



Monarch Healthcare

Confidence in Caring **Excellence in Nursing**



Our Promise

At Monarch Healthcare we work to improve the quality of life for all residents by providing exceptional standards of care and treatment. Keeping people's health and well being at the forefront of everything we do, we provide services of the highest quality; offering value for money and working with key professionals to promote transparency and fair access. We create opportunities for people to express their individuality and acknowledge their views and wishes, ensuring everyone is valued and respected.

“
*Enabling each person to live life as
the individual they have always been.*”

Philosophy of Care

Everything we do is driven by the abilities, needs and aspirations of the people we care about.

5 Principles of Care

1

Promoting optimum health and well being through personalised support plans which offer the best care and treatments possible.

2

Providing homes of the highest comfort and safety; working with key professionals to promote fair access and value for money.

3

Creating opportunities for residents to express their individuality, views and wishes through direct contact or advocacy.

4

Valuing input from families and friends; working to preserve strong ties with treasured people, places and memories..

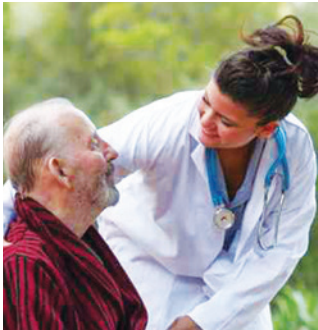
5

Facilitating independence through inclusion and offering choice in all aspects of a person's life.

Above all what makes people feel more alive and better about themselves is being valued, being respected, being spoken to, being shown kindness and understanding during difficult times, being given a little 'fuss' and attention - Feeling loved.



Exceptional standards of care and treatment



Welcome

Hello

It is my job to introduce Monarch Healthcare to you and to try and answer some of your questions as you peruse our brochure. Over the years of working with care homes I have met many people in the position you are now, having to make a decision for themselves or for someone they love, about whether to move to a care home - and which home to choose.

This is such an important decision. Most of us take months to decide when we move house - I guess you are having to make the decision in at best a couple of weeks, or even just a few days and there is so much to think about. There are many different services available and only you will know what is important for you and when a home feels right.

Monarch Healthcare has been operating nursing and residential homes throughout the East Midlands for over 10 years, specialising in providing dementia services in communities that support people from the early stages of their dementia (including early onset) through to complex and end of life care. Not all our residents have dementia, so we also have facilities to care for people with physical health needs, or where frailties of older age are making life difficult. And we can support people who live in their own home, but benefit from extra assistance during the day. This is often sufficient in helping family carers to restore their own life balance and enable their older relative to remain living at home for longer.

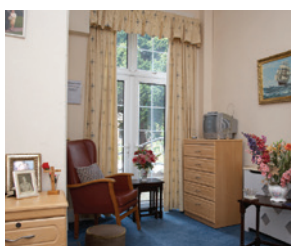
Throughout this brochure you will find reference to the term 'well being', which at Monarch Healthcare we use to define a person's physical, mental and emotional state. We believe that in order to experience well being all of the elements must work in harmony with each other. For people living with dementia their feelings are key to establishing well being, whereas in someone without dementia, it is often the physical symptoms and changes to the body in older age that affect how a person feels psychologically.

We try to be as flexible as we can to accommodate individual requirements, whether for short-term respite or convalescence, or in preparation for making the decision to move to a home permanently. At the very least, we recommend that you, or a close family member who knows you well, visit to spend time getting to know the home and maybe joining us for lunch, afternoon tea or a social event. You will be made most welcome at all of our homes and even if you decide it is not right for you at this time, you will have seen what we offer and will have got to know some of the staff and maybe residents too. We are very friendly and our residents enjoy welcoming new friends into their home.

I hope you will be very happy in your new home

Best wishes

Jacki Perry - Operations Manager, Monarch Healthcare Group



Our Homes

All Monarch Healthcare homes are unique, in that they occupy different buildings with individual design and decoration. Each home is looked after by an experienced and dedicated Home Manager and a staff team specialising in their area of expertise.

