

FOREST CARE VILLAGE
ELSTREE & BOREHAMWOOD, HERTFORDSHIRE



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, neurological & spinal injury nursing care, for both younger persons aged 18 to 65 years and expert nursing for elderly persons aged 65 to 100 years and over, in one care village.

Specialists in Dementia care. Long-term, respite and postoperative recuperative care. Crisis intervention, non planned & emergency admission a speciality.

Call 08444 725 174 or email thevillage@foresthc.com
www.foresthc.com

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WELCOME TO FOREST CARE VILLAGE

A VILLAGE OF LIFE



OUR HOME

Forest Care Village is one of the largest independent care centres in the UK. It is purpose built, with state of the art facilities, designed to meet the specialist needs for the long term care and rehabilitation of the wide variety of clients we serve.

It is a unique concept in caring, but at the same time is a wonderfully warm, vibrant and friendly place to live. We cater to both younger clients aged 18 to 65 years, particularly those suffering with Neurological and Spinal conditions, as well as the elderly client aged 65 to 100 years and over, with or without Dementia.

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.

We have 178 bedrooms all of which are en suite. All bedrooms are large enough to accommodate clients which require specialist lifting, monitoring or feeding equipment. All bedrooms are equipped with the latest variable height profiling beds.

Physiotherapy and Occupational therapies are key features of the Forest Care Village strategies for rehabilitation. We have a purpose built physiotherapy suite, fully equipped with state of the art

equipment in addition to a modern gymnasium, music and sensory suite as well as sensory and courtyard gardens - all the facilities that are required for the rehabilitation of our clients, unrivalled in the South East.

The Village is built on three levels and each floor is self-contained, staffed and managed independently. Our open format lounges are modern, light and attractively furnished.

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

Forest Care Village 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
- the village shop
- sensory room
- GP surgery
- music room

“I HAVE VISITED MANY FRIENDS AND RELATIVES IN OTHER CARE HOMES AND HAVE CERTAINLY CONCLUDED THAT FOREST CARE VILLAGE IS THE BEST PLACE TO LIVE!”

Mrs Aide Perkins, aged 94



DEMENTIA SERVICES

Care services include:

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

Forest Care Village 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 and those with working age Dementia with a diagnosis of Alzheimer’s disease, or other forms of cognitive impairment, 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, Bradford & Sterling University guidelines:

- spacious and safe lounge and dining areas
- sensory area and activity room
- picture meal, activity & music menus and finger meals
- tactile ornaments and rummage baskets
- orientation bric-a-brac
- person-centred care plans (taking life history in to consideration)
- use of colour for recognition and clearly visible walkways
- a therapeutic garden environment
- person-centred activities / lifestyle
- security via key pad access doors
- staff trained to value a dementia patient as a unique individual

“EVERYDAY I AM PLEASANTLY STUNNED BY THE QUALITY OF CARE WE RECEIVE, THE HAPPINESS OF RESIDENTS AND STAFF, AND THE DAY TO DAY THOUGHT PUT INTO MAKING OUR LIVES HAPPY AND ENJOYABLE!”

Gillian Maria Batt, aged 43



SPECIALIST THERAPY AND REHABILITATION SERVICES (STARS)

Neuro and Spinal injury care for the younger person (18-65 years)

As medicine continues to improve, hospital patients with Neuro based needs, are enjoying significantly improved life expectancy. Until the advent of Forest Care Village, there were few care centres in the UK that specialised in the needs of those clients' long term care.

It is vital that this client group enjoy a meaningful lifestyle, while accessing the range of rehabilitation services required on an ongoing basis, to maximise their further recovery and to enable them to lead as independent a lifestyle as possible. Person-centred

care, together with the appropriate equipment, facilities and trained personnel, is the key to achieving this. We encourage clients to exercise choice and control in all they do.

