



**Loose Valley
Care Centre**

Providing Rehabilitation,
Stroke Rehabilitation,
Palliative Care and
General Nursing Care.



Nellsar
Care Homes

About Nellsar

Nellsar is one of the South East's leading providers of specialist Dementia, Nursing and residential care services for the elderly. Established in 1988, the company owns and manages numerous care facilities, offering high quality accommodation for a total of up to 700 residents – including permanent, respite, short-term, weekend and day care – from both social services and the private sector.

We are a family owned and managed company, and are committed to achieving the highest standards of professional care and service at all levels. With over 700 Nursing and ancillary staff, we are an equal opportunities employer, and ensure that all team members are treated fairly and respectfully, unhampered by artificial barriers, prejudices or preferences.

Nellsar Limited is registered with and regularly inspected by the Care Quality Commission (CQC). Reports for all Nellsar care facilities are available at www.cqc.org.uk



Nellsar Head Office:
147A High Street, Waltham Cross
Hertfordshire, EN8 7AP

Tel: 01992 781 836
Fax: 01992 636 557
Email: Nellsarheadoffice@thickbroom.co.uk
www.nellsar.com



Loose Valley Care Centre

Located in the heart of the beautiful Kent countryside, just two miles from Maidstone, Loose Valley is a residential Home providing 24-hour specialist care for elderly people with Nursing and Rehabilitation needs. Adapted to the highest standard, this outstanding period accommodation offers every modern amenity, and is staffed by a dedicated and highly skilled team of Nurses and carers.

Our philosophy

"The wellbeing of our residents is central to all that we do. The focus is always on the individual, and we are committed to enabling each person within our care to lead an active and fulfilled life, based on dignity and choice."

Martin Barrett,
Managing Director.

*"Thank you for making
my Mum and Dad's
Wedding Vows' Renewal
such a special day."*

NH FAMILY.





Amenities

Set amidst three acres of landscaped grounds in a former village rectory, with panoramic views of the surrounding countryside, Loose Valley Care Centre provides a tranquil and superbly located environment for residential care.

The Home comprises accommodation for up to 32 residents – most rooms with en-suite facilities. Rooms are comfortable and airy, and equipped with all amenities including a nurse-call system and telephone and TV points.

Lounges and communal areas are pleasantly furnished with plenty of natural light and quiet areas for rest and reading.

Residents also have access to the Home's extensive gardens and peaceful patio areas with seating and flowerbeds. Loose Valley is conveniently located close to the vibrant town of Maidstone, and offers excellent bus, train and road links to all areas of the South East and London.



Environment

Care at Loose Valley takes place in a tranquil and highly supportive environment. We understand that moving into residential care can be a stressful experience for someone who has been accustomed to living in their own home. With this in mind, we encourage residents to personalise their rooms with their familiar belongings. We do all we can to create a 'home from home' and help people live as independently as possible, while always respecting each individual's right to privacy and choice.



Activities

Socialising is an essential part of daily life at Loose Valley, and we run a varied calendar of events – everything from summer barbeques through to entertainment evenings and exercise classes – including the ever-popular armchair Zumba!

We are a small and friendly Home with a relaxed and informal atmosphere. We all get to know each other and there is a real sense of community. Residents are always encouraged to remain active and pursue hobbies and interests. We also arrange trips out to local beauty spots, such as beaches, gardens and historic sites.

Our activities co-ordinator makes sure there is something for everyone and all are invited to join in. We offer something for everyone – even if it's just a chat and holding hands – our focus is on interaction at all levels, regardless of capability.



Mealtimes

Mealtimes at Loose Valley are an important event. We offer a varied, healthy and plentiful menu that is very popular with residents. Our qualified head chef is committed to preparing fresh, home-cooked food with the emphasis on using local ingredients, and is very happy to cater for special dietary requirements. As well as breakfast, lunch and dinner, snacks and refreshments are available throughout the day including morning coffee and afternoon tea with freshly baked cakes. Mealtimes also offer a regular opportunity for socialising; there is a pleasant and spacious dining room, and residents are able to vary their seating arrangements and dine with different people. If preferred, room service can be provided and assistance is always available for those who are less able.



Families and friends

Our first priority is that residents are able to lead a fulfilled and happy life, and we actively encourage residents and their families to become involved in decisions about their care and the way the centre is run.

Importantly, we maintain an open-hours visiting policy, which means relatives and friends are welcome to drop by and see their loved ones at any time. Families are always welcome to join their relatives for afternoon tea or lunch, or just for a coffee – while our Hairdresser works her magic.



Assessment

Before a resident joins us at Loose Valley, we carry out a pre-admission assessment. This enables us to have input from numerous health professionals – such as a GP, dietician, physiotherapist, ward sister – to consider a person's needs and develop an appropriate care plan. Residents, families and friends are invited to be present and involved at this stage.

