



**Diagrama  
Foundation**

# **Edensor Care Centre**

**Clacton-on-Sea**



Edensor Care Centre is managed by Diagrama Healthcare, part of the UK charitable organisation, Diagrama Foundation. Diagrama Foundation supports vulnerable children and adults at risk of social exclusion.

Diagrama helps transform lives through residential, adoption, fostering and therapeutic services by taking a holistic approach and having a focus on the core values of being non-judgmental, protecting human rights, providing care and empathy and treating people with dignity.

We accept each child, young person or adult as a unique individual and work with them so they can feel safe, secure and inspired to lead fulfilling lives. We believe that in order to offer an outstanding service, the needs of the individual must lie at the heart of everything we do.

Diagrama also offers educational, medical and secure transportation services. Our parent organisation, Fundación Diagrama, is one of the largest charities in Spain and has been established for more than 25 years. Diagrama has additional operations in France, Germany, the US, Senegal and Belgium.



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# Welcome to Edensor Care Centre

**At Edensor Care Centre there is nothing more important than our residents. We aim to provide the highest possible quality of care for residents, where everyone feels valued, secure and happy.**

Edensor offers a warm and friendly environment in our comfortable home by the sea. Our fully trained, professional staff encourage all our residents to retain their own independence as much as possible within their capabilities and they are always on hand to support them if and when needed.

As a charitable organisation, our priority is to ensure residents feel safe, secure and cared for, in a place where their dignity and privacy is respected at all times.

We strive to ensure our residents can feel truly at home, leading a fulfilling life. We cater for a range of needs and our residents are encouraged to take part in tailor-made activities to suit every ability and interest.

Edensor is a CQC registered provider for persons requiring residential nursing or personal care.

Our 50-bed home is managed in sections small enough for our staff to provide a really caring, personal service. Every member of our team knows every one of our residents and provides the best care you can imagine.

We always welcome visitors so please let us know if you would like to come and look around and meet our dedicated team. To arrange a visit to Edensor or find out more about the services we can offer please email [edensor@diagrama.org](mailto:edensor@diagrama.org) or call us on 01255 423317 today.



**David McGuire**  
Chief Executive, Diagrama Foundation



# Our care

**Edensor Care Centre provides dedicated, personalised care for all of our residents, in a safe, secure and happy environment in which our residents' well being and comfort are of prime importance.**

We care for residents with a wide range of needs, from those who are fit, active and young at heart, and who may just be finding it difficult living in their own homes; those who need nursing or one-to-one care, through to those experiencing mental health problems and dementia.

Each individual care plan is developed following admission and can be adapted as and when needs change, offering peace of mind to residents and families who can rest assured knowing loved ones are in a home-from-home where they can enjoy life to the full and be able to remain there as their health needs increase.

## Edensor Cares

Edensor provides care for:

- Respite
- Residential
- Nursing
- Physically disabled
- Specialist dementia and mental health care
- Diabetes
- Stroke
- Palliative care

Our qualified nurses/carers are always on hand and are alert to changes in a resident's health, mood or behaviour. They are aware of the need to be sensitive to individual requirements and respect their dignity and independence.

Our standards of excellence are founded on the fundamental principles of good care practice. As a charity, we are committed to delivering the highest standard of nursing, social care, support and accommodation.

We operate tightly controlled and fully documented medication policies and procedures at all times.





# Individual care plan

Every resident is given an assessment before arrival, which helps to form part of an individual care plan clearly outlining their personal healthcare needs and setting out in detail how this care will be delivered.

All care plans are reviewed monthly and include important information about our residents, such as wake up times, favourite meals, hobbies etc, as well as information which our staff follow and utilise to deliver the best level of care. Care plans are also used to help professionals when they come to review residents, i.e. social workers, inspectors, doctors, NHS staff.

We are able to offer a variety of care packages; all options can be considered as we understand each individual has their own needs. We offer respite care, providing peace of mind when families or friends are away on holiday.

