



avante[®]

care & support

'Everyone Matters'

Our 2016 Brochure

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Regulated by the Care Quality Commission (CQC)



Members of:



Approved Provider for:





Who we are

Avante Care & Support is a Registered Charity supporting over 1000 older people through its registered nursing and dementia care homes and home care services.

“Avante Care & Support is a specialist dementia care provider, seeking to understand and enable the journey through care in older age, by offering services that respect the choices and aspirations of the individual.”

Avante Care & Support is proud to be a well established not for profit organisation, with an experienced and committed workforce, looking

to make a difference through the care and support offered to individuals and to families in need of advice, guidance and support.

Avante Care & Support offers over 800 specialist dementia and nursing placements within its care home portfolio, as well as day care and short term respite breaks.

Avante Care & Support provides over 4500 weekly hours of care to individuals living at home, to enable them to continue to live full, independent and active lives.

OUR VALUES

sparkle

SUPPORTING
PERSONAL
ATTENTIVE
RELATIONSHIP CENTRED
KIND
LISTENING
ENABLING

OUR MISSION

To understand and enable the journey through care in older age by providing personalised home care & support and residential services.



Our Mission

'To understand and enable the journey through care in older age by providing personalised home care and support and residential services'.

Feedback

The Quality Assurance Framework (QAF) is Avante Care & Support's internal process for measuring the satisfaction levels of customers and stakeholders.

“I am more than satisfied with the way my Aunt has been cared for by your excellent staff. Thank you.”

We invited residents, families, friends and professionals to tell us what they thought about the residential care and support services we provide, with an easy to read questionnaire.

These are just a few examples of what our families and residents think of the services we provide:

“Excellent, caring, knowledgeable and experienced staff.”

93% agree

In general, staff and volunteers act in a person-centred way, treating people as individuals with respect and dignity.

90% agree

Staff are always respectful to residents.





What we do

We are proud to be a well-established not for profit organisation, with an experienced and committed workforce, looking to make a difference through the care and support offered to individuals and to families in need of advice, guidance and support.

Home Care & Support

Our Home Care & Support service delivers care at home within Greenwich, Bexley and Kent, providing home care and support, health care support and live in care.

All aspects of homecare and support are provided including personal care, washing, dressing, meal preparation, home bathing assistance, laundry and ironing, house work, shopping, assistance getting in and out of bed, medication assistance, pet care, respite, help with rehabilitation, live in care, and end of life care.

Learning Disabilities

The New Outlooks service offers high quality support to adults with learning difficulties, physical disabilities, sensory impairment and mental health related issues. The service supports individuals across Kent and South East London to live as independently as possible.

Mental Health

We have a 17 place mental health unit within Puddingstone Grange care home in Greenwich, which provides a specialist service for older people with mental health needs.

Stepahead Support

We provide emotional, practical and therapeutic support to young people and families in the community who are finding life's problems difficult to overcome or need support to move on in their lives.

Residential Dementia Care

Our specialist dementia care homes provide a wealth of support services for people living with dementia. Our aim is not just to provide care and comfort, but also to introduce a new, positive and more engaging stage in the lives of our residents.

Day Care

At some of our care homes we are also able to offer day care. This day care is provided in a secure and friendly environment, with a range of both organised and spontaneous activities combined with companionship and care. The service can include meals and transport where required.

Nursing Care

We offer nursing care through some of our care homes, led by a team of dedicated qualified Registered Nurses and Health Care Assistants, along with all the right equipment to ensure our residents receive the very best nursing care and support.

Respite Care & Short Stay Care

Through our care homes we can provide respite care breaks with all the care required in a high quality, safe and secure environment. You may be getting over an illness or an operation or perhaps your carer simply needs a break.

For more information on our services please call us on **01795 597400**.

