



## LINDEN COURT



DIGNITY IN EVERYTHING WE DO...

# LINDEN COURT



## WELCOME TO LINDEN COURT

**Linden Court is a purpose-built two-storey care home, situated in Church Walk, Watton of Thetford.**

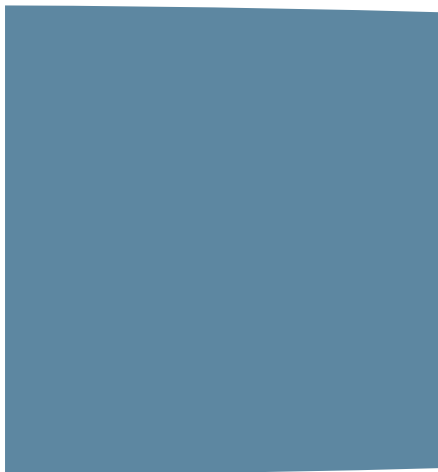
The home provides residential care for up to 36 people who are over 65 years of age.

We have two bedrooms that we use for respite or short-term care.

You will have your own fully furnished room although you are welcome to replace items with furniture of your own, and to bring pictures and ornaments to make you feel at home.

We do not have rooms with en-suite facilities but all bedrooms have their own hand basins and there are ample toilets located throughout the home.





Each room has an emergency call bell system, fire alarm system and TV socket and, if you wish, you can arrange to have a telephone installed in your room.

Other facilities include three large lounges and a small kitchen/lounge are on each floor which have tea and coffee facilities for everyone's use.

The home has a payphone available for residents to use.

We aim to provide a friendly environment in which to live, and to be on hand to help and advise on your individual needs. The Manager, or one of the Care Co-ordinators, will always be available to answer your questions and address any concerns you may have.

### **Your health and personal care – our prime concern**

When you become a resident at Linden Court you are allocated a Key Worker who, under the supervision of one of the Care Co-ordinators, is responsible for agreeing your personal care plan.

The care plan, which is regularly reviewed with you, covers details of how you would like to be cared for, your choices and interests. If you would like family members and friends involved in putting together this care plan, we will be pleased to include them.

The plan will also include an assessment of any risks and how these need to be managed, details of your health care needs, medication, doctor and any other community therapy services provided.

Linden Court is a care home and the staff are not able to provide medical or nursing care. Any nursing needs that you have will be met by visiting



community nursing staff.

If your current medical practice covers this area it may be possible to stay with your GP; If they do not cover this area, there is a surgery within Watton with GPs able to make visits to the home.

We have an optician and a dentist that visit the home and staff are always happy to assist in making appointments. We always welcome the support of family and friends to help people attend appointments.

A hairdresser visits the home regularly, for which residents pay directly.

At Linden Court you are treated with dignity and respect for your privacy. We have registered 'dignity champions' who actively promote and monitor dignity.

## **Lifestyle**

How you spend your day is entirely up to you and we encourage you to make as many choices as possible

about your interests and activities.

We organise a number of activities including musical entertainments.

Everyone is supported to practise his or her own religious faith and help will be given to residents to enable them to attend the place of worship of their choice.

## **Meals**

Meals are freshly prepared on site by our catering staff.

All meals are provided at Linden Court with a choice of menu available at all times. Special diets are catered for and, wherever possible, we try to respond to individual requests.



Morning and afternoon refreshments are served between meal times and drinks are always available on request. You can take your meals in the dining room, sitting room or in your own room.

A varied seasonal menu is offered each day and residents are consulted about their preferences when menus are reviewed.

We also operate a canteen kitchen that always has fresh fruit and snacks laid out, available for you or your guests to help yourselves. We also serve homemade cakes every day.

### Visiting

We encourage family and friends to continue to play a key role in



your life and your care. Visitors are most welcome to visit you at any time and you may invite them to share a meal with you. A small charge is made for this.

Visitors may bring in well-behaved pets to visit.

Linden Court is a non-smoking home and smoking is only permitted in designated areas.

### Having your say on the quality of the service we provide.

Regular resident's meetings are held at which



resident's are encouraged to discuss issues that they are concerned about, and to put forward ideas about how we can improve the service.

Residents are invited to voice their thoughts and opinions at any time by speaking to the Manager, their Key Worker or the Care Co-ordinator on duty. And we always welcome discussions with relatives concerning any issues that may be brought up during their visit.

We also take a range of audits to get feedback from you and your relatives on the care that is delivered, and we always act promptly in response to complaints.

### **Our service aims**

- To provide individualised care, helping you to participate fully in the planning and delivery of your care.
- To ensure that we have your dignity at the heart of everything we do.
- To keep you safe.
- To enable you to exercise choice over your life and to remain as independent as possible.
- To continually assess the quality of the service we provide to you.
- To embrace new ideas and research that will to improve your quality of life.
- To ensure our staff are fully trained to provide you with the very best care and support.

### **Our staffing**

We are committed to maintaining a high quality, well-trained staff team. Our rigorous recruitment and selection procedures, and our comprehensive induction and staff training packages, ensure that



our personnel are best able to help deliver your quality of life at Linden Court.

### **Charges**

The amount you will pay for your care will depend on an assessment of your financial circumstances.

The charges made for care cover all personal care and accommodation costs, food, drinks, heating, lighting and laundry (except dry cleaning).

Personal items, such as clothing, toiletries, hairdressing, private chiropody and newspapers, are not included in the charges.

### **More information**

You are welcome to visit us and meet other residents already living here – just call and fix a date and time. Telephone: **01953 881753**.

You can access our latest inspection report from the Care Quality Commission: **[www.cqc.org.uk](http://www.cqc.org.uk)**

Linden Court is owned by Norse Care Ltd. Nautilus House, 10 Central Avenue, St Andrews Business Park, Norwich, Norfolk, NR7 0HR.



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