## Your comfort

- At Edensor Care Centre we ensure our home is safe, enjoyable and a comfortable place in which to live where the emphasis is placed on personal choice regarding each resident's likes, and dislikes, the colours they prefer, their food preference and needs, their immediate environment and chosen activities.
- We make every effort possible to meet the individual needs of all our service users and their families to ensure they are safe, happy and secure.

## Your health

- Organised GP visits to the home
- Fully trained member of staff in attendance at all times
- Prescriptions delivered to the home
- Nurse call system for immediate care and attention
- Monthly care plan reviews for all service users

# Nursing care at Edensor

Edensor has an established reputation for providing excellent 24-hour nursing care. Our professional and dedicated staff care for those with physical disabilities, those who are terminally ill, have high dependency needs, have become infirm and also those who suffer from dementia and mental health problems.

Nursing care is delivered using a method known as key nursing: each resident is allocated a nurse who will soon become a familiar face and will answer any queries or anxieties that residents or their relatives may have.

At least one fully trained registered nurse is on duty at all times and other care staff are qualified in all aspects of care.

## Nurse Call System

Our residents can call for assistance from a staff member at any time of the day or night, through a call system fitted throughout the building including in their bedroom, ensuring they receive attention at the press of a button. Residents are supported by friendly, experienced and professional staff that are highly trained in all aspects of care.



# Dementia care

**Our staff are dedicated to improving the care and environment of Alzheimer's and Dementia sufferers by offering a safe and dignified home.**

At Edensor we focus our approach to dementia on the individual person rather than the diagnosis of dementia. We work closely with families and friends of our residents to gain an insight into their life stories through recollections and family photographs. This enables care plans to be truly person-centred and connected to family members.

We have very close links with Essex Dementia Services who run a specialist 24-hour service which provides help and support to people with dementia. We ensure our approach always reflects best practice and learning in dementia care. We are committed to providing on-going training in all areas of dementia care to all members of the care home team to ensure everyone is knowledgeable and confident in their approach and care delivery.

Our themed artwork, displays and noticeboards provide points of interest for conversation, interaction and offer varied opportunities to reminisce and recall happy memories around the home, stimulating conversation with relatives, other residents and staff.

Residents have the choice to arrange for their own furniture and accessories to be placed in their rooms, if they wish. Co-ordinating soft furnishing and bedding provides the correct level of contrast to maximise visual perception.

Co-ordinated wall colour and furnishings create a relaxed and warm mood and environment.

We have several lounges, which vary in size, provide a homely feel and have a range of seating styles to promote individuality and choice.

We offer a range of activities for residents with memory loss to recall the past, reminisce and evoke memories and conversation.

Our aim is to provide a sense of personal worth to the individual and demonstrate that they have something to offer, that they can feel in control and are still able to make their own decisions.

*"It's such a shame you never knew the real Arthur (before dementia). I was always impressed with the kindness, care and dedication in what is not an easy occupation. Thank you from the bottom of my heart."*

**Pat**







## Our team

**Edensor has a rigorous recruitment process, ensuring only the very best staff join our team - staff who have a firm commitment to exceptional care, excellent communication skills and a genuine ability to extend friendship and kindness towards our residents.**

We understand how important it is for our residents to feel comfortable and to have absolute trust in the people that provide their personal and medical care and it is our policy to only ever employ our own staff so that our residents become familiar with them.

Since Edensor has been under the management of Diagrama we are proud to say we have never needed to use agency staff\* and will only do so as an absolute last resort.

Our staff are professionals from a huge variety of backgrounds but they come together to provide a level of care designed to improve quality of life for our residents and to ensure our facilities truly feel like home.

Our staff are either trained Registered General Nurses (RGNs), Registered Mental Nurses (RMNs) or care staff trained in various levels of care to ensure they are able to meet residents' needs and regulatory compliance.