It's really important to hear what our clients and families say about us and how we are doing

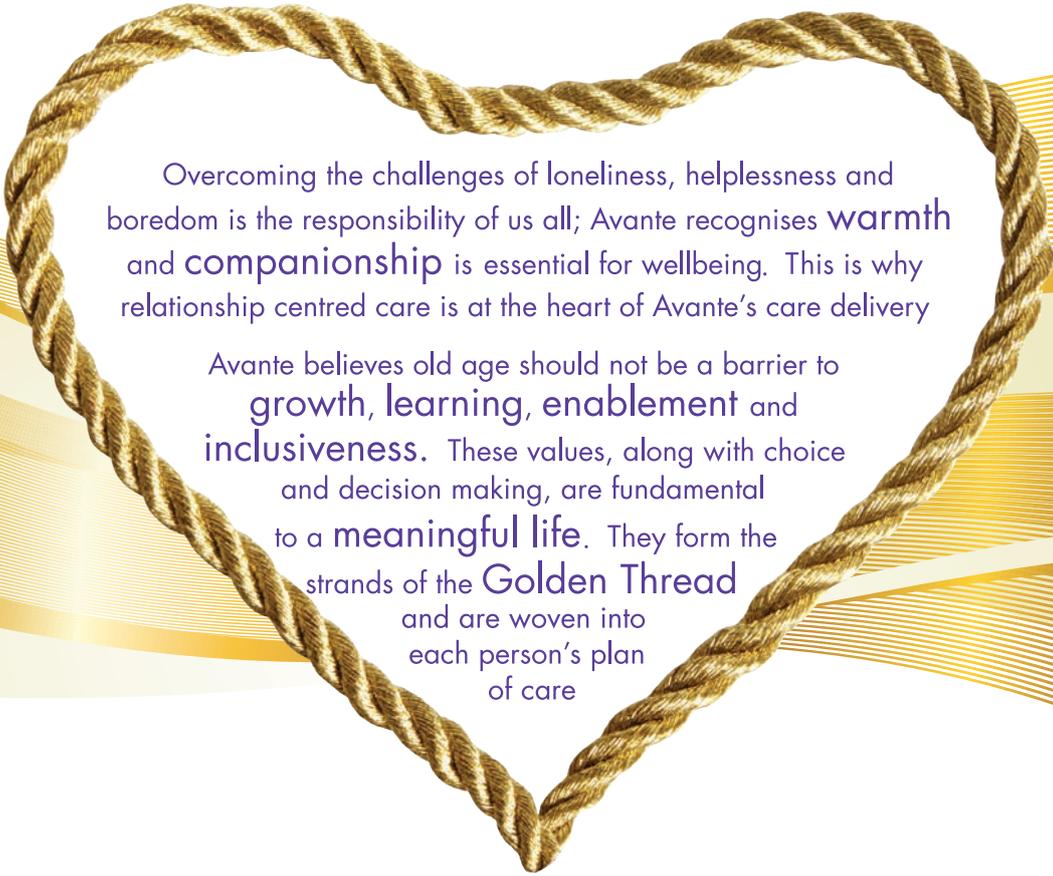
“Since breaking my leg in January 2014 at the age of 89, I have been so thankful for the personal care I have received, and am still receiving from Avante Home Care & Support. The carers are friendly, cheerful and reliable as they carry out the care I need in a well-trained and thorough manner. ”

“Dorothy's Son and Daughter-in-law visited and were over the moon at the difference in their mum being on Hardy Suite. They spent time gazing through the lounge window at Dorothy and the other lady chatting animatedly about school days. ”

“What we really liked, apart from the enthusiasm and empathy of the staff, was the design and cleanliness of the building. ”

“Nothing is ever too much trouble and everyone is treated with dignity and care. Staff helped dad achieve his lifelong dream of visiting Buckingham Palace by attending a garden party for veterans. As a family we will be forever grateful for this. ”

Our Philosophy of Care



Overcoming the challenges of loneliness, helplessness and boredom is the responsibility of us all; Avante recognises **warmth** and **companionship** is essential for wellbeing. This is why relationship centred care is at the heart of Avante's care delivery

Avante believes old age should not be a barrier to **growth, learning, enablement** and **inclusiveness**. These values, along with choice and decision making, are fundamental to a **meaningful life**. They form the strands of the **Golden Thread** and are woven into each person's plan of care

'The Golden Thread'

Home Care & Support

Providing care and support at home for you or a loved one. Home Care & Support provides assistance with daily living, enabling individuals to maintain independent lives in the comfort of their own home.

