



Abode Care Homes

ACACIA HOUSE



A GUIDE TO OUR SERVICE

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Tenterden, Kent,
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acaciahouse@abodecarehomes.co.uk
www.abodecarehomes.co.uk



ACACIA HOUSE STAFF



CRISTIAN
HOME
MANAGER



ALINA
DEPUTY
MANAGER



EMILY
ADMIN



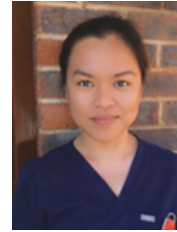
CHINJU
SENIOR
NURSE



ANU
SENIOR
NURSE



NOBIN
NURSE



MICHELLE
NURSE



TITTY
NURSE



ANDREEA
SENIOR TEAM
LEADER



WINSTON
SENIOR
CARER



DHRUVAL
SENIOR
CARER



JOVY
SENIOR
CARER



SANJID
SENIOR
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VENUS
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ANU
SENIOR
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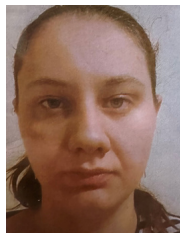
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RAISA
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YVONNE
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FLORENTINA
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MARK
CARER



THUSHARI
CARER



JENIL
CARER



REMYA
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CORAZON
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MARIA
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SANAL
CARER