Forest Neuro services provide a complete range of therapy services for the management of complex care needs. Our clinical team include registered nurses, NVQ-qualified care assistants, physiotherapists, occupational therapist, speech and language therapist and clinical psychologists.





SPECIALIST THERAPY AND REHABILITATION SERVICES (STARS)

Therapy Services

Our purpose-built physiotherapy suite is large, light and airy and has the latest equipment to promote mobility, ease-of-movement and posture management.

Clients can be treated in their rooms if unable to attend the gym. We are also able to provide hydrotherapy services in partnership with the local orthopaedic hospital.

Our therapy and rehabilitation facilities and services are overseen by a retained NHS consultant in rehabilitative medicine.

Clinical Neuro Services

- Physiotherapy
- Occupational Therapy
- Psychological Therapy
- 24-hour Posture Management
- Bowel Management
- Bladder Management
- PEG Management
- Pain Management
- Support with communication skills
- Social inclusion and lifestyle
- Music Therapy
- Art Therapy
- IT and Computer Skills Therapy
- Lifestyle Development and Support

“FOR US IT WAS THE HAPPINESS AND THE WARMTH OF THE PEOPLE AND THE PLACE THAT WE ALL LOVED SO MUCH.”



Some of the conditions that we treat with our specialist staff and facilities:

- Stroke
- Spinal Injury
- Parkinson's disease
- Multiple sclerosis
- Motor neuron disease
- Challenging behaviour
- Tracheotomy
- Respiratory ventilation
- Neurological tumours
- Trauma to the central nervous system
- Epilepsy and seizure conditions.
- ME
- Dementia
- Neurovascular disorders
- Neurological degenerative disease
- Genetic Neurological disorders
- Post brain injury transient challenging behaviour
- Mild-to-moderate challenging behaviour
- Traumatic brain Injury
- Hypoxic brain Injury
- Neurological Tumour
- Acquired brain injury
- Hypoxic brain injury
- Brain tumors
- Cancer related
- Others

“ENTERTAINMENT IS VERY GOOD INDEED, BUT NOT INTRUSIVE AND WITH NO PRESSURE TO JOIN IN. I’M LOOKED AFTER REALLY WELL AND THE CARE IS EXCELLENT. STAFF ARE VERY WELL TRAINED AND THE TRAINING IS ONGOING.”

Christine Ashman, aged 68



ACTIVITIES

- art workshops
- handicrafts
- games & quizzes
- parties
- shopping
- visiting speakers
- live performances
- musical evenings
- gardening
- computer games & internet
- clients association
- religious observance services
- tea parties
- barbecues
- a variety of days out

An individual lifestyle is essential, no matter how young, 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 Forest Care Village 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 Forest Care Village and everyone has the opportunity to join in.

At Forest Care Village, 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.

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

Andrew Stoner



FOOD

At Forest Care Village 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.

“DEREK WAS IN RESPITE HERE FOR TWO WEEKS AND WE WERE SO HAPPY WITH THE WAY HE WAS LOOKED AFTER, THAT WE CHOSE FOREST CARE VILLAGE AS A PERMANENT PLACE FOR HIM TO LIVE. THIS WAS BASED ON THE KINDNESS, FOOD, FACILITIES, UPKEEP, ENTERTAINMENT AND THE EVER FRIENDLY STAFF.”

Dorothy Soer, wife of Derek Soer, aged 73



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 Forest Care Village 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



FOREST CARE VILLAGE PLEDGE **Your next step – Visit us!**

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

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 Forest Care Village at any time, however as a busy home it's best to telephone and arrange a visit with our manager, or administrator who will show you around.