This service is part of Avante Care & Support, a charity that provides both a home care and support service and residential dementia care homes.

Our compassionate and fully trained staff provide support from 30 minute visits through to live-in care.

Funding for home care can be through assessment by social services, including the option of direct budgets controlled by the recipient of services. Individuals can also purchase privately.

Services can be tailored especially for you, whether you need support with everyday tasks that have become more difficult, are returning home from hospital or in need of help due to mobility or health related issues.

Home care services provided includes:

- Personal care, washing and dressing
- Meal preparation
- Home bathing assistance
- Laundry and ironing
- Housework

- Shopping
- Pet care
- Assistance with mobility to and from bed
- Medication assistance
- Respite
- Overnight support (sleep or awake)
- 24 hour Live-in care
- End of life care
- Companionship

To find out more about our home care and support services, please call us on:

Kent Branch
01795 597454

De Gelsey House, 1 Jubilee Way,
Faversham, Kent ME13 8GD

Bexley Branch
01322 344980

Unit 2, Manor Park, Turpin Lane,
Erith, DA8 2AT

“ The carers not only support dad but I feel that they support me too. ”



New Beginnings

Amherst Court Care Home, Chatham

Since I was a child I had always had so much respect and time for the older generation. I was just fascinated with their stories and all the things they had been through while they were growing up. When I left school I had various jobs but all I really wanted to do was care for the people that I thought deserved my time and love. So when I applied for a job with Avante Care & Support I was really excited that I was one step closer to being able to work with the people I had so much time for.

When I was accepted as a Care Services Assistant I was over the moon, but at the same time I was nervous as I had never worked with elderly people before let alone elderly people living with dementia. I had so many different thoughts going through my head. Would they like me? How do you behave around them? What sort of things am I going to have to do and being honest the thing that scared me the most was the personal care. Would I be able to give these people the care that they needed?

On my first day at work I was so nervous, but when I arrived there was really no need for my nerves. The staff at Amherst Court were lovely and showed me everything that I needed to know. My first few shifts I shadowed other staff members which was so helpful for me but I knew I had a lot to learn. The hardest thing I found was learning everyone's name. Then there was learning all of the social history and the likes and dislikes and hobbies for every resident. I have been on training courses whilst being with Avante Care & Support which has helped me progress in my job role and have a better understanding of the people I care for.

I have learnt that care home residents don't just spend their time in front of the TV drinking tea and eating biscuits- well the residents at Amherst Court certainly don't anyway! They go out and do things like any other person would. Since my time with Avante Care & Support I have been to a community centre and made Christmas cards and have been to B&Q to make wooden bird boxes. There is a lot of singing and dancing and I have realised I can't do either of them but it makes the residents happy and that's all that matters!

To me this isn't just a job it's about being a friend to these people. Sometimes they just need a cuddle and somebody to talk to. At first I thought I would just go to work, get people dressed, make a few cups of tea and that would be it. But this job involves so much more than that. I care for the residents at Amherst Court as if they are my Nan or Granddad. It's hard to describe unless you have ever done this job yourself. You go through so many different emotions in just one day and you learn different emotions that you thought you would never experience. I have had my up moments and my down moments but this has just made me want to do my job even better.

I am now someone the residents at Amherst can rely on to look after them. I have been at Amherst Court for over a year now and have had one of the best years I could have asked for. I don't think I could have done my job without the support of the staff team that I work with, but also from the support I have had from my family.

- Written by a Care Service Assistant at Amherst Court



Nutrition and Hydration

Avante Care & Support understands how important diet is for a person's wellbeing and takes a special interest in nutrition and the impact on mental wellbeing.

We regularly review the way nutrition and food services are delivered and perceived. The eating habits of people with dementia can have a direct effect on their health and the progression of the condition.

It is very important that people living with dementia maintain a good nutritional intake as well as adequate fluids. Being fully hydrated helps many avoid or, at least lessen, some of the symptoms such as agitation, confusion and restlessness that can strike during the early evening hours.