As a group however, we offer assurance that all our homes are closely monitored by our independent compliance managers, ensuring we aspire to the highest standards required of our regulators and more importantly, that we fulfil the expectations of the people we care about.

From first entering you will get a feel about how the home looks, how it sounds and whether it entices you. All our homes provide a high standard of comfort and you can expect to be offered a room of your own, with ensuite facilities or a bathroom close by. Some bedrooms have access to private gardens, or can be adapted to incorporate a sitting area or kitchenette. Whichever room you select we will ensure it is pleasantly furnished to meet your requirements or if you prefer, help you to arrange your own belongings, so your new room quickly feels like home.

You will be welcome in all of the communal areas - Comfortable lounges, where you can watch TV, listen to music, socialise or spend quiet moments relaxing or reading; Restaurants and cafes - for meeting up at meal times, or enjoying a morning coffee or afternoon tea and cakes with family and friends. And dedicated communities for supporting people with dementia, incorporating therapy rooms, themed areas and sensory gardens; all focusing on creating harmony and helping people to relax and explore the range of purposeful activities available. For more information about any of our homes, please visit our website at www.monarchhealthcare.co.uk or contact us at anytime on the numbers below.

Name of Home	Web (www.monarchhealthcare.co.uk ...)	E-mail Address	Telephone
Autumn Grange Nursing Home	/autumn-grange.php	autumngrange@monarchhealthcare.co.uk	01909 724098
Clifton Manor Residential Home	/clifton-manor-residential.php	cliftonmanorresidential@monarchhealthcare.co.uk	0115 984 5859
Clifton Manor Nursing Home	/clifton-manor-nursing.php	cliftonmanornursing@monarchhealthcare.co.uk	0115 984 8485
Croft Residential Home	/the-croft.php	croft@monarchhealthcare.co.uk	01283 561227
Haddon House Nursing Home	/haddon-house.php	haddonhouse@monarchhealthcare.co.uk	01246 811106
Kingfisher Court Residential Home	/kingfisher-court.php	Kingfishercourt@monarchhealthcare.co.uk	0115 940 5031
Parkside Nursing Home	/parkside.php	parkside@monarchhealthcare.co.uk	01623 655341
Pinxton Manor Nursing Home	/pinxton-manor.php	pinxtonmanor@monarchhealthcare.co.uk	01773 819191
Poplars Nursing Home	/the-poplars.php	poplars@monarchhealthcare.co.uk	01283 562842
Rutland Manor Nursing Home	/rutland-manor.php	rutlandmanor@monarchhealthcare.co.uk	0115 944 0322
Woodlands Nursing Home	/woodlands.php	woodlands@monarchhealthcare.co.uk	01773 744919



Your Day

Activities workers encourage people to live purposeful days, participating in gardening, crafts, baking and daily chores which are part of everyday life. It is not uncommon to see residents laying tables or arranging flowers for the dining room - contributing to their home and helping people feel valued.

Outings are important and we regularly arrange day trips to local attractions, seaside towns, even holidays away for some residents. Fresh air and sunshine can make a world of difference to how someone is feeling. But it doesn't have to be a major event - a trip to a nearby garden centre, café or familiar high street are just as beneficial in helping people reminisce and experience enjoyment in their day.

Our Teams

At Monarch Healthcare we recognise our achievements are driven by the people working with us and we are privileged to employ such dedicated nurses, carers and support workers, each with their own life journey of experience. Every member of staff is selected for his or her compassion and a desire to share their life with older people and people living with a dementia.

We recognise that staff also experience difficult days and that care work can be stressful and sad. We value all our staff for the contribution they make to residents' lives and we are committed to their development.

"Our reward is to know we have given our best and in return we may receive a thank you or even just a smile, which makes it all worthwhile".

All Monarch Healthcare homes are run by an experienced Manager and supported by a Deputy Manager or Clinical Lead to oversee the nursing and care provision. In addition, each team has a head of department for key areas; catering, housekeeping, administration and maintenance, all responsible for their own area of work and to support the clinical teams.