We carry out regular care reviews and work closely with external professional bodies and families to ensure that every resident continues to receive the best possible care, both physically and mentally.

We try to make our approach as holistic as possible, as sometimes it's the small things that make the difference. The more information we can get, the more person-centred our care can be. This is an on-going process – we have something new to learn about our residents every day, which feeds into each individual care plan.





Person-centred care



We understand that family members want the peace of mind of knowing their relative is properly cared for, and that their quality of life, health, hygiene and personal wellbeing are always our first concern. At Loose Valley, we believe passionately that it is the right of every elderly person to be treated with dignity, privacy and respect. This is a principle that is upheld by our Dignity Champions – dedicated staff members who act as educators and role models to ensure the service we provide is person-centred and recognises the rights of individuals at all times.

The care team

Loose Valley provides 24-hour residential support for elderly people with a range of Nursing and Rehabilitation needs – plus respite, weekend and day care. Clinical care is supervised by qualified Nurses and health professionals, assisted by a dedicated and highly trained team of carers. We liaise regularly with doctors, district nurses, consultants and other health practitioners to ensure that each resident is receiving an appropriate level of care and medical treatment. Our Nurses have a special interest in caring for the elderly, and we pride ourselves on the quality of our end of life care. We strive to look after the whole family involved, and also have support from the local hospice.

A local GP visits the Home frequently, and is on call for emergencies. We have our own Physiotherapist and are also visited regularly by an Optician, Dentist, Chiropodist, Speech Therapist, Religious ministers and other professionals.

Training and quality assurance

We operate a robust quality assurance system, and care is formally monitored by the management team on a weekly basis. All staff members receive regular in-house training, ensuring they are fully up to date with their professional development. Training is also provided by NHS professionals, who are experts in their specialised areas, such as Dementia and palliative care.

If you would like to take a look around Loose Valley, you are very welcome to pay us a visit at any time. Simply drop in or contact us to make an appointment. We look forward to meeting you.

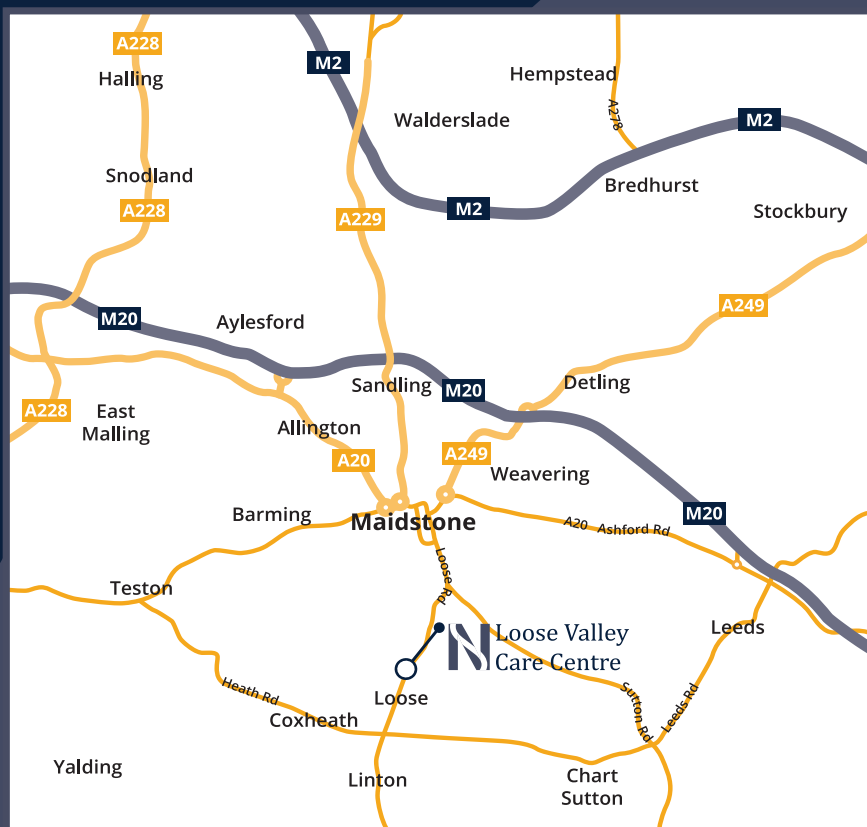
Where we are:

Loose Valley Care Centre
15 Linton Road, Loose, Maidstone, Kent ME15 0AG

Tel: 01622 745 959

Fax: 01622 747 627

Email: loose.valley@nellsar.com



"I would like to take this opportunity to thank you most sincerely for the excellent facilities and the total dedication of all staff at Loose Valley. They have been friendly, welcoming, supportive and professional in everything they do. A credit to your caring profession." MP FAMILY.