“Dad's appetite has always been a worry for me, but since he's moved into the home we have seen a remarkable difference in his eating habits. I think it is due to the variety on offer. There really is something for everyone and Dad's appetite has increased a great deal.”

Finding the right care home

Our care homes provide a wealth of support services for people living with dementia. Our aim is not just to provide care and comfort, but also to introduce a new, positive and more engaging stage in the lives of our residents.

We understand that finding a care home is not a simple task. You may already have found yourself considering a number of issues that will face you. For example what type of care are you looking for? What do you feel would suit your loved one best?

“ My Mother enjoyed her time at Bridge Haven and we, as a family, have the greatest respect for the staff there. They worked in a lovely, friendly but extremely professional way and we could not have found a better place for mum to stay. ”

Avante Care & Support has an open door policy across all of their homes. You are welcome to visit at any time and see what care we have to offer. Our staff are able to assist with any questions or worries you may have.

Please do not hesitate to contact us at Avante Care & Support on **01795 597400** and we will help you in any way that we can.

Care home checklist

Use our checklist to help you make an informed choice about the care homes you visit. You can also visit www.cqc.org.uk to view public CQC regulation reports.

Name of the home?

.....

Is there good parking?

.....

Are there transport links near by?

.....

Is there wheelchair access?

.....

Are facilities such as shops, pubs, parks and places of worship within easy reach?

.....

Is there a lift?

.....

Is the home clean, fresh and inviting?

.....

What security arrangements are in place to ensure residents are kept safe?

.....

Is food prepared on the premises?

.....

Is there a choice of food or menu?

.....

Are there quiet areas to go to when visiting?

.....

Are the rooms a good size?

.....

Do the rooms have en-suite facilities or basins?

.....

Will you be able to bring your own possessions such as pictures, plants and furniture?

.....

Does the home allow pets?

.....

How does the home make you feel?

.....

What was your overall impression of the home?

.....

Are the buildings and grounds well maintained?

.....

Are staff welcoming and interested?

.....



Amherst Court Care Home

Our Chatham care home, specialising in dementia care

Amherst Court is recognised by the Care Quality Commission as an 'Outstanding' care home, situated in the historic town of Chatham.

The modern design provides well equipped, bright en-suite bedrooms to support person centred care. The names of the suites all follow a nautical theme with Charlotte, Boulevard, Trafalgar and Valiant.

Other facilities include the Calypso Café on the ground floor, providing a meeting place to enjoy a drink, or a light lunch with family and friends. The internet library and reading room also provide areas for modern communication and relaxation.

The beauty salon 'Ship Shape' is situated on the ground floor where you can treat yourself to a new hair style or beauty treatment.

Visit our pretty courtyard garden with an aviary to while away a peaceful afternoon, join in our daily programme of activities, or take a day trip out to one of the many local places of interest.

At Amherst Court we provide 24-hour care and support for people living with dementia. Our team of qualified and attentive staff focus on the individual needs of our residents.



01634 400009

amherstcourt@avantecare.org.uk

Palmerston Road, Chatham,
Kent ME4 6LU

- Residential care
- Dementia care
- Respite care
- Day care
- Calypso Café
- 'Ship Shape' Hair Salon
- En-suite bedrooms
- Landscaped gardens



Bridge Haven Care Home

Our Bridge care home, specialising in dementia care

Bridge Haven care home is located in the rural village of Bridge, close to the City of Canterbury in Kent. Registered and regulated by CQC the home provides residential dementia and frail elderly care services.

Bridge Haven offers care and support for elderly people living with dementia, with the aim of not just providing care and comfort, but also creating a new, positive and more engaging stage in the resident's lives.

At the heart of our work is our Philosophy of Care where we encourage social interaction, engagement and work towards the eradication of loneliness and boredom.

The bedroom suites have been specially designed to provide a safe and welcoming environment for residents living with dementia. The rooms are colourfully decorated, with many overlooking the surrounding gardens.

