



# Cedar Care



## ADDING LIFE TO YEARS

[www.cedarcarehomes.com](http://www.cedarcarehomes.com)

[info@cedarcarehomes.com](mailto:info@cedarcarehomes.com)



### Our caring commitment

Our approach to caring has developed during many years of listening to our residents, and tailoring our services around what they tell us they need.

It's for this reason that each Resident has a named nurse and a named carer, shared amongst a group of seven to ten Residents. As well as taking responsibility as a team for each person's clinical, personal and social care needs, each team gets to know their Residents extremely well, and becomes highly tuned to their needs and interests.

We also arrange visits from doctors, dentists, chiropractors, physiotherapists, aromatherapists, reflexologists, reminiscence specialists and other specialist medical staff and therapists according to our residents' needs.

We abide by stringent policies and regulations for the safety and welfare of our staff and Residents - including health and safety, data protection and complaints (which are always dealt with swiftly and positively). We are regulated by the Commission for Social Care Inspection.

### Moving in

*“ What I like the most is meeting people here, making friends and helping Margaret with activities and outings. I enjoy being with the staff as they're friendly, and very helpful and kind. ”*

- 1 The first step** – is to contact us for an initial meeting. We'll be pleased to show you around so that you can see for yourself if we're right for you or your loved one.
- 2 Once you've decided** – we'll arrange a pre-admission assessment, which will help us to understand your needs and prepare for any specific requests.
- 3 One or two days before admission** – you're welcome to have access to you room, so that you can prepare it with personal possessions.
- 4 On the first day** – you'll meet your named nurse and/or named carer, perhaps some of the other Residents if you'd like to, and we'll do everything we can to make sure you feel at home.
- 5 Four weeks after admission** – there will be a full review of your care plan to assess whether you're satisfied, and if you'd like to remain here. At this stage (and at each monthly review after that) the care plan can be altered to ensure that you receive the care that's exactly right for you.



### How to contact us

For more information about our homes, you may either like to visit our website or, if you've already identified a home or homes, we'd be very pleased to welcome you for a visit. See the individual homes leaflet(s) enclosed with this brochure for contact details.

If you'd like time to read through some more detailed information first, contact our head office (see below) and we'll be happy to send you our Resident's Pack and Guide to Funding. We look forward to welcoming you.



# Cedar Care

[www.cedarcarehomes.com](http://www.cedarcarehomes.com)

[info@cedarcarehomes.com](mailto:info@cedarcarehomes.com)

0117 968 2097 / 7113



# Welcome home

At Cedar Care Homes, you'll be part of a happy and stimulating household, where our standard of care improves the quality of life for everyone – **ADDING LIFE TO YEARS**

One of the things that people remember the most about their first visit to a Cedar Care home is the warm welcome. For us, it isn't just a welcome, but, we hope, a welcome home.

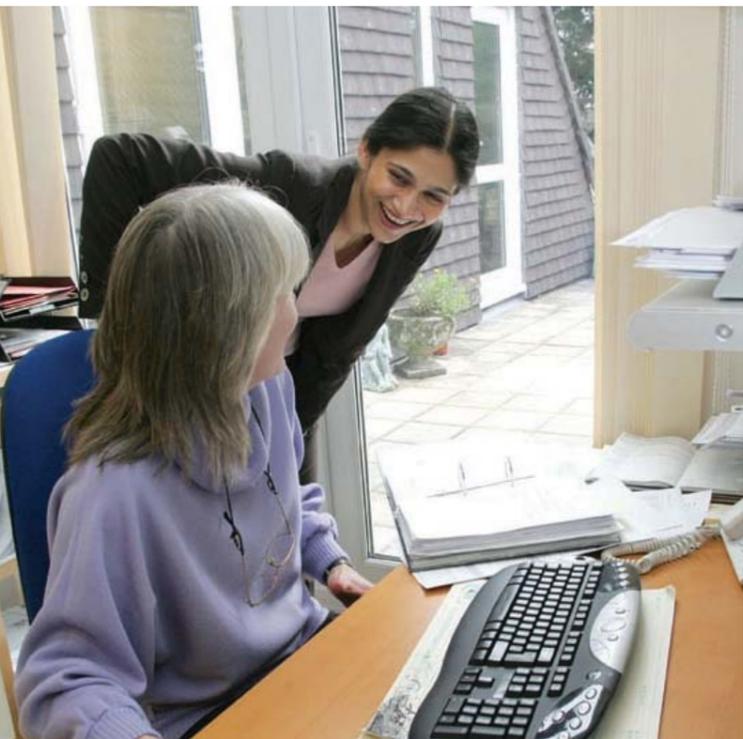
It helps that we're a small organisation – we feel we can offer a truly warm and friendly environment, where people feel secure and happy. From the moment a new guest steps through the door, we treat them with the love, respect and tenderness that we'd want for our own family.