DALVIR
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RUBEYSHINIE
CARER



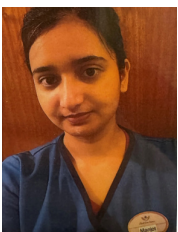
JIBIN
CARER



ANISH
CARER



JACOB
CARER



MANJOT
CARER



DELPHIN
CARER



AJMAL
CARER



ELLIOT
MAINTENANCE



KAREN
CHEF



LALICHAN
CHEF



CLAUDIA
KITCHEN
ASSISTANT



SIOBHAN
KITCHEN
ASSISTANT



CHLOE
WELLBEING



CHARLIE
ACTIVITIES



ELJER
DOMESTIC



PHIL
DOMESTIC



DAYAN
DOMESTIC



JENNIFER
DOMESTIC



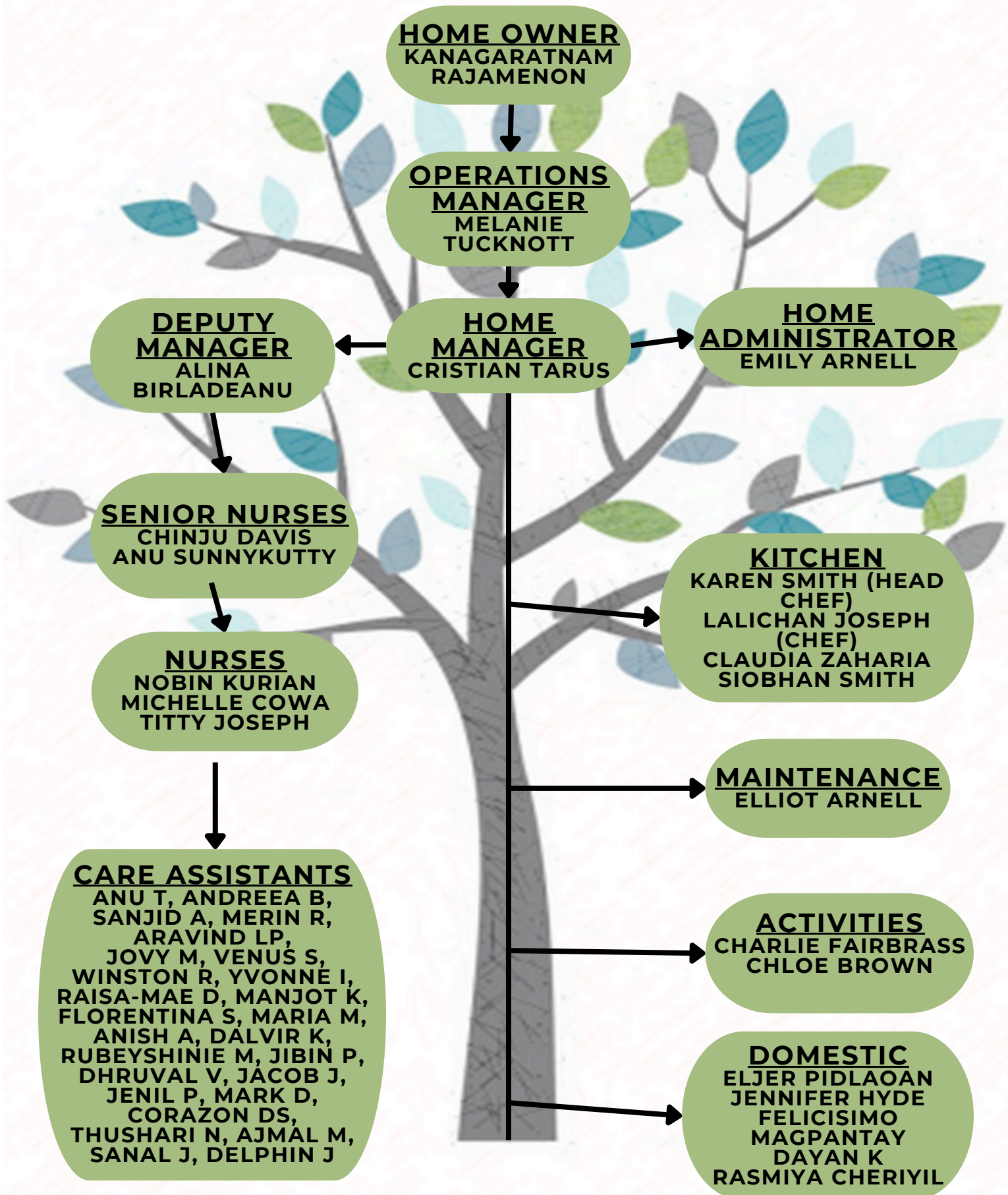
SEBASTIAN
DOMESTIC



RASMIYA
LAUNDRY

"Never believe that a few caring people can't change the world. For indeed, that's all who ever have." - Margaret Mead

Meet The Team



Welcome to our Home!

Here are a few snippets of the most popular areas:



The Relaxation Room:

This is one of three living rooms in our house and is a quiet, tranquil space to relax. Many of our residents and their loved ones enjoy a cup of tea at the table by the bay window while the afternoon light dapples through.



The Green Room:

Our newly refurbished, light, airy and calm living room is perfect for hosting parties or family get togethers. This room is separate to our communal areas allowing for more privacy and quality time with your friends and family.



The Main Lounge:

This living room allows access to our bright and beautiful primary garden. This is a popular space as our home is very friendly and sociable - a lot of our entertainment is hosted here by our Activities Coordinators and external sources.

Here are a few more snippets of the most popular areas:



The Snug:

This space is a little hidden treasure, tucked away in part of our new extension. It is a wonderful place to indulge in a rich cup of coffee while reading the newspaper, to catch up with friends or relax at any time of day or night.



The Sensory Garden:

One of two, this charming garden space has been adapted to accommodate all accessibility needs. We have installed raised flower beds to ensure every resident is able to engage in any green-fingered activities they fancy and enjoy the sunshine at their leisure.



The Primary Garden:

Our main garden is a spacious, oasis of calm where you can sit and enjoy the fresh air, smell the flowers and relax in the company of fellow residents and staff whenever you like.

Bedrooms & Facilities



Whether you are bedbound, needing a little help with your mobility or are fully mobile - our bedrooms cater for your every need and accommodate for a wide range of budgets. It is paramount to us that you feel comfortable and at home in your room so we actively encourage you and your loved ones to decorate your private space however you deem best. Every room at Acacia has been decorated to an exemplary standard and has high quality furnishings and fittings; however, you are most welcome to bring your own furniture, pictures and personal possessions to add that extra familiar, comforting touch.