At Bridge Haven we provide 24-hour care and support for people living with dementia. Our team of qualified and attentive staff focus on the individual needs of the residents.

Facilities at the home include the beautiful tea room within the grounds of the home and a pub-like facility called 'The Snug' for residents to enjoy a drink or two with friends.



01227 831607

bridgehaven@avantecare.org.uk

Conyngnam Lane, Bridge,
Canterbury CT4 5JX

- Residential care
- Dementia care
- Respite care
- Day care
- Gregory's Tea Room
- Snug Bar
- En-suite bedrooms
- Landscaped gardens



Court Regis Care Home

Our Sittingbourne care home, specialising in dementia care

Court Regis is a single storey dementia care home situated on the outskirts of Sittingbourne in Kent. Registered and regulated by CQC the home provides residential care services for people living with dementia, or who may have a physical frailty.

The home has several large lounges with windows overlooking either the court yard garden at the rear of the home or the landscaped garden at the front of the home.

Court Regis has two dining rooms, the larger one being used for 'get togethers' and the smaller one for more relaxed and informal dining.

The bedrooms are individually decorated with residents choosing the colours and designs to personalise them.

We are proud that residents and staff at Court Regis were one of the first homes to achieve Eden registration, from which our Philosophy of Care has been developed.

Adjacent to the home is the Willow Day Care Centre which also gained Eden registration in its own right. The home has a dedicated activities team who actively encourage and promote organised individual, and community based activities, with regular trips out to places of interest.

Court Regis provides 24-hour care and support for people living with dementia. The team of qualified and attentive staff focus on person centred care with individual care plans for all residents.



01795 423485

courtregis@avantecare.org.uk

Middletune Avenue, Milton Regis,
Sittingbourne ME10 2HT

- Residential care
- Dementia care
- Respite care
- The Willow Day Care Centre



Northbourne Court Care Home

Our Sidcup care home, specialising in dementia care

Northbourne Court is located in Sidcup, in the London Borough of Bexley. The home is registered and regulated by CQC and provides residential dementia and frail elderly care services.

Northbourne Court has a wonderful 'piano bar' on the first floor where you can relax with a refreshment or a light lunch with family and friends, either in the lounge or out on the balcony overlooking the gardens.

There is a play area for younger visitors and an internet cafe available to residents of the home, allowing them to stay in touch with relatives or other hobbies. Our modern hairdressing salon provides the perfect setting to relax and enjoy an hour of pampering. Residents can also join in our daily programme of activities, or take a day trip out to one of the many local places of interest.

Each suite has their own varied colour scheme with nearby lounges and dining areas overlooking the gardens. All of the beautifully decorated bedrooms provide en-suite facilities.

At Northbourne Court we provide 24-hour care and support for people living with dementia. Our team of qualified and attentive staff focus on the individual needs of the residents.



0208 269 9840

northbournecourt@avantecare.org.uk

Harland Avenue, Sidcup
DA15 7NU

- Residential care
- Dementia care
- Respite care
- Day care
- Hair Salon
- Piano Bar



Parkview Care Home

Our Bexleyheath care home, specialising in dementia care

Parkview is a care home located in Bexleyheath in the London Borough of Bexley. Registered and regulated by CQC the home provides residential dementia care services.

Parkview is a popular care home in the area and offers a variety of lounges and dining areas of all sizes. Each area is decorated with bright and cheerful colours and furnishings, offering something for everyone.

The catering at Parkview is first class, providing residents with freshly cooked meals and plenty of drinks and snacks on hand throughout the day. Activities are very important at Parkview with residents participating in activities such as cooking, gardening and day trips out to interesting locations or events.

Many of the single bedrooms at Parkview benefit from en-suite facilities and each has been individually decorated to provide comfort and relaxation. Attached to the home is a 20 place day care centre, where social activities and community contact are of paramount importance.

The home staff teams are qualified and attentive, focusing on the holistic needs of each resident in a very person centred way. Parkview provides 24-hour care and support for people living with dementia.



