

**GRACE MANOR CARE CENTRE**  
GILLINGHAM, KENT



**QUALITY, DIGNITY & CHOICE**

**forest**  
HEALTHCARE  
A family of homes

Selecting a care home can be difficult and confusing. We are here to guide you through the process and help find solutions to the financial aspects of care.



Quality 24-hour residential nursing for persons aged 55 to 100 years and over, long-term, respite & postoperative care. Specialists in Dementia care. Crisis intervention, non planned & emergency admission a speciality.

Call 08444 725 170 or email [gracemanor@foresthc.com](mailto:gracemanor@foresthc.com)  
[www.foresthc.com](http://www.foresthc.com)

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# WELCOME TO **GRACE MANOR** CARE CENTRE FOR QUALITY, DIGNITY & CHOICE



## OUR HOME

Grace Manor is a beautiful listed building, set in five acres of magnificent gardens. We cater for 24 hour nursing, specialised needs, respite, and we are specialists in Dementia care.

Our primary objective is to improve the quality of life of our clients and their families and we seek to promote independence, choice and dignity of the individual. We believe that clients must be safe and secure at all times, whilst providing a relaxed and stimulating environment that motivates them to live a full and happy life.

Originally a manor house with decor in keeping with this, Grace Manor has 60 light and airy bedrooms of which 55 are singles and 5 are companion, many of which are en suite. Our day rooms are light, attractively furnished and enjoy amazing views over our beautifully maintained gardens.

We encourage clients to bring their own creature comforts to make them truly feel 'at home', such as items of furniture and other treasured possessions. Even pets are welcome.

**A new chapter in life begins!**



## NURSING CARE & FACILITIES

Grace Manor provide 24-hour nursing care, delivered by highly trained registered nurses, care assistants and our visiting therapies team. Where possible, clients have the choice of gender for their care. Our staff are carefully screened with extensive referencing and police criminal record checks and receive professional training. We believe highly trained and well managed staff are the secret to providing quality and safe care.

**The best carers providing the best care.**

### We operate:

- 24-hour nursing & medical cover
- nurse call system
- help getting in & out of bed, bathing and dressing
- full assistance with all activities of daily living
- promotion of independence
- specialist stroke facilities
- full lifestyle programme based on 'individual and person-centred care'
- help with bathroom needs & continence management
- skin integrity care

### Our facilities include:

- a beauty salon & barber
- an extensive library of books and DVD's
- internet facilities to stay in touch with friends and family online
- computer games for fun and mind stimulation
- bright and airy bedrooms with specialised bathing facilities
- lounges & dining room with garden views
- wide screen TV
- quiet reading rooms
- a secure patio garden

“I CHOSE GRACE MANOR FOR MY MOTHER AS THE AMBIENCE IS LIGHT, AIRY AND WELCOMING. NOTHING IS TOO MUCH TROUBLE FOR THE WONDERFUL STAFF.”

Nicola Radford, daughter of Vi Long, aged 91



## DEMENTIA SERVICES

### Care services include:

- adults / elderly / physical disability
- 24-hour nursing
- Dementia care
- GP (general practitioner) cover
- crisis intervention / emergency admission / postoperative care
- end of life / continuing care
- non planned assessments
- nutritional meals
- a dentist, optician, occupational therapist, physiotherapist and chiropodists visit Grace Manor regularly

Grace Manor enables clients with Dementia to enjoy a life of quality and when possible to participate in the everyday life of our home.

We provide Dementia services to older people aged 55 to 100 years and over and those with working age Dementia with a diagnosis of Alzheimer's disease, or other forms of Dementia, who display non-aggressive characteristics and moderate to high confusion. Our Dementia facilities are safe with keypad entry codes and we have full-time lifestyle coordinators who attend Alzheimer's Society training.

Our Dementia care services follow the Alzheimer's Society recommendations:

- spacious and safe lounge and dining areas
- sensory area
- picture meal, activity & music menus
- tactile ornaments and rummage baskets
- orientation bric-a-brac
- use of colour for recognition and awareness
- activity room
- clearly visible walkways
- a therapeutic garden environment
- person-centred activities and lifestyle
- security via key pad access doors

“WE ALWAYS ONLY WANTED WHAT WAS BEST FOR DAD AND GRACE MANOR CERTAINLY TICKED ALL OUR BOXES. IT’S JUST PERFECT AND WE LOVE COMING TO VISIT.”



## ACTIVITIES

- art workshops
- flower arranging
- handicrafts
- games & quizzes
- parties
- shopping
- visiting speakers
- live performances
- musical evenings
- gardening
- computer games & internet
- keep fit
- barbecues
- days out to the seaside and London sites

An individual lifestyle is essential, no matter how old or how dependent we are, so our staff ensure lifestyle choices are maintained. Our clients enjoy visiting local shops, an evening at the cinema, a quiz afternoon, or simply watching television in the privacy of their bedroom.

It's vital our clients keep active mentally and physically to make the most of every day. At Grace Manor clients are spoilt for choice with art workshops, flower arranging, handicrafts, games & quizzes, parties, shopping, visiting

speakers, live performances, musical evenings, gardening, computer games & internet, clients' association as well as religious observance services.

