  **Wi-Fi**
-  **Dementia Ambassador**
-  **Dementia Friendly Environments**
-  **Innovative Technologies & Services**

### 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 Queens Court 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 and 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 Queens Court 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.

Personal care is available for residents 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 Queens Court 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 Queens Court 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 getting 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 provided 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 has 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.

Our 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.

Queens Court Care Home is regulated by the Care Quality Commission (CQC) which is the independent regulator of health and social care in England. The CQC monitors, inspect and regulate care homes. The CQC publishes its inspection outcome including an overall rating.

[www.cqc.org.uk](http://www.cqc.org.uk)



Meet our Director  
of Care and Quality  
Angela Gibson

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# MY LIFE STORY

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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

*"My mum has been in Queens Court Care Home for the past year, and she is cared for perfectly. She is happy and comfortable and gets on well with all the staff - even though she's 96, she loves to have a bit of banter with both nurses and carers. The staff are all very friendly and helpful - the activities and events manager is so bubbly and happy, which is wonderful for the residents and their relatives."*

Daughter of resident - review from [Carehome.co.uk](https://www.carehome.co.uk)



# 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.

**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 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, 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 activity 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 who 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.





# HOSPITALITY

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

## Our Nutrition and Dining Experience

Great food speaks volumes about how we care and, for us, 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.

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 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."***

Queens Court Care Home, General Manager





## 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.







“The care home really is more like a family home and nothing is too much trouble for the whole team and they really do work as a team. Mum is thriving both physically and mentally. She has put on weight and is joining in. It is wonderful to see Mum so happy and fitting in so well. The activities manager has lots of things for the residents to join in with and is very encouraging, making sure no one is ever left out. I love the fact that when I visit, I get to eat in the restaurant with Mum and sample the food and to date, it has been pretty amazing. All round excellent.”

**Daughter of resident  
at Queens Court Care Home**



# QUEENS COURT CARE HOME INFORMATION

## How to find us

**52 – 74 Lower Queen's 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

## Contact us



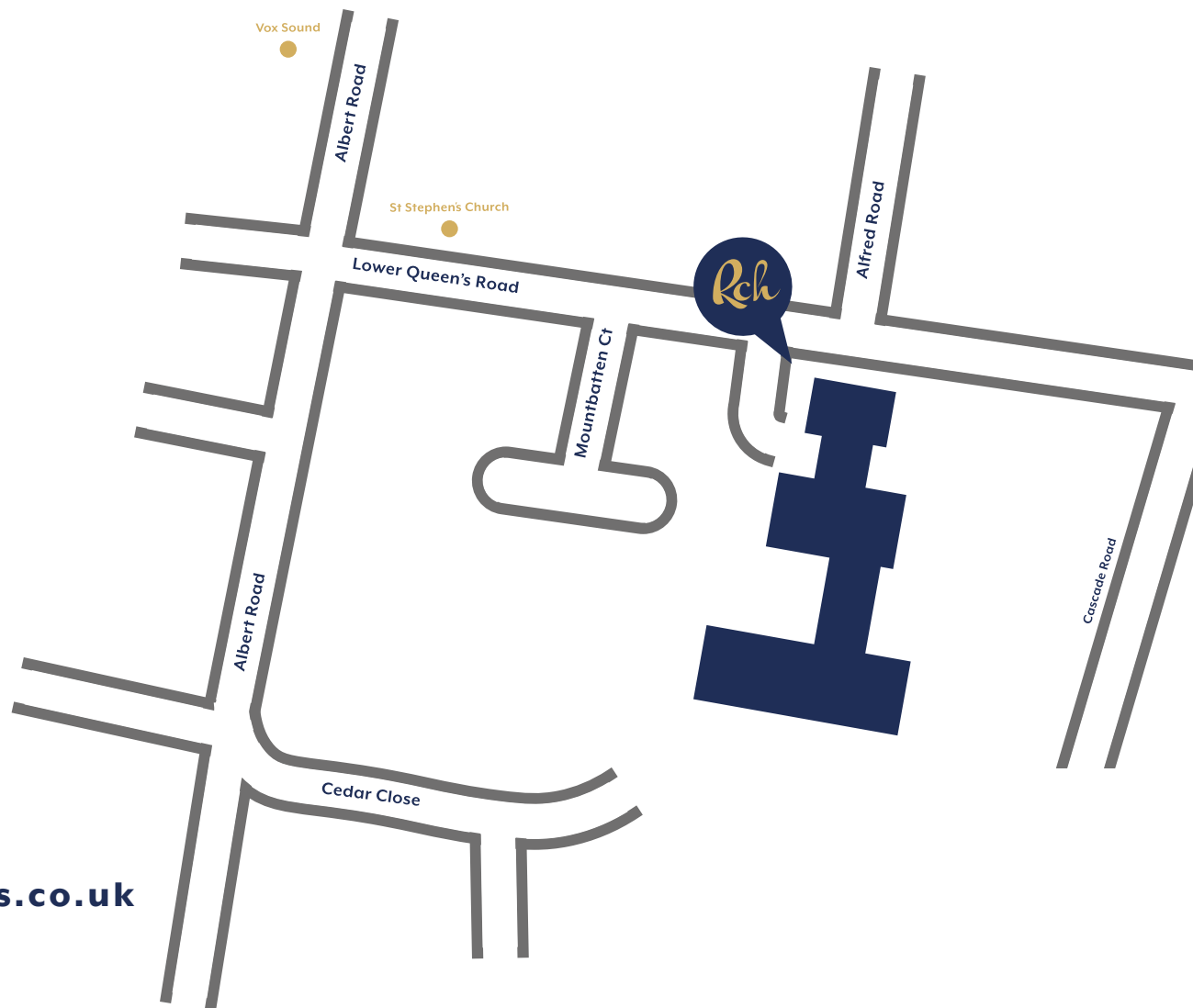
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