Call 08444 725 174 or email thevillage@foresthc.com www.foresthc.com

Forest Healthcare Ltd

Forest Care Village 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

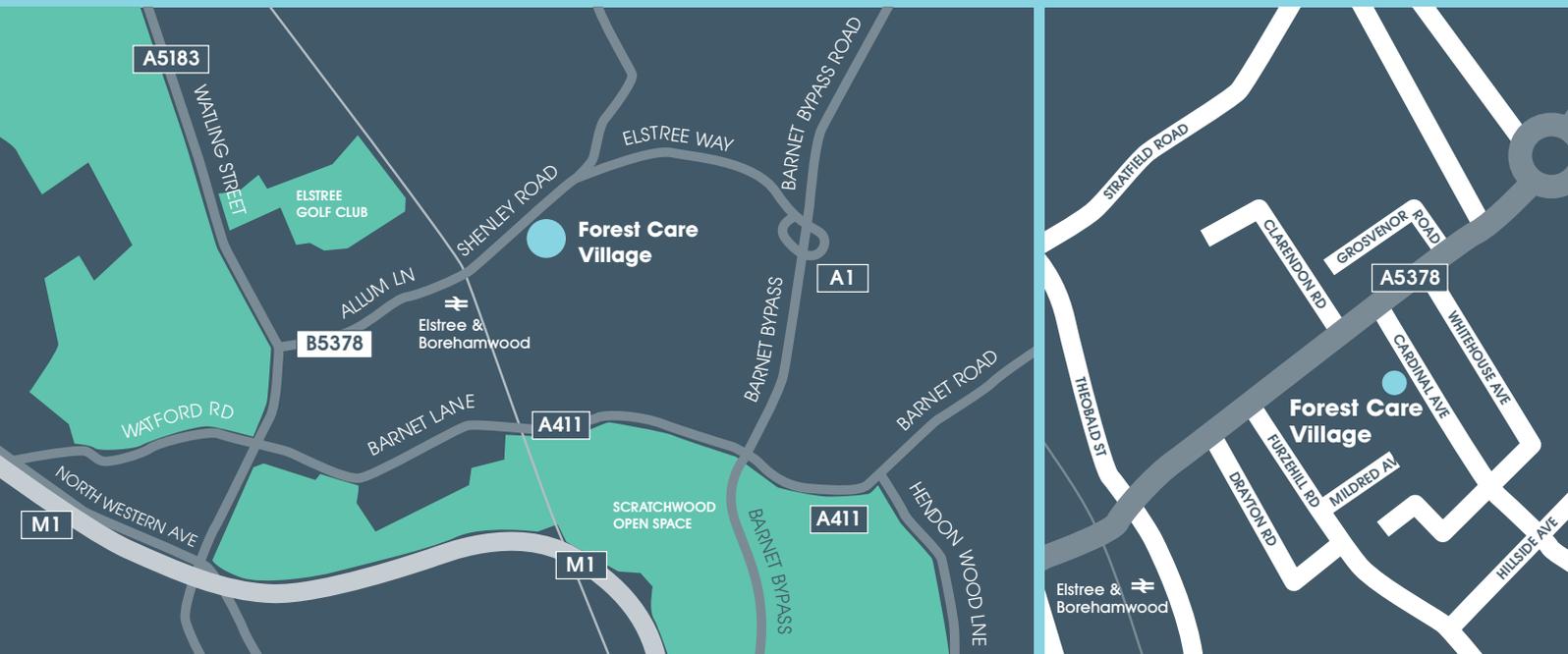
Nearest railway station: Elstree & Borehamwood.

Please telephone us when you arrive at the station and we would be pleased to collect you.

Bus Directions

Local buses: 107, 292

For further assistance please contact our manager, or administrator.



Registered for:

OPEN REGISTRATION / 24hr Residential Nursing 18 to 65 years for Neurological, Spinal injury & challenging behavior / Female and Male 65-100 years and over / Dementia Care / Respite Care / Postoperative recuperation / Permanent (long term) Care / Crisis intervention / Non planned & emergency admission is a speciality

FOREST CARE VILLAGE

10-20 Cardinal Avenue, Borehamwood, Hertfordshire WD6 1EP

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

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