0208 303 7889

parkview@avantecare.org.uk

105 Woolwich Road, Bexleyheath
DA7 4LP

- Residential care
- Dementia care
- Respite care
- Day care centre
- En-suite facilities



Pilgrims View Care Home

Our Snodland care home, specialising in dementia care

Pilgrims View care home is a purpose built single storey home situated in the small village of Snodland, Kent, providing residential dementia care services. The care home is registered and regulated by CQC.

The home has four suites and each suite has an individual lounge and dining area catering for ten people.

Each lounge is individually themed, allowing residents to sit back and relax, taking on the attractive front garden with a natural stream and the charmingly planted garden at the rear.

The bedrooms are light and airy and decorated individually to provide comfort and independence, with colour schemes chosen by residents.

Pilgrims View provides 24-hour care and support for people living with dementia in a person centred way. Our team of qualified and attentive staff actively promote and encourage resident engagement, incorporating the importance of social activities in the home and in the local community.



01634 241906

pilgrimsview@avantecare.org.uk

Roberts Road, Snodland,
Kent ME6 5HL

- Residential care
- Dementia care
- Respite care
- Day care
- Attractive gardens



Puddingstone Grange Care Home

Our Greenwich care home, specialising in dementia and nursing care

Puddingstone Grange has been designed around a central core area, aimed at making the whole living environment more communal and inclusive; whilst still maintaining privacy, dignity and independence to further stimulate and retain the life skills of the residents.

The design promotes the use of the external space and this is achieved by having safe, level access to the garden area at the rear, which has a meandering pathway, raised planters, seating areas and water feature. There is also a sensory garden to the side that residents can be assisted down to, allowing them to experience the various smells and textures.

Within the home are 62 en-suite bedrooms, with each room fitted to a high class standard including a 24-hour carer call system, walk in chair assisted shower room, a relaxation therapy room and hair and beauty salon. Qualified catering staff prepare freshly cooked food in a professional kitchen, using locally-sourced fresh products to produce nutritionally balanced, delicious meals.

At the heart of Avante Care & Supports work is its Philosophy of Care, where social interaction and engagement are encouraged to help eradicate any feelings of loneliness, helplessness and boredom. Puddingstone Grange ensure that residents get the care and support they need to develop interests and hobbies within the care home and provide many opportunities to meet and make new friends.



0208 317 0912

puddingstonegrange@avantecare.org.uk

82 Plumstead Common Road,
Plumstead, London SE18 3RD

- Residential care
- Dementia care
- Respite care
- Nursing care
- En-suite bedrooms
- Sensory garden
- Landscaped gardens
- Hair & Beauty Salon



Riverdale Court Care Home

Our Welling care home, specialising in dementia care

Riverdale Court is a modern purpose built two storey care home situated in Welling, in the London Borough of Bexley. Registered and regulated by CQC the home provides residential dementia and frail elderly care services.

All of the bedrooms have bright modern en-suite facilities with individual colour schemes to provide relaxation and a sense of well-being.

The Lemon Tree Café is situated on the ground floor, where a warm welcome awaits residents and families for refreshments or a light lunch. Riverdale also boasts a modern internet library for those wishing to 'surf the net' or in contrast, our reading room provides a tranquil place to read and unwind.

'Snips' our hairdressing salon is located on the first floor, as is the sanctuary, a place for quiet contemplation. Riverdale provides a relatives room suitable for an overnight stay if required (this should be arranged with the Home Manager).

The grounds are landscaped with stylish water features and sensory planting providing a safe and secure garden.

Riverdale Court provides 24-hour care and support for people living with dementia. Our team of qualified and attentive staff focus on person-centred care, providing individual tailored care plans for everyone.



0208 317 9067

riverdalecourt@avantecare.org.uk

17 Dovedale Close, Welling
DA16 3BU

- Residential care
- Dementia care
- Respite care
- Day care
- En-suite bedrooms
- Lemon Tree Café
- Hair Salon - 'Snips'
- Sensory Garden



Weybourne Care Home

Our Abbey Wood care home, specialising in dementia care

Weybourne is a purpose built dementia care home located in Abbeywood, in the London Borough of Greenwich. Registered and regulated by CQC the home provides residential dementia care services.