We have four types of rooms at Acacia for you to make your own:

Ensuite: 25	Wet-room: 5
Basin: 11	Twin ensuite: 3

There are bedrooms, bathrooms and shower rooms on both floors along with a lift to ensure every part of our home is fully accessible. We realise that some people prefer to keep a rather solitary lifestyle and spend the majority of time in their own room so we have made sure that there are television points and plugs so that if you prefer, you can enjoy your own television, radio, books, activities in the comfort and privacy of your own space. Meals can be taken in your room, the dining room or in one of the lounges - whichever suits you more, it is completely up to you.



Bathrooms

We have two specialised bathrooms equipped with fully accessible bath tubs, lavatories and sinks. Many of our residents enjoy taking a luxurious soak in the bath with lots of bubbles and the occasional bath bomb to relax and ease their aches and pains. Water is soothing for the mind, body and soul and we've made sure to provide a comforting, relaxing environment to wash any troubles away. We have aromatherapy diffusers, portable speakers and battery operated flameless candles to recreate that spa like setting.



Shower Rooms

Sometimes a shower is more practical and appropriate so we have two spacious wet-rooms dedicated to our residents who perhaps aren't so keen on a bath or need to take showers instead. One has been decorated in an 'under the sea' theme which has proven very popular with our residents facing dementia & learning disabilities.



A Note to Remember:

Our dedicated staff remain respectful of your privacy at all times and will always knock before entering a room.

Following an assessment, you are welcome to have your own key to your room - and there are also lockable, secure spaces in each bedroom to store personal possessions for that additional peace of mind.

Life at Acacia

Food & Drinks

Our chefs work tirelessly every day cooking up delicious, homemade meals from scratch in our kitchen. There are always different choices on the daily menu and if you are not favourable to them, you are able to make special requests and we will try our very best to accommodate them.

We try to make mealtimes a sociable time to enjoy good food and company however you are most welcome to choose to eat where and when you like.

Drinks and snacks are offered and available at all times throughout the day. If you have a particular request or an overwhelming hankering for something we will do our utmost to provide this for you.



Friends & Family

Keeping in contact with your friends and family is very important so we have made sure that your visitors are welcome to come and see you whenever they like.

You can meet with them in your room, or spend time in one of the lounges or if you are able to, leave Acacia for a trip out! The high street in Tenterden has many boutique shops to peruse, restaurants and pubs to grab a light bite to eat or cafes to enjoy a hot cup of coffee in.



Life at Acacia

Managing Health & Medication

We work closely with our local surgery, Ivy Court, who visit us twice a week. Upon your move to Acacia House we will arrange for you to join their practice; although if you already have a local GP you may be able to remain on their register.

In addition to this, we have a symbiotic relationship with KCC Social Services, the NHS mental health team, SALT team, and other Community Health & Social care professionals including dentists and opticians.

Whilst we assist everyone to be as independent as possible with their medication, we take the responsibility for ordering, administering and checking it.



Personal Possessions

You are welcome to bring in any personal possessions that you want around you. A record of these will be made by staff.

We encourage people to keep some money for themselves in the home. We will keep this safe if you want us to and keep records of all transactions.



Activities



Outings

At Acacia House we are lucky to be in easy travel distance to lots of exciting places - we have visited Hastings, toured an aquarium, been to the Rare Breeds Centre, had a wander around Hole Park, visited Christmas markets and much more!



Group

We are a very social home and encourage everyone to make friends with likeminded residents - group activities are a great starting point to develop friendships and get to know one another over shared interests.



A Note to Remember:

At Acacia we are keen to make sure that you have an active and interesting lifestyle. We have a dedicated Activities Co-ordinator who arranges both group and individual activities; including outings, trips, visiting musicians, animal therapy, school children visiting and much more!



One to One

It is essential to us that you get enough quality time with our carers, nurses and activities coordinators - they will all ensure that your emotional needs are met along with your physical needs.



