

Riverdale Court Care Home

17 Dovedale Close, Welling DA16 3BU | NEWS

avante^e

care & support

'Everyone Matters'



“ Since moving to Riverdale Court my nan is definitely more engaged and appears happier.”

- Daughter of Resident

This comment has been taken from a recent review submitted by a daughter and granddaughter of a resident at Riverdale Court. Please see inside to read the full review which is testament to the hard working and caring staff at the home.

We welcome all forms of feedback and comments as it helps us to identify good care practice.

Carehome.co.uk Review

What people say about Riverdale Court

My husband came with me to visit my mum for the first time since she has been at Riverdale Court.

He had seen her many times whilst she was a resident at another care home. His exact words were 'the carers here should be used as role models for the other place.'

On arrival, Mum was having a bath. Staff informed us and said they would bring her to us as soon as she was ready. After spending a couple of hours with her we took her back to the main lounge room, where most of the other residents were.

As soon as we arrived a young carer came over to take care of Mum and identified me as her daughter. I live in France so I am not a frequent visitor, and had not met this carer before. She informed me she knew who I was because Mum talks about me. This proves they take notice of what their residents say. At her previous place, mum was left, sat on her own, saying and doing nothing. She now chats and there is photographic evidence of her joining in with activities.

- Daughter of Resident

Since moving to Riverdale Court my nan is definitely more engaging and appears happier. There are always numerous staff around, either attending to residents or sat with them doing activities or chatting to them in the TV room. Unlike her previous care home where she would be left for long periods of time by herself with no one to engage with, and you'd often have to hunt for a member of staff.

The staff are so much more attentive at Riverdale, interacting with all the residents, and getting to know their visitors. Overall, the vibe of Riverdale Court is much more pleasant and comfortable, for both residents and visitors.

- Granddaughter of Resident

Staff at Riverdale Court wrote a letter to The Queen, inviting her to attend their New Years party. A Lady-in-Waiting for The Queen wrote back, politely declining but also pleased to know that everyone was looking forward to it.



SANDRINGHAM HOUSE

To: Sheila Still, Annette Kelly and Jack Delaney
Avante Care and Support
Riverdale Court

The Queen wishes me to write and thank you all for your letter and the kind message which you sent for the New Year.

Her Majesty was interested to hear about the party you had organised for New Year's Day and, although unable to reply to you personally, The Queen was pleased to know how much the residents were looking forward to it.

I hope you all had a happy and memorable time, and I enclose a picture postcard which the residents may like to have.

I am to thank you very much once again for writing as you did.

Lady Jonison

Lady-in-Waiting

16 January 2019.



Respite Offer
Book a
minimum of two
or more nights,
and we will pay
for one



Riverdale Court Respite Care Offer

We have an offer on respite breaks at Riverdale Court - book a minimum of two nights, and we will pay for one. Breaks can be booked throughout February and March

If you would like more information about our respite offer please call the Home Manager on **0208 317 9067**.

A community where everyone leads a vibrant and fulfilling life.

We have an open door policy across all of our homes. You are welcome to visit at any time and observe what care is provided. Our staff are there to assist with any questions you may have.

For more information please call
0208 317 9067
www.avantecare.org.uk

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