Diagrama Foundation has a robust training programme which is continually updated. We work hard to ensure staff are well motivated and understand that every member of our team needs to be happy in their roles if Edensor is to be a pleasant and rewarding place to live.

We have a very good collaborative working relationship with local Social Services, Care Commissioning Group and regulatory bodies to ensure compliance in all areas of care.

\*Correct as of June 2017

- Well presented and uniformed fully vetted employed staff (not agency)
- Open door policy for residents - our staff are always available to talk
- Significant investment in staff training and retention
- Striving for excellence - Prosper Care award winner 2016



# Our kitchen, your individual taste

We are committed to providing the best quality of life possible at Edensor and place great importance on serving fresh, healthy and appetising food for our residents. Meal times are an important part of daily life within our homes, social occasions to be enjoyed by everyone and we ensure your dietary and nutritional requirements are met from the moment you move in, whether it's vegetarian, gluten-free, diabetic, halal etc.

We offer a wide choice of high quality meals, catering for residents' individual tastes and needs and there is a four-week rolling menu that ensures variety. Themed menus, to reflect holidays and special occasions throughout the year are enjoyed by all.

Our chefs are passionate about preparing and delivering healthy nutritional food using seasonal ingredients from local suppliers wherever possible. All our meals are freshly prepared daily. Fruit and snacks are offered throughout the day and our staff always go that little bit further to bake tasty treats for residents to enjoy with afternoon tea and coffee.

A choice of breakfast is served in the dining room each morning. For those residents that prefer we can offer breakfast in their room at any chosen time. Our lunch menu comprises a two-course meal offering a choice of main course and delicious desserts. At teatime home-baked treats are served

late afternoon in the dining room or in residents' own rooms if they prefer. Tea and coffee is served throughout the day and throughout the night for those residents who may be light sleepers.

## Fresh food, prepared daily.

We require each member of our catering team to meet food hygiene regulations and our staff are encouraged to further develop their skills by obtaining professional catering qualifications, if not already held.







“To all the staff, we would like to thank you for all the love and care that you have given to Alan over the past years.”

*Mary and Ray*

## Our home

Edensor Care Centre accommodates 50 residents within an impressive three-storey Edwardian building in the popular seaside location of Clacton-on-Sea in Essex. Situated close to many shops and local amenities, the detached building has been extended and designed with a thoroughly modern approach. There are several private lounges of varying sizes for residents to enjoy, as well as dining areas and outdoor spaces.

All rooms are single occupancy with an up-to-date nurse call system and television as standard. Rooms are situated on three floors with lift access to all floors. The bedrooms are warmly decorated to maintain a homely atmosphere.

We take every care to help residents stamp their personality on their own space within the home.

Residents are welcome to bring their own furniture and are encouraged to bring personal belongings to help them to feel more comfortable and at home.

We have taken every care during the construction of the home to ensure we have created communal spaces that are large, light and most of all welcoming.

We have an off-road parking area, great pedestrian access and gardens to the front of the home, as well as a first floor balcony that gives residents access to the outdoors, so they can relax in the warm sunshine, enjoy the fresh seaside air and chat with family and friends.

Getting around the home is important to our residents, we want everyone to use and enjoy the whole range of facilities available at the home and our attentive and compassionate staff team will support and assist you to get about.

- 50 rooms, many with en-suites
- Comfortable television lounges
- Secure patio garden
- Two minutes' walk from the town centre
- Close to shops, cafes, bingo hall, pubs and banks

- Seafront and pier 50 yards away
- Close to bus and train links
- Pet friendly
- Secure balcony
- TVs in communal rooms
- Television points in every bedroom



# Keeping you together

Diagrama understands the importance of keeping partners together when one or both of you reach a point in your lives when professional care may be required. At Edensor we do everything we can to ensure couples stay close to one another while still receiving the very best of care to support you.

Everyone's circumstances will be different. We realise how difficult it can be for the partner who remains in their own home as they may feel a double blow - upset because they can no longer provide the care their partner needs and anxiety about being apart once their partner goes into a new setting.