Nurses and carers are on hand 24 hours (residential Homes have access to community nursing services) to help with all aspects of your daily care and treatments. Each home is assigned to at least one medical practice, where a named GP is available for treatment and advice. Monarch Healthcare also has excellent relationships with external professionals, providing services to meet all your therapeutic and social care.

We also employ our own team of specialist nurses to offer support for individual clients and ensure that the most appropriate care is planned and reviewed. You will always see plenty of staff and volunteers about in all our homes, with everyone knowledgeable and willing to interact with residents; recognising this as their principle purpose.

To support people living with a dementia, our clinical and activities teams are specially trained to facilitate people in maintaining their independence and feelings of self-worth, through a recognised programme of purposeful activity. To visitors this may look as though you are walking into your own home - with members of your family engaged in different jobs and activities. This is the idea. People still take pride in where they live and wherever possible we help people to carry out these daily activities, so they can feel good about themselves and be praised and valued by others.

A decorative graphic on the right side of the page. It features a large, stylized green vine that curves upwards and then downwards. Two butterflies are positioned on the vine: one at the top with pink and black wings, and another at the bottom with yellow and black wings. The background is a solid purple band at the top.

*We develop and empower
our staff to achieve
excellence in everything they
do and to be proud of their
contributions to the success
of the organisation*

Our Gold Standards Lifetime Promise

Unless there are exceptional circumstances we commit to offering you a home for life and when the time comes that you are nearing end of life we promise to care for you and to comfort you and your family. We give our assurance this will be with your best interest and dignity in mind at all times. We will honour any requests you have made and will be with you to support you and to alleviate any pain or fears you may have. We will also ensure the people closest to you - your family and friends are comforted and know they are always welcome, for however long they wish to remain at your home.

Your Dementia Matters

Specialists in Dementia Care

There are currently 850,000 people living with dementia in the UK and by 2025 this is expected to rise to over one million (Alzheimer's Society). A third of all dementia sufferers live in care homes and it is reported that 1 in 3 people who live in non-specialist homes also have dementia or undiagnosed symptoms.

Dementia is a progressive condition caused by disease of the brain, which over time impairs a person's ability to make sense of things, people, places and events that we all take for granted. Difficulty with memory, logic and concentration impact how individuals feel about themselves and may lead to feelings of frustration, agitation or aggression.

These are ways in which people with dementia communicate and reach out to others. As cognition diminishes, people become more sensitive to the world around them, reacting to a feeling or impulse and is why our nurses and carers are expertly trained to give comfort during times of distress and to recognise that these behaviours are normal and at times to be expected.

As dementia progresses individuals struggle to retain control of their own life and not surprisingly, can become distressed when faced with making day to day decisions that require thought and logic to process. It is our job as specialists to ensure that people are supported to "Live Well with Dementia"; to improve awareness and enable better access to specialist services, for sufferers and their carers (Gov. 2009).

At Monarch Healthcare we work to the Dementia Care Matters © model of care, which focus' on enabling rather than confining people and considers each individual as a unique and special person, facing a new chapter of their life.

Throughout each decade of our life we change as we take on new experiences that make up our being. This is no different for a person with dementia and as relatives and carers, we need to get to know, value and enjoy the person as they are now and to learn to live within their reality, rather than trying to return them to ours.

Enabling each person to exercise control and live life feeling as the individual they have always been.

Above all what makes people feel better about themselves is being valued, respected, shown understanding during difficult times - being given a little 'fuss' and attention - Feeling Loved.

Our 5 Principles That Matter ...

At Monarch Healthcare we will never discriminate against a person with dementia but we do recognise the unique care needs. Our 5* principles adapt seamlessly for people living with a dementia:

1

Promoting optimum health and well being through personalised support plans which offer the best care and treatments possible.

Dementia care that places significant emphasis on emotional care to maintain well being; that is truly person-centred, putting the person at the heart of everything we do.

