



### The Options

We offer a service to people that have residential needs. We are registered with CQC to take admission of people within the following categories:

-  Old Age (OP)
  -  Dementia (DE)
- Max number of residents: 37

We understand people need residential care for a number of reasons; therefore we can offer a range of different services to suit specific needs including:

-  Day Activities
-  Short Breaks
-  Long-term residential care

### The Team

The team is led by the Registered Manager of the Home. The Manager is supported by the Deputy Manager and other senior care staff who all have recognised qualifications and training in their field.

Auburn Mere provides staff with a monthly training session for their continuing professional development.

Staff have a wealth of experience in the caring profession and a flexible, thoughtful approach with the patience and ability to understand the needs of the special people that live in the home, providing tactfully for their requirements both day and night.

Our teams of domestics, catering and office staff know all our residents and interact with them on a daily basis. We at Auburn Mere are committed to providing a 'home' for our residents. Auburn Mere has a relaxed, happy atmosphere where residents can feel safe, secure and comfortable. It's a place where you can hear laughter and see smiles.

### Our Facilities

All rooms are individually decorated to ensure a warm and restful environment. We place great importance on each person feeling at home. Residents are welcome to bring as much or as little of their own furniture as they wish.

We have two lounges, both on the ground floor, one mainly used for watching television or films, we have a 72" screen that is perfect for enjoying films and sporting events and a second is a larger orangery with a relaxed seating area without a television – to enjoy the company of friends or family. We also have a small library area for some quiet relaxation and a children's area to keep the little people happy.

The home has a large accessible garden where residents are able to walk at their leisure. Many bedrooms have a wonderful view and we provide a choice of rooms with en-suite facilities. Each bed has a 24 hour bell, to call for assistance.

Specialised bathing and shower facilities have been installed to enable the residents to bathe in comfort with confidence and dignity. There is a lift to allow access to all floors for those not able to manage the stairs.

*... we are dedicated to creating a happy, caring and safe environment to enhance each individuals quality of life.*



### The Location

Auburn Mere is set in beautiful surroundings. The house and its five acres of land are situated with views of the green belt between the busy town of Watford and the historical Bushey Village.

Watford is situated 18 miles northwest of central London and within the bounds of the M25 motorway. The residents of Auburn Mere have come from the nearby areas of Croxley Green, Bushey, Rickmansworth, Chorleywood, Kings Langley, Abbots Langley, Carpenders Park and South Oxhey.



### Contact us

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# welcome



At **Auburn Mere** we make sure that every resident is recognised as an individual, and that each individual is involved in the planning of the support they need to live as independently as they can.

Our approach makes Auburn Mere something very special. Not too large and not too modern. We can recreate an intimate, family feel home whilst still providing 24 hour specialist residential care.

### The Auburn Mere team is dedicated to:

-  Working with the residents, their family, friends and involved professionals, to formulate a care plan that encourages independence, dignity and privacy that considers their individual needs and capabilities
-  Ensuring the best possible care, treatment and comfort is provided
-  Extending help, understanding and providing unconditional support wherever and whenever required
-  Creating a happy, caring and safe environment to enhance each individuals quality of life
-  Providing high quality care with sensitivity and understanding within a happy, warm and comfortable atmosphere
-  Offering a reassuring and homely setting that is always open to relatives and friends
-  Treating residents as individuals



### Our Mission (why we exist)

We are committed to providing a safe, happy and comfortable home, promoting a high standard of care and understanding of individual needs, to offer as much support as required, whilst maintaining respect for privacy at all times, and maintaining personal dignity and independence whenever possible.

To create an atmosphere of care and support which both enables and encourages our residents to live as full, interesting and independent a lifestyle as possible.

### Our Values (what we believe in)

RESPECT  DIGNITY  FRIENDSHIP  LOVE  COMFORT

### Our Vision (what we want to become)

To be an outstanding home that improves the lives of each person that lives at Auburn Mere.



### Visiting

We have an open door policy, visitors are welcome to the home whenever they wish and encouraged to stay for a cup of tea and a slice of cake.

### Our Kitchen

At Auburn Mere the residents are involved in planning the menu options. Each day there is a choice of three meals – always varied and interesting. We cater for all dietary needs. Tea time is also special with home-baked cakes and biscuits fresh from the oven each day.



### Activities & Social

Various activities take place, mostly organised by our own Activities Co-ordinator, others provided by outside companies

-  We have regular visits from a pat dog
-  Every fortnight musical theatre entertainment from Stage Production Companies and regular music and dancing with the very talented care staff
-  Our own activities staff look at the individual needs of the residents and designs activities specifically to them in mind, from painting, jewellery making, movie shows, cards, quizzes, board games and many more specialised sessions
-  At Christmas local children are invited to sing carols and enjoy a mince pie or two with us
-  We have our own bus, so day trips and outings are also available at the home. We visit the theatre, concerts, craft fairs, garden centres, pubs, cafes and shops. As well as museums and parks
-  We love a party for any occasion, St George's Day, Chinese New Year, the Summer BBQ and if there's nothing to celebrate we simply make up a reason like a 'let's celebrate its Friday party.'
-  Coffee mornings, cookery, keep fit, cheese and wine afternoons and take away nights are also included on the weekly activity plan
-  All residents are encouraged to participate in activities, but we also recognise that there are those that prefer their own company and this is respected too