Independent

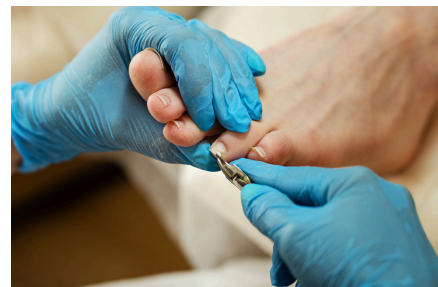
There are always plenty of resources to keep yourself occupied with - we have many magazines, books, newspapers, puzzles and word games available.

We are inquisitive about our resident's lives: their interests, hobbies, past employment and life experiences. This helps us to organise activities that suit everyone.



Hairdressing

Our wonderful hairdresser, Amanda, visits us every 5 weeks to pamper everyone and refresh their tresses. Amanda is also available to book for events or for top up services such as hair colouring, perms and sets.



Chiropody

We are very lucky to have the fantastic Andrew visiting us every 6 weeks to work wonders on everyone's feet. Andrew has been providing Acacia House with his services for many years and has become a dear friend to our residents and staff.

Our Ethos



Our Home Owner, Menon.

At Abode Care Homes we are incredibly lucky to have such a caring, sincere and down to earth owner. Menon is heavily involved with our home and regularly visits to engage with our residents and staff. He will always try to help out in anyway that he can and is very partial to a cup of coffee in one of our lounges!

Friendship, Family, Comfort and Quality Care

We firmly believe that the key to wellness is good fun, good food and good friends. These three things combined creates the perfect ambience in our home - you'll find that the atmosphere is always very friendly, warm and welcoming. It is pivotal to us that you feel comfortable, respected, loved and valued at Acacia House so we will do our absolute best to accommodate your every need and want. It is one of our core values to care for our residents as if they were members of our own family - this is their home and we are just lucky enough to be here helping them to live the best life they possibly can.



Our Promise to You

The entire team at Abode Care Homes are dedicated to providing the best possible care for everyone who chooses to live here with us.

We promise:

- To treat everyone with respect.
- To maintain everyone's dignity.
- To ensure everyone's privacy.
- To enable everyone to live their lives as they wish.
- To provide a homely, friendly atmosphere.
- To deliver person centred care by well-trained staff.
- To offer everyone choices.
- To keep everyone safe and comfortable.
- To help everyone keep their independence.



We continually strive to improve and develop as an organisation and your feedback is vitally important to us. If you have any concerns or observations, please talk to us about them.

What Happens Next?



Before making a decision about any care home we strongly advise you to visit, spend some time in the home and experience what life is like for yourself.

You are welcome to visit Acacia House at any time and our staff will make you feel welcome, show you around and offer you some refreshments. However, it is advisable to contact our home manager, Cristian Tarus, to arrange an appointment for a thorough tour.

Cristian will be able to talk to you about costs and funding, how to arrange a referral to move into Acacia House and answer any other questions that you may have.

Before we consider any new or prospective residents we will always spend time with them and their families/friends to assess their needs.

It is imperative to ensure we are able to meet these needs and this process will help us to develop an individualised, person-centred care plan.

We operate an open door policy at Acacia House, so please do not hesitate to talk to us if you have any questions at all.

Concerns and Complaints



At Abode Care Homes we take all concerns and complaints very seriously.
Our aim is to address any issues as quickly and efficiently as possible.

If you encounter any problems relating to your care and the services at Acacia House please speak to the Manager or the Senior member of staff on duty as soon as possible.

The vast majority of issues can be dealt with informally by talking through the problem with a staff member. We record all concerns and complaints which helps us to monitor any issues that may arise and also helps us put clear actions into place to address the concern.

However, if you are not satisfied with the response, then we would encourage you to put your concern in writing addressed to the Home Manager.

All formal complaints will be thoroughly and impartially investigated within 28 working days and you will receive a written response.

If the issue still remains unresolved then you can contact Social Services or the regulatory body at the following addresses:

KENT COUNTY COUNCIL	CARE QUALITY COMMISSION
<p>Krona House Eurogate Business Park Ashford TN24 8XU</p> <p>0300 041 4141</p>	<p>Citygate Gallowgate Newcastle-upon-Tyne NE1 4PA</p> <p>0300 061 6161</p>



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