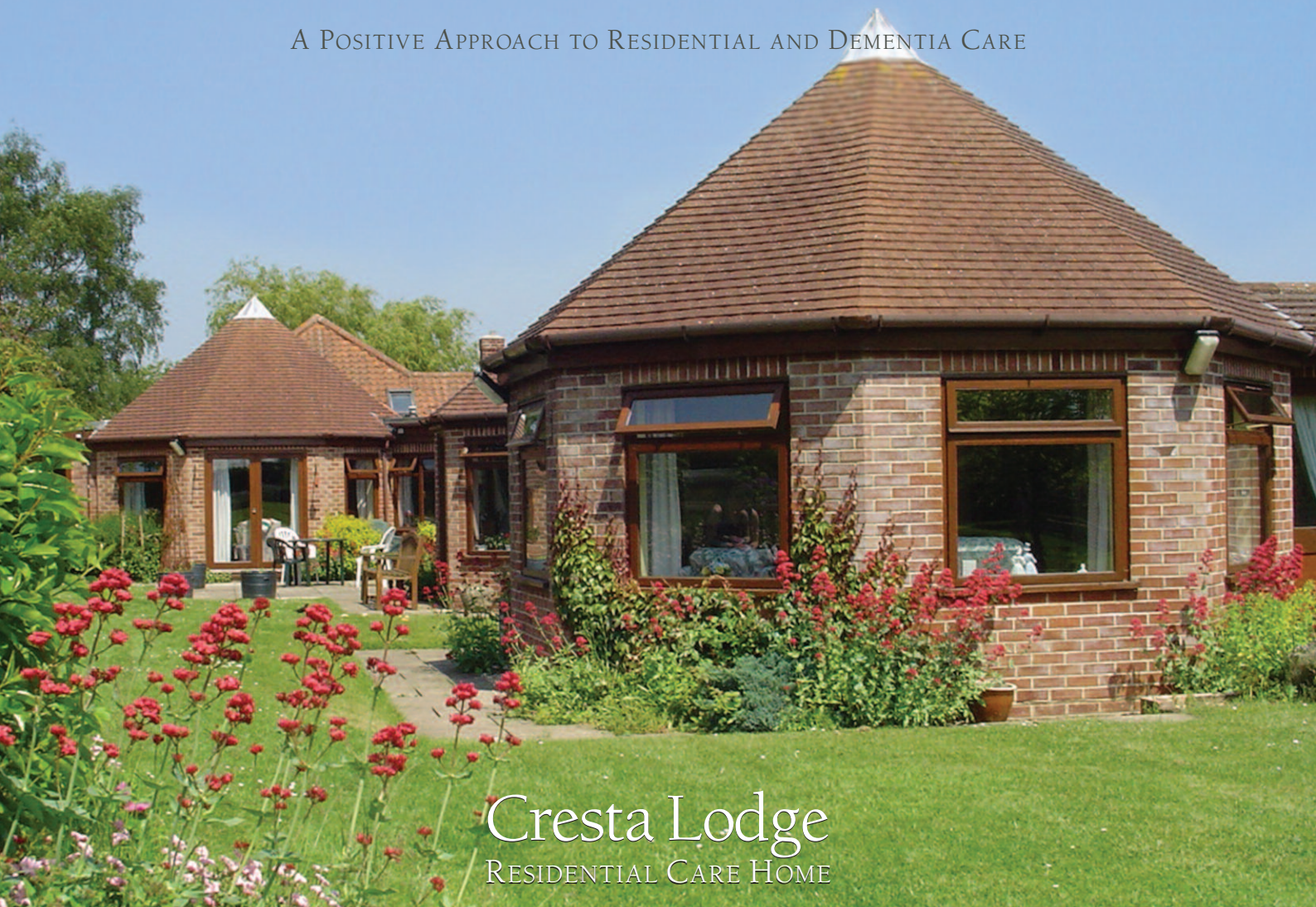




Cygnet Care Ltd
RESIDENTIAL CARE

A POSITIVE APPROACH TO RESIDENTIAL AND DEMENTIA CARE



Cresta Lodge
RESIDENTIAL CARE HOME

“Our vision is simple: to become a ‘beacon service’ for elderly people in South Norfolk.”



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

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

Within the family, we have over 50 years of experience in running residential care services for the elderly and we still have daily involvement with the operation of every one of our four individual care homes, located in lovely settings around 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.

..with specialist facilities for dementia.

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



Cresta Lodge – our vision

Cresta Lodge is located at the southern edge of the village of Poringland, three miles south of Norwich, and set amidst some of the most wonderful countryside that Norfolk has to offer. It was this that spurred on our family – led by brother and sister, Robert and Sally – to create an environment that made the very best of this beauty for the benefit of our elderly residents. Our vision is simple: to become a ‘beacon service’ for elderly people in Norfolk and North Suffolk.

We want everything about Cresta Lodge to represent the very best aspects of traditional family values. Offering residential, respite and day care, it provides a real ‘home from home’ for our elderly people, including those with dementia, allowing them companionship and dignity within a friendly and supportive environment. We are deservedly proud of everything that it represents and of our highly-trained, caring staff who make it all possible.

An extended bungalow, Cresta feels very familiar and secure for our happy residents. It is accessible and personal, having only 25 comfortable bedrooms all of which are on the ground floor, and most of these have en-suite facilities. In addition, there are a number of assisted baths, toilets and a shower located around the building, as well as numerous hoists and aids to assist those less mobile.



Light and airy, 'homely' feel...

