



Support for life

Life-enhancing Care

We believe good care should be life-enhancing for our residents and their families. We do our utmost to enable independence and choice, delivering safe and compassionate care with kindness, dignity and respect for each person.





We value each individual and deliver personalised, tailored care, specific to their unique needs.

“Having worked in the field of rehabilitation of the mentally ill for many years, my husband appreciates the high level of skill and kindness shown by Ben’s staff. He values the range of activities and considers the facilities far superior to those he encountered in his career. He is grateful for the opportunity to come to Ben. I too am very grateful for the respite it gives me by knowing he is safe and well cared for during the time he is with you.”

Dr Mavis Hartley



We provide excellent care

Ben has a proud history of delivering excellent care. We've been providing high quality, residential care since 1948 and we now run three residential care centres, all of which are consistently highly rated by the Care Quality Commission. We also run a day centre in Coventry that is regarded as a 'lifeline' by its members and their families and provide quality care in people's own homes through our Home Care service.

Valuing each individual

We believe good care should be life-enhancing for our residents and their families. Whether we are providing long-term residential, nursing or specialist dementia care, short stay respite and rehabilitation, home care or welcoming a new member to our day centre, we value each individual and deliver personalised, tailored care, specific to their unique needs. We do our utmost to enable independence and choice, delivering safe and compassionate care with kindness, dignity and respect.

"The care, support and understanding you have all given to us in the past few weeks with Dad's passing has been amazing. Dad loved his stay with you and when visiting him it was a joy to see how happy and smiley and content he was. You made his twilight years peaceful and restful. We can thank you only by saying we love you all and hold you dear to our hearts."

Doreen, Dorothy, Alan and family

Working in partnership

We work in partnership with residents, their families, doctors, social services and other professionals to make sure we really understand every detail of an individual's background, needs and wishes. This enables us to meet the physical, emotional, psychological and spiritual requirements of each resident. Families can be confident their loved one is safe, happy and well looked-after, retaining their choice and control in an environment that places their needs and wishes at its centre.



A professional and efficient organisation

We run our care centres in a way that enables us to deliver consistently excellent care while operating a professional and efficient organisation. We pride ourselves in employing dedicated colleagues who are trained and supported to ensure they can understand and respond to residents' needs.

A home from home

We work closely with individuals and families to ensure the settling in period is a calm and happy time. We actively encourage residents to make a home from home by bringing personal items to furnish their rooms, along with photos and mementoes. By inviting residents to share their life story we can really get to know them, ensuring we're supporting them in the most appropriate way. Friends and relatives are welcome to visit at any time and join in with activities. We also welcome visits from trusted and friendly pets.

We enjoy afternoon tea, sometimes for a special occasion, sometimes just because!

Training and developing our staff

We are passionate about the life-enhancing power of good care and our staff are all care professionals. Along with our Registered General Nurses and qualified physiotherapists, most of our carers have a vocational qualification, or are working towards one. We continually train and develop all our staff, demonstrating a commitment to their careers that means we enjoy a high level of staff retention at senior levels, ensuring better continuity of care.

Tailored menus

We provide the opportunity for residents to meet with chefs to discuss their food preferences. Our freshly cooked, nutritious meals provide a perfect opportunity to meet and chat and mealtimes are often a very sociable affair. Residents can choose to eat in their rooms, however most prefer to sit with others and talk. In between meals residents may choose to make themselves a cup of tea and a snack, with support from our carers if required. We enjoy afternoon tea, sometimes for a special occasion, sometimes just because!

Dedicated activities co-ordinators

Whether our residents are board games fans, enjoy baking, love sports, are keen gardeners or like singing or dancing, we'll create an activity they'll enjoy. Our dedicated activities co-ordinators work tirelessly to run activities that improve physical and mental fitness. We enjoy visits from local groups that run exercise classes, singing sessions, arts and crafts, and local schools often visit to sing or chat to residents. We create communities where every day is different, where residents can choose how they want to spend their time, enjoying variety and spontaneity according to their wishes.



We'd be delighted to show you around

Lynwood Care Centre

Lynwood Court, Lynwood Village, Rise Road,
Ascot, Berkshire, SL5 0FG

01344 298100 | lynwood@ben.org.uk
www.ben.org.uk/lynwood

Town Thorns Care Centre

Brinklow Road, Easenhall, nr Rugby
Warwickshire, CV23 0JE

01788 833311 | townthorns@ben.org.uk
www.ben.org.uk/townthorns

Birch Hill Care Centre (dementia care only)

Norham, Berwick-upon-Tweed,
Northumberland, TD15 2JZ

01289 382216 | birchhill@ben.org.uk
www.ben.org.uk/birchhill

Ben Day Centre (day care only)

Arthur Wilson House, Humber Road, Coventry
West Midlands, CV3 1BH

02476 651472 | daycentre@ben.org.uk
www.ben.org.uk/daycentre

Home Care

For more information on quality care in your own home, contact our Lynwood Village Home Care service on 01344 298174 / 190 or email lynwoodhomecare@lynwoodvillage.co.uk

About Ben

Ben is a not-for-profit organisation that partners with the automotive industry to provide support for life to its people and their families. As an independent charity, our tailored, holistic care and support services enable people to navigate life's toughest challenges, empowering them to make lasting, positive change. As part of its lifelong support services, Ben provides high quality care for those in later life at our excellent care centres, in their own homes and, for the more independent, at our award-winning retirement village.

Helpline 08081 311 333

Free and completely confidential, Monday – Thursday 8am – 8pm, Friday 8am – 5pm

www.ben.org.uk
care@ben.org.uk

 /BenSupport4Auto

 @BenSupport4Auto

Ben – Motor and Allied Trades Benevolent Fund, Lynwood Court, Lynwood Village, Rise Road, Ascot SL5 0FG. A charity registered in England and Wales (no.297877) and Scotland (no.SC039842). Registered with the Homes and Communities Agency (no. LH3766). Images used within this document are for representational purposes only.


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