At Edensor we are used to supporting the partner who remains at home when their spouse becomes a resident.

Partners are welcome to spend as much time as they wish with their spouse throughout the day and can join them for lunch every day too.\* Relatives are also invited to take part in special activities and celebration events that take place within the centre.

## Accommodation for couples

Edensor is dual registered for both residential and nursing care so we are well-equipped to accommodate couples' varying care needs, should they both wish to become residents at our home.

While there may sometimes be complex issues to consider in each case, such as the psychological needs of each individual, we will always do everything we can to accommodate personal requests.

Get in touch with our team today to find out how we can help keep you together.

\*A small fee may apply.

"Not only do you show love and respect for my husband, but for myself and our family also. There is always a smiling greeting when we visit. We feel secure in the knowledge that his requirements are met at this difficult time."

***Brenda and family***



# Staying active

**At Edensor Care Centre we have dedicated social activity co-ordinators who provide a varied and stimulating activity programme.**

We place important emphasis on activities which help to stimulate the mind and create conversation and encourage all of our residents to take part.

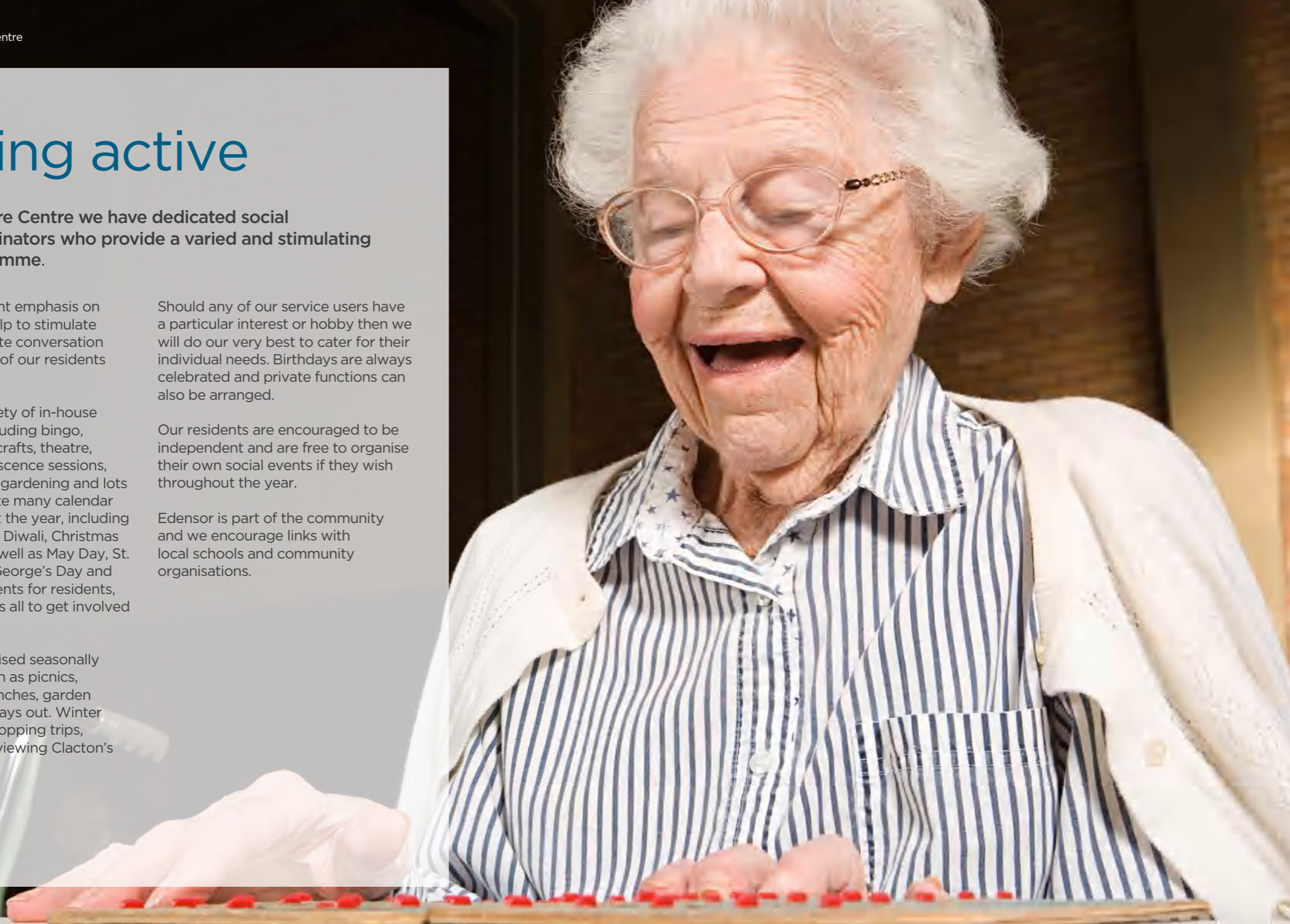
We provide a variety of in-house entertainment including bingo, quizzes, cooking, crafts, theatre, singalongs, reminiscence sessions, painting, drawing, gardening and lots more. We celebrate many calendar events throughout the year, including Easter, Halloween, Diwali, Christmas and New Year, as well as May Day, St. Patrick's Day, St. George's Day and a host of other events for residents, families and friends all to get involved in and enjoy.