Bedrooms and communal areas at Cresta Lodge have homely décor and large windows, creating lots of natural light. So that residents are able to socialise and enjoy each others' company, there are two separate lounges, both with views over the gardens, and a large dining room located centrally in the home. All food is cooked on the premises, using fresh produce from local suppliers, and our menus are sympathetic to the typical choices of elderly people, paying close attention to nutrition. We also tailor the varied menus to meet any special dietary requirements our residents may have.

Drinks, light snacks and fresh fruit are available and encouraged throughout the day, including afternoon tea – to which visitors are more than welcome! Drinks and snacks are also available at night for those that wish.

Linking past, present and future...

We always strive to incorporate feelings of familiarity and contentment amongst our elderly residents and visitors, something that is particularly important for those requiring dementia care. Because of this, much thought and planning goes into the activities, style of services and environment at Cresta Lodge.

For instance, upon a resident's arrival, we go through an individual and detailed plan of care which will be updated on a regular basis to suit their specific and varying needs. We also encourage relatives to bring family photographs, favourite pictures and mementos so that their loved ones can surround themselves with their own, familiar belongings and feel as 'at home' as possible. In particular, we may request an old photograph of the resident in their 'early years', or a picture of something they were proud of, or loved – like their first car or family pet, or them enjoying a hobby. We then place this in a frame on the door of their bedroom, thus helping to identify their own room.



A Positive Approach to Residential and Dementia Care





The importance of gardens...

A key theme of Cresta Lodge is the residents' access and proximity to the attractively laid-out gardens and patios, with level paths taking them on a safe, relaxing 'journey' through different settings that keep them in touch with nature. Many bedrooms have views of either the garden, courtyard or adjoining countryside (some with direct access), so that residents will feel connected to the tranquillity and calmness of the outdoors, as well as having a constant reminder of the ever-changing seasons.

Keeping active in mind and body...

Wherever possible, we see it as our duty to help our residents to lead as active a life as they can. Our pastimes and interests contribute to making each of us the person that we are, so, in consultation with our residents and their families – sometimes their doctors, we encourage ongoing participation in hobbies and favourite activities.

Regular get-togethers, craft and other activities always appear on the calendar, giving everyone something to anticipate, enjoy and talk about after the event. From the ever-popular 'Bingo' sessions, to gentle exercise classes, even our fabulous 'Elvis' impersonator – there's something to keep everyone happy and completely involved.

But we also realize the importance of quiet time – to keep your own company, read, consider and reflect. Our residents and day visitors are all individuals, all with their own likes and dislikes, and we always try our very best to accommodate their needs and wishes as members of the Cresta Lodge 'extended family'.

Small group living...

The layout of Cresta Lodge incorporates the concept of small group living, meaning that residents are often with people of a similar disposition to themselves, yet have the space and freedom to enjoy the building and grounds when weather permits. This combines the human need for conviviality with the equally important requirement for personal space and time for quiet reflection.



People we know and trust...

Although having the right building and facilities play an integral part in providing care for the elderly, having the right team is paramount.

We pay special attention to our recruitment and training, making sure that successful applicants have the key qualities appropriate for a caring role. Training is focussed over a nine-week period, with a combination of practical experience based within the home and theory sessions held at our training centre, ensuring that staff have a thorough understanding of their role before working unsupervised.

Cygnets Care positively encourages staff development, with opportunities for the right individuals to progress to more senior roles following our philosophy of 'growing our own'. This ensures we know and trust our senior team and that they fully understand the culture within Cresta Lodge.

Living life to the full...

Our overall aim is to create a life-enhancing experience for residents and day visitors alike – through the environment, the approach from staff and the day-to-day activities. There will be lively and involving programmes for everyone's enjoyment – from gardening, to baking, life skills and outings, to reminiscence sessions.

Healthcare and wellbeing...

At Cresta Lodge we are thoroughly committed to looking after the physical health of our residents as well as their mental health. We are lucky enough to be supported by excellent General Practitioners and district community nursing services, plus arrangements can also be made for visiting eye clinics / opticians or trips to the dentist. A private chiropodist visits us every eight weeks and we strongly recommend their services. A professional hairdresser also operates from the home each week.





Pen House

Our head office, Pen House, is situated in Earsham, near Bungay, only half an hour's drive from any one of our four homes. This enables Sally and Robert to always be in support of their Managers – ensuring nothing is run at 'arm's length'.

Within Pen House, we have a team of people whose job it is to support the homes:

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

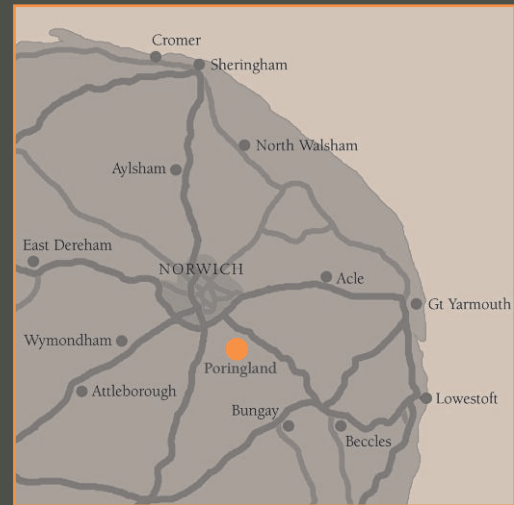
John, our Maintenance Manager, ensures all the homes are well-maintained, with a real focus on health and safety;

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 care fees sent out.

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

For further details and enquiries about Cresta Lodge, call 01508 492775, asking to speak to one of the Senior Team, email info@cygnet.care or visit www.cygnet.care



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