



Pendine Park  
Inspiring Care

DIGNITY | INDEPENDENCE | CHOICE | FULFILMENT



## A Positive Choice

We understand how important choosing the right care and support is and that everyone is an individual. People have different needs that can change over time. That's why we have such a wide range of care services. We provide the right care, at the right time, in the right place. Our range of services and activities and our person-centred care planning ensures everyone can have the service that is just right for them – the care they want and deserve.

Our philosophy is to help people live their lives the way they want. There is always a warm welcome from our qualified, friendly and experienced staff who are passionate about providing the very best care based on dignity and respect.

We have been inspiring care since 1985 and offer a wide range of innovative care services, therapies and training.

- Residential care (small family-feel units)
- 24-hour nursing care
- Reablement and rehabilitation
- Care at home
- Support to live independently
- Day care
- Respite care
- Convalescence
- Emergency admissions
- Dementia and mental health care
- Brain injury care
- Teaching Care Centre
- Free training for family carers
- Therapies including physiotherapy, art, music, colour, pet and laughter
- Family support groups
- Wide range of on-site activities and outings
- Pendine Park Extra Care Plus accommodation

Our Guiding Principles

Dignity

Independence

Choice

Fulfilment



## The Pendine Park Story

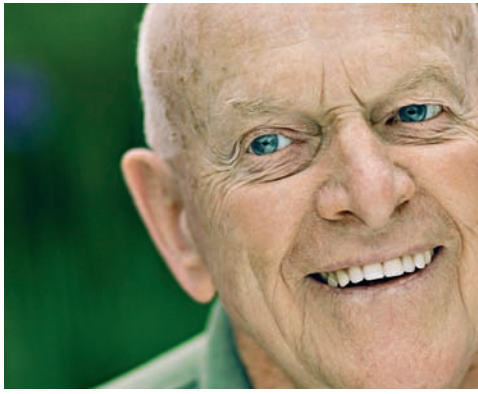
Owners Mario Kreft MBE, and his wife Gill, were inspired to create Pendine Park by their own personal experience. When their elderly grandparents, Nan and Fred, needed 24-hour care they wanted somewhere friendly, clean and comfortable – somewhere that promoted independence and treated people as individuals. When they couldn't find anywhere that met their needs, they set up their own 'family care home'.

That was in 1985 and the passion to “treat people as you would wish to be treated” has been the driving force ever since, to develop a range of innovative specialist care services, in small family-feel units offering residential, day care, respite, convalescence, rehabilitation and reablement.

And to ensure choice and continuity of care we set up Pendine Park Independent Living to support younger and older people in their own homes. Our passion for high standards, and ensuring we have the best staff, led us to set up our on-site Teaching Care Centre. Here we train our own staff, personnel from other organisations, and offer free training to family carers to help families maintain independence.

We have developed our range of specialist services and have retained the friendly professionalism and dedication that is at the heart of our organisation. For us, it has always been about the right care for individuals, delivered by friendly, highly trained teams, when and where people need it, which is why we are also developing Extra Care Schemes in North East and North West Wales.





Picture courtesy of Careimages.com









## Fulfilled Lives

Pendine Park quality standards are high and we place equal importance on quality of life, which is why our services are a positive choice for so many reasons. Our Well-Being and Activities Co-ordinators work closely with the care team and we develop individual care plans so people can live fulfilled lives as they choose to. From being involved in every day activities around the home and gardens to therapies to specific activities and outings – there is something for everyone.

We have courtesy vehicles that take people into town, local attractions, the theatre, the football, art galleries, local beauty spots and garden centres for example. And to aid well-being and rehabilitation we have our own physiotherapy clinic and many therapies. Our resident artist runs art and photography sessions, which are extremely popular and several residents have put on exhibitions. Music therapy is also very successful as are colour, pet and laughter therapies.

Meal times are important and we offer a wide choice of high quality homemade dishes, made with locally sourced ingredients where possible. People's environment is important to well-being so our furnishing and design team create comfortable rooms that cater to individual needs. They use great fabrics, furniture and fittings to design individual rooms and a homely feel and encourage people to bring in items from home to personalise their room. The outside is just as attractive. Everyone can enjoy the beautifully landscaped gardens – whether relaxing in them or taking a casual stroll, working at the allotments or looking out at them from the lounges, apartments, suites and bedrooms.









# Higher Standards – we never stop improving

We develop best practice and lead the way in many areas. We have many awards and are also very proud of the number of important individual awards our staff have won.

**1992** First nursing home in UK to achieve ISO9002 2008 (formerly BS5750)

**2000** Investors in People

**2000** Established Pendine Park Teaching Care Centre

## National Training & Educational Awards

- Finalist – National Training Award 2006
- Winner – National Training Award 2007
- Medal of Excellence – City & Guild NVQ4 Management 2007

## Social Care Accolades

- Finalist 2005
- Winner – Learning about Caring, Caring about Learning 2009
- Winner – Investing in the workforce 2009

## Wales Care Awards

- Winner – Nurse of the Year 2005 (Chris Jones)
- Winner – Promoting Fulfilled Lives 2007 (Sarah Edwards)
- Bronze Award – Nurse of the Year 2008 (Zilla Shaw)
- Bronze Award – Newcomer of the Year 2009 (Ceri Smith)
- Silver Award – Commitment to Training and Workforce Development 2009 (Tracey Evans)
- Silver Award – Leadership and Management 2010 (Cindy Clutton)
- Silver Award – Excellence in Housekeeping & Hospitality 2010 (Carla Barchetti)

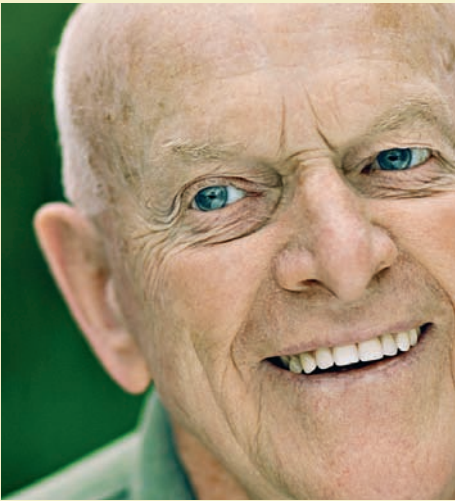
## Art & Design Awards

- Winner – Arts, Business and Sustainability 2008
- Business of the Year – Joint runner up 2008, Finalist 2010
- Special Award for music project with Halle Orchestra for music at Pendine Park 2009
- Healthcare Design Award 2009 (Penybryn)
- UK over 50s Housing Awards – Best New UK Dementia Development 2010
- Excellence in Partnership 2010 (Halle Concert Society and Pendine Park)
- Achievement Wales 2010 – Business Person of the Year (Mario Kreft)

**2001** Mario Kreft awarded UK Care Association Volunteer of the Year

**2010** Achievement Wales – Business Person of the Year (Mario Kreft)

**2010** Mario Kreft received MBE for services to Social Care in Wales



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Picture courtesy of Careimages.com



Good transport links mean our specialist services are accessible to people all over the UK.