Weybourne has a bright and cheerful atmosphere, purpose built to provide care and support to those living with dementia. The majority of bedrooms and facilities are on the ground floor with easy access to the courtyard gardens, that are safe and secure allowing residents to relax and enjoy outdoor activities.

Bedrooms at Weybourne vary in size with several having en-suite facilities available. The rooms are decorated and personalised individually, with colours and textures chosen to provide a relaxing and comforting atmosphere.

Community involvement plays an important role in our Philosophy of Care and children from the local school are regular visitors to the home.

The home staff teams are qualified and attentive, focusing on the holistic needs of each resident in a person centred way. Weybourne provides 24-hour care and support for people living with dementia.



0208 310 8674

weybourne@avantecare.org.uk

1 Finchale Road, Abbey Wood,
London SE2 9AH

- Residential care
- Dementia care
- Respite care
- Day care



Newsletter Subscription

Subscribe to our newsletter and stay informed about the latest developments and stories from across our services!

Visit the website below to subscribe using your email address.

www.avantecare.org.uk/newsletter



Royal Garden Party at Buckingham Palace

On Thursday 26th May 2016 a few residents from Avante Care & Supports care homes were thrilled to be invited and attend the Annual Garden Party at Buckingham Palace.

The event was held by "The Not Forgotten Association" (NFA) for ex-servicemen and women and was attended by HRH The Duke of York and his daughters, Princess Beatrice of York and Princess Eugenie of York, who chatted to so many guests, delighting them with their keen interest.

The charity's first Royal Patron, HRH The Princess Mary, established the tradition of the NFA holding an annual Garden Party at Buckingham Palace in 1921. The NFA are extremely proud and grateful to have HRH The Princess Royal as their current Patron.

It was a magnificent event enjoyed by over 2,000 beneficiaries, with WW1 Pensioners drawn from all three services.

The Not Forgotten Association is uniquely privileged to hold a Garden Party annually by kind permission of Her Majesty the Queen. This privilege dates back to the first Royal Patron HRH the Princess Mary who invited 600 seriously wounded for afternoon tea.

“The sun shone for all that day and Albert and William were all spruced up and dressed for the occasion.

The residents met with celebrities Fatima Whitbread and Tony Blackburn to name but a few, along with the Chelsea Pensioners..

The band played and the atmosphere was terrific and enjoyed by all, but the icing on the cake for William was that he met with his sister Violet whom he hadn't seen for a while, he was so thrilled and excited to see her as he had no idea she would be there too! ”



Messing about on a River in Kent

On Friday 6th May 2016 five residents and staff from Court Regis visited the Kingfisher Trust for a cruise on the River Medway.

The cruise started at Watlingbury and at a leisurely pace finished in Yalding, this was a cruise some of the residents had enjoyed before and wanted to repeat!

Tina Galloway, Activities Coordinator said,

“ We had a great time on the River Medway, the weather was good to us and it was so therapeutic being on the water, it really was a great way to spend an afternoon. Whilst spotting the many interesting wildlife on the River bank we all enjoyed a picnic on board.

When we got back the residents didn't stop chatting at dinner time about their cruise and how much they enjoyed it, the only drawback was we didn't see any Kingfishers this time!

”

Cruising downstream the cruise passes under Teston Bridge, one of the oldest pack horse bridges in the country, then on to East Farleigh and its church with a Norman tower.

The cruise was a great reminder of fond memories for some who were in the Merchant Navy and for one resident, Michael, he recalled what it was like to be on the water as he used to own his own boat. Michael shared with staff member Tina and other residents his stories about being a boatman and his adventures on the water.

“You go into your own little world when you are out on the water, said Michael, many decisions I made when I was out on my boat, I would recommend a boat to any one!”.

avante^e
care & support
'Everyone Matters'

Find Us On...

-  01795 597400
-  avantecare.org.uk
-  enquiry@avantecare.org.uk
-  avantecare.org.uk/fundraising
-  facebook.com/avantecareandsupport
-  twitter.com/avantecaresupport