We're small enough to preserve that important personal touch, but also large enough to offer high standards of care and a stable, safe environment.

Most importantly, we believe that our Residents should have real choices about what they do and how they're treated, so we listen to what people say, and we constantly adapt and improve what we do.

*“I believe that when an older person begins to need support in their daily living, care homes offer a safe and secure option. The difference that a well-managed, well-run service can make is significant. At Cedar Care we offer people choices. They can get involved in 'family life' as much or as little as they like, with the assurance of knowing that there's always someone around to talk to or to help them.”*

**Minal Desai**  
Operations Director, Cedar Care



## The Cedar Care Family

### Ash and Minal Desai

Cedar Care was started 18 years ago by qualified pharmacist Ash Desai. Ash had always enjoyed the 'people' side of running a pharmacy, and found working with elderly people especially rewarding. Ash opened his first care home in 1987.

Two years later he was joined in the business by his wife Minal, and there's been a close-knit, team atmosphere at the heart of the organisation ever since. With Ash as Managing Director, and Minal as Operations Director, the strong partnership has ensured that the business has grown but also maintained that very important personal touch.

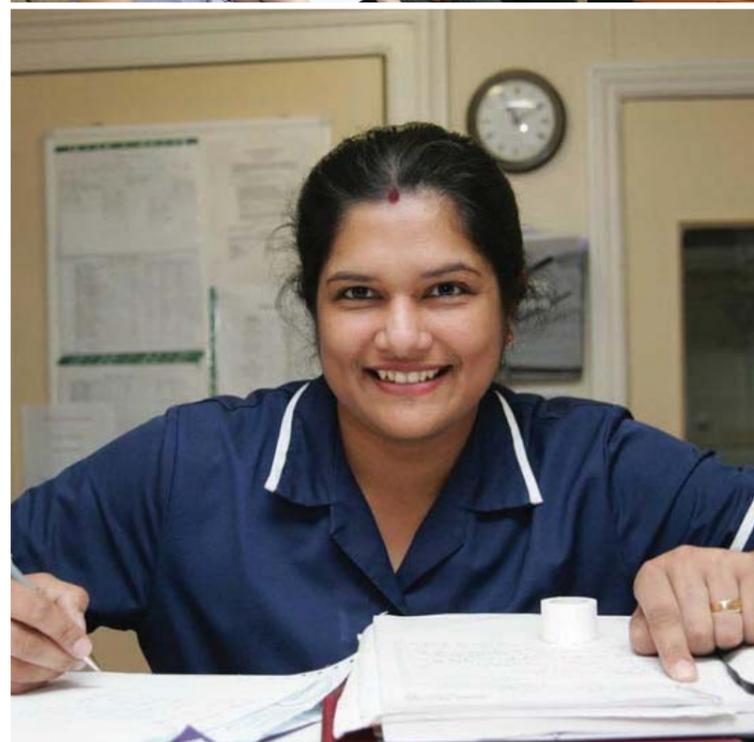


### Our staff and practitioners

The Cedar Care operational team consists of Ash and Minal, and professional staff including a Clinical Supervisor; Catering Manager; Training Officer; Design Co-ordinator; Human Resources team; Health and Safety team and, as Minal describes them, a “wonderful bunch of builders!” who have helped to maintain and develop the distinctive character of each building.

Each of our homes is run by a manager, supported by an administrator. The care teams consist of experienced registered nurses (nursing homes only); care assistants; lounge assistants and an activities co-ordinator. Some of our homes also employ a physiotherapist.

An ancillary team including a chef, housekeeper, and supporting staff, looks after all those often unnoticed, but essential services.



## A day in the life of a Cedar Care home

There's a very relaxed but lively pace of life at a Cedar Care home.

We're flexible about routines, and we let each person choose what they want to do, and when the day will begin and end for them.

They may choose to read quietly or watch TV in their room; do some gardening; take part in a scheduled activity like armchair exercise, enjoy some music or craft activities; play board games chat to other Residents or our lounge assistants (who we describe as 'professional visitors').

Take a walk into any one of our homes during the day and you'll bump into a wide variety of people helping us to create just the right environment. There may be an entertainer in the lounge treating us to a spot of music, a quiz or reminiscence session or a hairdresser across the hallway treating a resident to

a new style. Each of these visitors contributes to that very important aspect of all our lives, which is social contact.

And of course there are friends and relatives who come to visit and often participate in activities. They are always welcome to join us for lunch, which is, in itself, a social event as almost everyone in the home gets involved in serving and helping the residents.

They are also invited to join the Residents for outings, fetes and seasonal celebration which are always a lot of fun, and create a real sense of community.