2

Providing homes of the highest comfort and safety; working with key professionals to promote fair access and value for money.

Creating homely environments that focus on accessibility inside and out, with clear signage and colour, stimulus and comfort objects; enabling people to explore and feel at home.

3

Creating opportunities for residents to express their individuality, views and wishes through direct contact or advocacy.

Providing care that is not governed by set rules, regulations or routines; enabling people to still make decisions and choices for themselves, to feel they are in control and free.

4

Valuing input from families and friends; working to preserve strong ties with treasured people, places and memories.

Supporting families to connect with their loved one's past life; to offer their own memories by contributing to life histories and 'My Treasures'; engaging with the person's own reality.

5

Facilitating independence through inclusion - offering choice in all aspects of a person's life.

Offering opportunities and support to enable a person living with dementia to be busy in a personally meaningful way.

*... Enabling each person to exercise control and live life as the individual they have always been..... **Knowing I 'Matter'***

Offering You a Home for Life



Your Dining Experience

A nutritionally balanced diet is essential for maintaining optimum health. Poor diet not only leads to weight loss (or gain) but it can also affect a person's ability to heal from illness, to concentrate; it affects skin condition, leads to constipation or incontinence and affects sleeping patterns.

As we get older our ability to taste food reduces and some people struggle to maintain an interest in eating or show a preference for highly seasoned, sweet or spiced foods, they wouldn't have tried previously.

People with dementia often require a higher calorie intake to compensate for the extra energy they burn. This is even more of a struggle, particularly if they forget they haven't eaten, or find it difficult to physically eat certain foods, or to use cutlery as they normally would. These are all challenges our cooks and carers are trained to work with, knowledgeable in preparing nutritious, appetising meals, with the sole intention of making meal times relaxing and pleasurable occasions.

"People will judge the quality of a service by how much they enjoy the food"

Menus are varied, catering for all dietary needs and preferences, including finger foods and snacks between meals and fortified shakes and smoothies when extra nutrition is required.

Take a look at the sample menu on our website using this link - www.monarchhealthcare.co.uk/menu.php or visit us and experience some of our hospitality in person!

Your Security

Although your safety is of paramount importance, we appreciate that you also want to have control over your own life and be able to take reasonable risks. Our communities incorporate special features that enable each person's strengths and abilities so you can be free to make the choices you want in a safe environment:

- Themed colour schemes with use of clear signage, pictures, music and poetry to enhance memory and orientate you to your surroundings.
- Small communities to reduce anxiety and create a sense of well being and homeliness.
- Sufficient space, allowing you to unwind in privacy.
- Protected garden access with low-risk walkways, where you can enjoy the garden and participate in safe and supportive gardening activities

Our Commitment to you

We promise to focus on your strengths and abilities rather than your dementia. We will ensure your physical health needs are carefully monitored and any prescribed treatments are administered appropriately. We offer healthy options for diet, but we understand you will have your favourites and will make sure these are plentiful. We will encourage you to live a fulfilled life with opportunities for physical exercise, socialising inside and out of the home; taking part in day to day activities of your choosing that help you to feel good about yourself and where you live. But we will never force you to do anything you are not comfortable with.

We believe in placing you at the heart of everything we do. We will learn as much as possible about your preferences and lifestyle choices and the people and things around you that are significant in your life. Only then will we be confident to plan the care and treatments to effectively support you and help you settle into your new home.

We recognise that you are a unique person with your own dreams and aspirations and we will never try to change who you are - to use medication or other techniques to control or restrain you. We will always work within the acceptance of your world, rather than our own reality and through reminiscence and enhanced communication skills, we will help you to gain fulfilment and enjoyment each and every day.





*Just when the caterpillar thought the world was over ...
It became a butterfly*

Monarch Healthcare Ltd

Head Office: Clifton Manor Nursing & Residential Home • Rivergreen • Clifton • Nottinghamshire • NG11 8AW
T 0115 984 4839 • F 0115 921 7796 • E info@monarchhealthcare.co.uk • www.monarchhealthcare.co.uk