In the summer we have garden tea parties and barbecues and meals can be taken on the terrace. Days out are frequent to London's many attractions, the seaside or shopping. Making new friends is easy at Grace Manor and everyone has the opportunity to join in.

**At Grace Manor, you're never alone.**



## A TYPICAL DAY

**8am-10am** Clients choose when to wake and are encouraged to dress themselves, although help is always at hand. Breakfast is available either via room service or served in the dining room.

**10.30am** Morning tea or coffee with friends and catching up with the day's news.

**11.15am** Activities such as: quizzes, flower arranging, bingo, games, movement to music, fitness & motivation, sing-along and concerts.

**12.15pm** Lunch, all meals are freshly cooked, with flexibility for individual tastes.

**3pm** Clients often have a rest, or enjoy a cup of tea with visiting friends and relatives or go on an outing somewhere special.

**4pm** Afternoon tea - sometimes a cream tea greatly enjoyed by all

**6pm** Dinner - a lighter meal which can be easily digested (see menus).

**7pm** Hot drinks are served. The kitchen is open all night should one desire a snack at 3 in the morning.

**Evening** Winding down in the evening hours might involve watching TV, reading or just chatting with friends and relatives who are welcome at any time.

Ask to see last week's activity list.

“I’M SO RELIEVED THAT MUM CAME TO GRACE MANOR AS THE CARE SHE RECEIVES IS SECOND TO NONE. CLEANLINESS IS FAULTLESS AND THE FOOD IS VERY GOOD INDEED.”



## FOOD

At Grace Manor we place a very high importance on food and spend a great deal of time considering menus, environment and nutrition. Meals are created by our in-house team and fresh local produce is used, with clients often involved in developing menus.

Our catering team provide meals which are varied, tasty and well presented. All food is evaluated by a nutritionist to ensure our clients have a balanced diet.

Tea, coffee, cold drinks, biscuits and sandwiches are available at any time, day or night. Meals are served in our dining room, but room service is always available. We can arrange special meals such as diabetic, low fat, vegetarian, Kosher, Halal etc.

We can also provide a snack box to clients who might miss a meal due to a hospital visit.

**It's the attention to detail that really counts.**



## A TYPICAL MENU

### *Breakfast*

Choice of fresh juices, cereals, eggs (any style), hot & cold milk etc, bread basket, toast, tea or coffee.

### *Mid-Morning Break*

Choice of tea, coffee, biscuits & homemade cakes.

### *Lunch*

Main: Steak and Kidney Pie with potatoes and vegetables, or haddock with potatoes, green beans & baton carrots.

Desert: Jam sponge pudding, or fruit salad.

### *Afternoon Tea*

Choice of teas (English breakfast, mint, green) or coffee with homemade cakes and biscuits.

### *Dinner*

Starter: Homemade soup of the day, or Florida cocktail.

Main: Jacket potatoes with tuna or cheese, or selection of sandwiches.

Season salads available.

Desert: Ice Cream, poached pears in wine sauce, fruit & yogurts.

*Ask for a copy of last week's menu.*

“WE ARE VERY PROUD OF GRACE MANOR, BUT ABOVE ALL ELSE, WE ARE PARTICULARLY PROUD OF OUR STAFF AND THE LOVE AND CARE THAT THEY HAVE A SEEMINGLY UNLIMITED SUPPLY OF.”

Ann Howe



## HYGIENE POLICY

Our loved ones, the older they get the lower their immunity is likely to be, so we believe that it is our duty to protect them. We take the threat of MRSA and C. Diff, the hospital bug, very seriously. While no guarantees are possible, we spend significant sums each year ensuring the most detailed cleaning regime for our home and in particular, hand hygiene protocols.

## CLIENT & FAMILY FEEDBACK

Each of our clients are discussed at weekly staff meetings and feedback from them and their families is vital to us. We value this feedback and use it to improve our home.

## ADMISSION PATHWAY

All potential clients have their needs thoroughly assessed by our multidisciplinary team. We need to assure ourselves that Grace Manor is suitable for their care and note any specific care that is appropriate.

Our staff often work with the client prior to admission, to ensure that all care needs are thoroughly understood to enable a seamless transfer. A typical pathway is:

- referral by commissioner or self/family
- visit to our care centre
- assessment by our multi-disciplinary team
- funding discussion/assistance

## FEES AND FUNDING

We are experts in guiding potential clients and their families in obtaining assistance with the payment of fees from government bodies, social services etc. In many cases we can help obtain up to 100% payment towards our fees from the relevant funding body, subject to qualification and means. Funding is provided by:

- self funding
- local authority
- local authority plus top-up
- PCT/continuing care
- insurance
- other



## GRACE MANOR PLEDGE

Our goal is to:

- always have our clients' best interests as our central focus
- promote the health & happiness of clients in a caring & safe environment
- treat clients with dignity & respect
- produce care plans with rights of choice, independence, privacy, dignity and security
- get to know our clients' families very well and offer the support needed
- focus on individual care needs and not institutional routines
- foster an atmosphere of openness for clients, family & staff
- maintain clients' confidentiality and privacy