Outings are organised seasonally with residents such as picnics, barbecues, pub lunches, garden centre visits and days out. Winter outings include shopping trips, carol singing and viewing Clacton's festive lights.

Should any of our service users have a particular interest or hobby then we will do our very best to cater for their individual needs. Birthdays are always celebrated and private functions can also be arranged.

Our residents are encouraged to be independent and are free to organise their own social events if they wish throughout the year.

Edensor is part of the community and we encourage links with local schools and community organisations.



## Hairdressing

A hairdresser visits the home weekly and you are guaranteed an appointment to suit you.

## Newspapers

A wide selection of newspapers and journals are delivered to the home daily. Arrangements can also be made to have your own newspaper or journal delivered, too.


## Mail

Incoming letters and parcels are delivered daily. Residents who are unable to post their own mail can discuss alternative arrangements with the manager - we are always happy to assist.

## Smoking

Smoking is not permitted in any areas of the home and we operate a no smoking policy within the home.





“For every second you made Jean’s time with you bearable, for all your loving care, the trips with her and the amazing help and comfort, we thank each and every one of you.”

*Vic and family*

## We welcome your views

**Whenever a new resident arrives at Edensor we always do our best to make the whole family feel welcome and involved in settling them in and in their ongoing care. Visiting times are not restricted and the door is always open to family and friends.**

Diagrama Foundation practices an ‘open door’ policy at all times, whereby all service users and their families can express their opinions, feelings, suggestions and individual needs at any time.

Feedback is regularly sought from residents at meetings held in the home to discuss any matters of concern, to seek input on activities planned for the home and for residents to discuss any changes they would like to see in the home. The opinions of residents who are unable to attend are always taken into account.

Relatives’ meetings are also held to discuss matters arising and inform them of events which may affect the home or our residents.

Social events are organised to which relatives are invited. This provides the opportunity to meet and communicate in a social setting.

We value your input into the home’s social activities and are happy to discuss this with you and your relatives.



# Your right to complain

**Diagrama Foundation's philosophy and working practice is based on equal opportunity and anti-discriminatory practice. All residents have the right to be treated fairly and with respect and have the right to complain if they feel this is not happening.**

If a resident does make a complaint, this will always be treated seriously. They have the right to complain about any aspect of the service they receive and staff will offer advice and help to do this, if required.

Residents do not have to discuss complaints with staff, but can instead contact someone, by phone or by letter, to act on their behalf.

