

# DELL HOUSE



A POSITIVE APPROACH TO RESIDENTIAL CARE

RESIDENTIAL CARE HOME



## Cygnets Care – providing care homes, respite and day care for the elderly...

***Cygnets Care is a local, family-run organisation providing residential care in lovingly-kept homes in and around South Norfolk and North Suffolk.***

*Within the family, we have over 50 years of experience in running residential care services for the elderly, we still have daily involvement with the operation of every one of our four individual care homes, located in lovely settings around South Norfolk and North Suffolk. Although each has its own character and appeal, all share the same excellent standards and dedication to caring for our elderly residents, respite and day care visitors, some of whom are frail and some who benefit from our compassionate and experienced approach to dementia care.*

*We appreciate the importance of the decision that you may be contemplating and we're here to help you in reaching the right conclusion to suit your circumstances.*

*Please take some time to browse through this brochure, and perhaps our website. They will hopefully provide information and answer some of the many questions you may have. However, there is nothing quite like seeing a care home for yourself and we would strongly recommend you making an appointment for a tour of the preferred home, so that you can compare it with others that you may be considering.*

*Thank you for your interest.*

*The Blackham Family*







## Our Vision...

Our vision is simple: to become a beacon service for elderly people in North Suffolk.

When you step through the front doors of Dell House you soon get the sense that this is not a traditional-style care home but a beautifully designed open and airy environment, perfect for our elderly residents.

Offering residential and respite care, it provides a real 'home from home' for our discerning residents, allowing companionship and dignity within a friendly and supportive environment. We are deservedly proud of everything it represents and of our highly-trained, caring staff who make it all possible.







## Clever, thoughtful design...

From the start, we wanted a home that was uplifting, light, airy, had little meeting places, made best use of the wonderful views, cosy lounges and, most importantly, a central area that would be the hub of the home. We re-commissioned Tom Ground, one of the region's foremost architects in care home design, as well as using our combined experience in creating this unique new development.

Consequently, much thought and planning has gone into the design, layout and facilities that are available at Dell House:

- A central hub with welcoming reception, Hester's Café, access to the terrace and gardens, Revive Salon and The Southwold Day Room. There's plenty of seating in the hub and it's a lovely spot to sit and watch people go by.
- Four beautifully individual dining rooms, promoting small-group living, make meal times a relaxing, but important, element of the day. With a carefully chosen menu, together with a sherry before lunch or perhaps a glass of wine with your meal, what could be better?
- The home is separated into different areas, allowing small-group living with people of a similar disposition, with all bedrooms and communal rooms having large windows to let in lots of natural light. Cosy lounges with wood-burning-effect fireplaces complete the homely feel.
- A purpose-designed cinema – the perfect venue to create an atmosphere whilst watching a classic film, Wimbledon or even Royal pageantry!
- A 'Family Room' to enable you to share quality-time with your family, whether it's celebrating a birthday, an anniversary, or just simply spending some quality time with loved ones. Please ask at reception when booking.
- Hallways around the building are wide but with space for a chair or two to sit, relax and perhaps have a chat with your neighbour!
- Bedrooms are generously sized, allowing residents the space to relax in private. Ground-floor rooms have the benefit of access to the gardens or terrace, whilst the upstairs rooms have far-reaching views of the Waveney Valley or sports playing fields. Each bedroom has an en-suite wet room designed to meet the needs of the resident.









## The importance of gardens...

A central theme of Dell House is the residents' access and proximity to the gardens. The building has been designed so that residents will feel connected to the tranquillity of the outdoors, as well as having the constant reminder of the ever-changing seasons.

All ground-floor rooms have access to their own little terrace, with first-floor bedrooms having large windows either looking out to the wonderful far-reaching views of the Waveney Valley or to the school playing fields to the south. The first floor also has two outside terraces, ideal for enjoying that mid-morning cup of coffee while taking in the views.

The home also benefits from a lovely south-facing terrace as well as a path that meanders under the trees to the gazebo.











Our head office, Pen House, is situated in Earsham, near Bungay, only half an hour's drive from any one of our four homes. Here, we have a team of people whose job it is to support the management teams at each of our homes, ensuring that nothing is run at 'arm's length':

Frances epitomises the company's 'grow your own' culture. Having started as a kitchen assistant some 20+ years ago, she has progressed through various roles, gaining experience and qualifications, and is now Cygnet Care's Operations Manager overseeing all four homes.

Marina, our Training Manager, delivers our excellent induction and ongoing training sessions in our purpose-made training room;

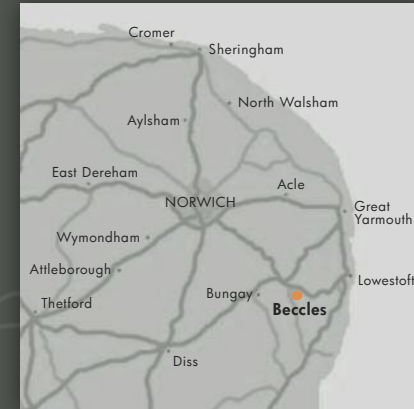
John, our Maintenance Manager, ensures all the homes are well-maintained, with a real focus on health and safety;

Ness, our Payroll Clerk and Administrator, makes sure our team of staff are paid on time, as well as reducing the burden of paperwork on our Home Managers so that they can focus on the care of their residents;

Louise, our Accounts Manager, keeps everything in order at Pen House, not to mention making sure suppliers are paid as well as invoices sent out.

Hopefully, you will appreciate that it really is a team effort!

For further details and enquiries about Dell House, call 01502 449855, or visit [www.cygnet.care](http://www.cygnet.care) where you can watch a video tour of the building.



**Cygnet Care Ltd**  
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