



	The Willows		
	197 Darkes Lane, Potte	ers Bar, Hertfordshir	re, EN6 1AA
	Website:		
			EAC ID: 12086
Owner:	Follett Care Ltd		
Person in charge:	Mrs Elizabeth Hayward		
Job title:	Manager		
Telephone:	01707 659205		
e-mail:			
YOUR DESCRIPTION	ON		
ACCOMMODATION	•		
Private rooms			
Single 8	Residents may bring	Rooms have	Details of any associated housing
Double 2	Residents may bring  ✓ Own furniture	✓ Phone point	Details of any associated housing
Tatal arguita	Residents may bring  Own furniture  Own decoration		Details of any associated housing
Total ensuite 0	Residents may bring  Own furniture  Own decoration  Building type	✓ Phone point	Details of any associated housing
Total reg. beds 12	Residents may bring  Own furniture  Own decoration  Building type	<ul><li>✓ Phone point</li><li>✓ TV point</li></ul>	Details of any associated housing
<u> </u>	Residents may bring  Own furniture  Own decoration  Building type	<ul><li>✓ Phone point</li><li>✓ TV point</li><li>Lifts</li></ul>	Details of any associated housing
Total reg. beds 12  Communal rooms  Number of lounges	Residents may bring  Own furniture  Own decoration  Building type  Purpose built	<ul><li>✓ Phone point</li><li>✓ TV point</li><li>Lifts</li><li>☐ Full lift</li></ul>	Details of any associated housing  WEEKLY COST
Total reg. beds 12	Residents may bring  Own furniture  Own decoration  Building type  Purpose built  Conversion  Storeys	<ul><li>✓ Phone point</li><li>✓ TV point</li><li>Lifts</li><li>☐ Full lift</li><li>☐ Stair lift</li><li>☐ No lift</li></ul>	
Total reg. beds 12  Communal rooms  Number of lounges or seating areas	Residents may bring  Own furniture Own decoration  Building type Purpose built Conversion Storeys  Wheelchair access	<ul> <li>✓ Phone point</li> <li>✓ TV point</li> <li>Lifts</li> <li>Full lift</li> <li>Stair lift</li> <li>No lift</li> <li>Outdoors</li> </ul>	WEEKLY COST
Total reg. beds 12  Communal rooms  Number of lounges	Residents may bring  Own furniture  Own decoration  Building type  Purpose built  Conversion  Storeys	<ul><li>✓ Phone point</li><li>✓ TV point</li><li>Lifts</li><li>☐ Full lift</li><li>☐ Stair lift</li><li>☐ No lift</li></ul>	WEEKLY COST Personal care Nursing care

LIFESTYLE		REGISTRATION and SPECIALISMS
Pets	Meals	✓ Care only Beds: 12
✓ Pets accepted	☐ Meal times are flexible	☐ Nursing Beds: 0
☐ Home has a pet	☐ Meals can be taken in own room	Year registered: 1985
Decision making	$\Box$ There is a choice of menu	Year built:
Residents' committee	☐ Residents assist in planning meals	. 52. 53
Relatives' committee	☐ Meals are prepared in the home	Registration categories
Constina	$\square$ Snacks are available at any time	Older people generally
Smoking	☐ Vegetarians are catered for	
☐ Smokers not accepted	☐ Special diets are accommodated	
Daily routines are	Family and friends	
Fully flexible Flexible to a degree	Overnight facilities available	
✓ Not known	☐ Can usually accommodate visitors	
		Care specialisms
<b>CULTURE and RELIGION</b>		
	suited to particular groups of people,	
please describe:		
		Care for people who need:
		☐ Minimal help
Specific requirements add	ressed?	<ul><li>☐ Moderate help</li><li>☐ A high level of help</li></ul>
Languages spoken:		Can usually accept people with:
	,	☐ Visual impairment
		☐ Deafness
ACTIVITIES		<ul><li>☐ Urinary incontinence</li><li>☐ Faecal incontinence</li></ul>
☐ Entertainment in the hom	e	<ul> <li>☐ Faecal incontinence</li> <li>☐ Moderate memory problems</li> </ul>
☐ Outings		Severe memory problems
	nme	☐ Disruptive behaviour
☐ Facilities for hobbies		☐ Challenging behaviour
☐ Involvement in gardening		and/or people who:
Own minibus		Ualk with a frame
How often are activities orga	anisad?	☐ Use a wheelchair
110w often are activities sign	anseu:	☐ Are bedfast
		☐ Wander indoors
		☐ Wander outside
LOCATION		Duration of care:
Location type: Not known		✓ Short / respite  □ Day care
		✓ Longer stay ☐ Home care
Distances yards mile	es Distances yards miles	☐ Trial visits can be arranged
Local shop:	Bus:	☐ Dedicated beds for respite care
GP:	Town centre	Dedicated beds for convalescence