## Your next step – Visit us!

**Nothing we can say in this brochure can convey the understanding, warmth and care that our staff have for our clients.**

**Our reputation is one we are very proud of and as rooms are in very short supply we often have to operate a waiting list. It is best if you meet with us at your earliest opportunity to register your interest.**

**Please visit Grace Manor at any time, however as we are a busy home it's best to telephone and arrange a visit with our manager, or administrator who will show you around.**

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## Forest Healthcare Ltd

Grace Manor is part of Forest Healthcare, one of the fastest growing healthcare groups in the South East of England. Forest Healthcare believes its success and strength lie in empowering its managers to promote the independence of their care centres to service the local community's needs and to provide clients and families with security, quality, dignity and choice and the very best care that is available in the UK.

Forest Healthcare Head Office: **08444 725 252**.

## PUBLIC TRANSPORT DIRECTIONS

### Train Directions

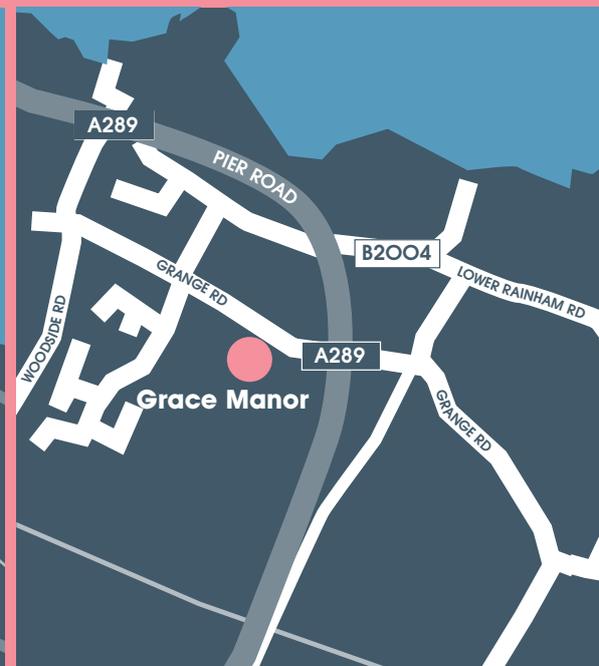
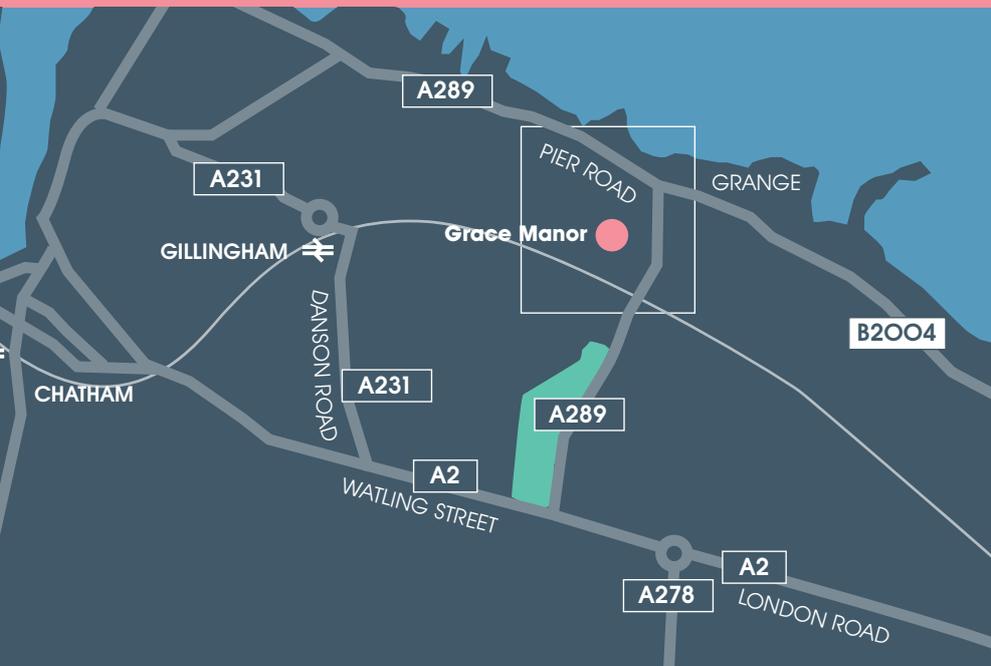
Nearest railway station: Gillingham

Please telephone and we shall collect you from the station.

### Bus Directions

The 183 bus in High Street to Grace Manor

For further assistance please contact our manager, or administrator.



### Registered for:

**24hr Nursing / Female and Male 55 to 100 years and over / Dementia Care /  
Respite Care / Postoperative recuperation / Permanent (long term) Care /  
Crisis intervention / Non planned & emergency admission is a speciality**

### GRACE MANOR CARE CENTRE

348 Grange Road, Gillingham, Kent ME7 2UD

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Calls charged at a maximum of 4p per minute from UK land lines. Mobile charges vary.

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