A comprehensive policy guides staff and managers to ensure that all levels of complaints are taken seriously, fully investigated, handled quickly and sympathetically and, where necessary, improvements are made.

We provide a private and confidential phone line to support our staff and also encourage a fully-documented 'whistle-blowing' policy.

Information explaining how to make a complaint is readily available in the home and is presented in a format which is accessible for the residents, in the service user's guide. Should someone other than the resident wish to make a complaint then a copy of Edensor's complaints policy can be made available upon request.

Other support agency information is also made available within the home. In all cases residents have the right to speak directly to their relatives or social worker or to an independent adult of their choice.

Residents, their family, staff and placing authorities each have the right to make a complaint to the Local Government Ombudsman (0300 061 0614).

In addition, any concerns about the home, can be reported to the Care Quality Commission (CQC) on 0300 061 6161. We would, however, encourage any complaints or concerns to be addressed with Diagrama in the first instance.







# Admission

**New prospective residents are welcome to visit the home, with or without an appointment, for viewing.**

Once you have chosen Edensor, all prospective residents will have a full assessment of their supporting care or nursing needs prior to arrival. This ensures their care needs and expectations can be fully met.

Once a placement has been approved our team is here to help and support any new residents with the transition of moving home.

From the moment you arrive at Edensor our staff will do everything possible to ensure that your stay is welcoming and comfortable. We will endeavour to make your arrival relaxed and informal. Your family and friends are most welcome.

A nurse will be allocated to look after your every need and, following a consultation with you and your relatives, will be responsible for your nursing care and treatment during your stay. A named keyworker will also be allocated to you.

“We couldn’t have asked for more devoted care and the personal touches I often saw demonstrated when visiting.”

**Valerie**



# Fees

**Care home fees in England can vary substantially from provider to provider and securing care home funding can sometimes be a daunting task - we all want the best we can afford - whether for ourselves or a loved one.**

Fees at Edensor are structured according to the needs of each individual so they will vary from resident to resident.

The Government sets national limits that determine eligibility for funding assistance. These can be subject to change, so it's always advisable to check the current figures when choosing a care home.

For those who will require care home funding support, the first step is to speak to your GP and local authority about care home fees. An assessment of care needs will then be carried out before suitable homes are identified. Requesting assistance from the local authority does not prohibit residents from choosing a care home other than those suggested by them; however you may be expected to contribute to any extra costs, known as 'top-up fees'.

For more information on funding assistance, including details of the current capital limits, visit [www.gov.uk](http://www.gov.uk), the Government's public services information website, or speak to your GP or local authority.





## Why choose Edensor?

- Highly qualified and experienced staff
- 24-hour nursing care
- Nurse call system in every room
- Regular hairdresser, chiropodist, dentist and optician visits to the home
- Full time activities co-ordinator
- Secure key pad entry systems providing safety to all residents and staff
- Supportive environment for family and friends
- Shopping for residents when needed
- Regular service user meetings
- Help with transport
- Pet friendly
- Visiting times are not restricted and the door is always open to family and friends





Edensor Care Centre  
3-9 Orwell Road  
Clacton-on-Sea  
Essex CO15 1PR

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To arrange a visit to Edensor Care Centre or  
find out more about the services we can offer:

Call **01255 423317**

Visit **[diagramafoundation.org.uk](http://diagramafoundation.org.uk)**

Email **[edensor@diagrama.org](mailto:edensor@diagrama.org)**

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Find us on  [@diagramauk](https://twitter.com/diagramauk)  [diagramafoundation](https://www.facebook.com/diagramafoundation)

Edensor Care Centre is registered with the CQC (reg. number 1-3158128154) and managed by Diagrama Healthcare Services (CQC registration number 1-1745204910), part of the Diagrama Foundation. Diagrama Foundation is a registered charity, number: 1128532. Charity limited by guarantee, number: 6396577.