



“A warm and friendly home”



Gardenia House

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Heritage Care was formed in 1993 and since then has built a high reputation for best practice, innovation and responsiveness.

Services are provided in a range of settings, but as a social care provider we specialise in residential and supported living or ‘extra care’ schemes, providing 24-hour care and support.

Heritage Care is a ‘not for profit’ organisation that supports people from diverse backgrounds. Primarily, we help those who have only limited opportunity to participate meaningfully in their communities, despite having a range of abilities, skills and potential. This may be because of the ageing process, mental ill health or a learning disability. Heritage Care is an Industrial and Provident Society (Registration number 27739R).

We are governed by a Board of Trustees with members from a wide range of professional backgrounds and act in a voluntary capacity.



INVESTOR IN PEOPLE

**Heritage Care
HEAD OFFICE**

Connaught House, 112-120 High Road
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www.heritagecare.co.uk.



Gardenia House

DARTFORD KENT



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Opened in 1993, Gardenia House is a purpose built home providing accommodation for 25 residents in comfortable surroundings. It is centrally situated and enjoys the services of several local GP surgeries with opticians and a chiropodist visiting on a regular basis. Rooms are spacious and all are fully furnished though tenants may wish to bring small items of furniture and other personal belongings. All rooms have en-suite facilities.

We provide all our residents with:

CARE

- High standard of personal care
- Dedicated and friendly team of carers needs and preferences.

SECURITY AND SAFETY

- Two call points in each room for prompt assistance from staff when required

ACCOMMODATION

- Each room has a television point, and provision for the installation of private telephones.
- Wide corridors with handrails allowing access to all parts of the home for those in wheelchairs or of limited mobility.
- Large dining room, spacious lounge and a secluded level garden.
- Residents can choose to eat in the dining room, or in their own room.
- Lift access to all floors

ACTIVITIES

- In-house hairdressing facility
- Varied activities programme - including visiting entertainers
- Regular visits to the theatre, countryside and shops - using own minibus
- Strong links with local churches and disability clubs

All our residents are invited to participate in the day-to-day management of the home through individual consultation and regular resident meetings. Relatives and friends are actively encouraged to comment and take part in some resident meetings.

Philosophy of Care

We provide a high standard of individual care that makes Gardenia House feel like a “home from home”, with residents encouraged to maintain their independence.

Our staff provide care in a professional manner to maintain dignity and respect for the privacy and choice of each resident.

Your Own Space

You have your own bedroom and en-suite shower. We hope you will personalise this by bringing in some of your favourite pictures, photographs and ornaments. You and your family may wish to decorate the room to your choice of décor.

Your Own Personal Carer

One of the first people you will meet is your Keyworker. This is a member of staff especially assigned to pay particular attention to your needs and to put your mind at rest over any concerns that you may have.

Your Own Care Plan

Your Keyworker will work with you to set up your personal Care Plan. This will detail your specific needs as well as any likes and dislikes that you may have.

Your Own Personal Care

No doubt, you will want to continue to care for yourself and may have a shower or bath whenever you wish. If you require help please speak to your Keyworker and our staff will carry out any personal care with dignity and respect and honour your privacy.

Meals and Snacks

- Breakfast is usually available from 8.00am onwards and Lunch is served at 1.00pm.
- Tea and biscuits are served around 3.00pm and Supper is at 6.00pm.
- In between meals, coffee, tea and biscuits, and cold drinks are readily available.
- The Catering staff are used to providing for a number of dietary requirements.

Bedtime and the Night

There is no set time to go to bed - just let the staff know when you are ready to retire. They will be happy to assist you. You will be offered a hot drink and biscuits of your choice. Staff will be happy to make you a sandwich if you prefer. There will always be four staff on duty throughout the night to check on you regularly and help you if you need it. There is a call bell in your room.

Cleaning your Room

There is a housekeeping team, who work together to keep the Home clean and you can expect your bedroom to be given a thorough clean each week. Bed linen is changed weekly or as necessary.

Medical Support

Either your own G.P. our local G.P. practise will be happy to care for your medical needs. The Doctor holds a clinic at the Home each week and will visit whenever requested to do so.

District nurses also visit at least twice a week and will come more often if necessary.

Activities and Entertainment

Our activities organiser is in the home most days and encourages residents to join in the quizzes, games, art and craft work plus we have frequent in-house entertainment and musical sing-a-longs. The staff also organise outings, and visits to the garden centre or pub lunch.

Family and Friends

There are no constraints on visits to the Home, or on trips and visits to family and friends outside the Home. We encourage you to see your family and friends whenever you wish.

Hairdressing and Shopping

The hairdresser visits twice a week and will be happy to do anything from a ‘wash and dry’ to a ‘perm’. If you prefer we can arrange for a visit to a local hairdresser or a brief trip to the shops, staff will go with you if you wish them to.

Television and Telephone

There are TV aerial points and telephone points in every bedroom so you may choose to provide your own personal television and telephone if you wish. Each lounge has a large television for the benefit of all residents.



What do I do next

If you wish to discuss anything in more detail, please contact the Care Home Manager on 01322 290837 who would be delighted to give you further information or arrange a visit.

You may also wish to view our Inspection report which is available within the home or can be found on www.csci.org.uk Places may also be arranged by Social Services.

Where to find Social Services Offices

All staff are based in area offices and work with people who live locally. Some staff work in specialist teams to meet the needs of individuals with very specific requirements.

Kent Social Services

Contact Centre
Invicta House
08458 247100
Maidstone
Kent
ME14 1XX
Telephone: 08458 247100

Dartford Social Services

St Lawrence House
West Hill
Dartford
Kent
DA1 2HG
Telephone: 01322 277744

