

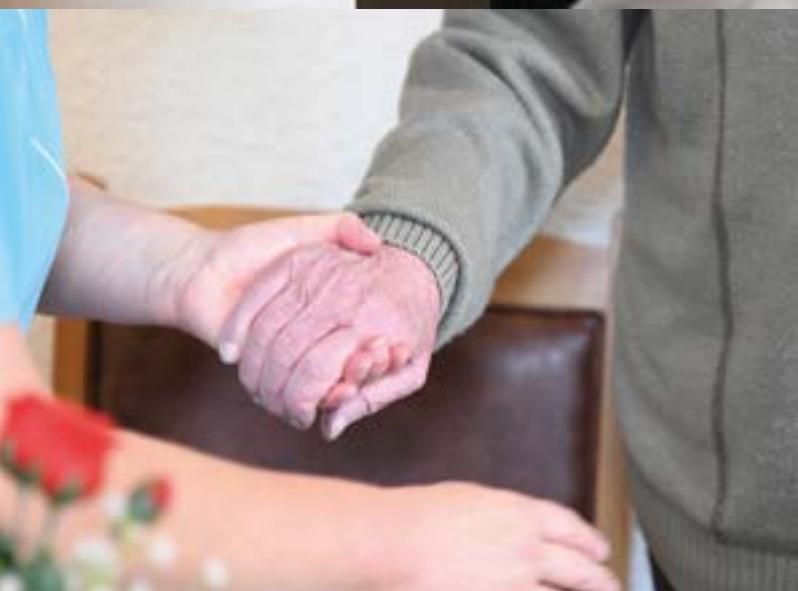
Flexible continuing care  
for those in later life

**ben**  
Support for life

# Town Thorns

Residential, nursing, dementia &  
respite care centre, Rugby





“Please could you pass on our sincere thanks to all of the staff and residents who have shown such kindness to George (and to us) during his recent stay at Town Thorns. Even though things turned out to be more difficult than we anticipated, every member of staff was so positive and encouraging. It has allowed us all to enjoy time with George, as well as free time, that we haven’t had for a long time.”



# A warm welcome

Town Thorns Care Centre is set within extensive and beautiful grounds in the village of Easenhall, located between Coventry and Rugby. We provide residential, nursing, dementia and respite care services.

Our centre consists of two buildings; a Victorian manor house with a chapel, space for training or conferences and a purpose-built care centre where people in later stages of life come for flexible continuing care.

We've been providing residential care at Town Thorns since 1991 and our care has consistently been rated 'Good' by the Care Quality Commission.

## Quality of care above all

At Town Thorns we focus on relationships and person-centred care that looks after the physical, emotional, spiritual and psychological wellbeing of each and every one of our residents. This means we adapt the way we work to suit individual needs and beliefs, developing an individualised care plan to suit each person.

We talk through every aspect of how each individual wish can be supported, from favourite foods through to specific medical needs. Whether listening to their stories or engaging them in activities they enjoy, calling people by their preferred name and ensuring all residents have the treats they love, everyone has choice, and is treated with kindness, dignity and respect.

## Our teams

Our experienced and well-qualified care teams include nurses, physiotherapist and carers. Our staffing ratios ensure the standard of care we provide is consistently high.

We also have a team of visiting healthcare professionals including general practitioners, dentists, opticians and chiropodists, who will visit Town Thorns upon request.

## Our care

At Town Thorns we provide the following types of care:

- Residential care;
- Dementia care;
- Respite care (subject to availability);
- Palliative and end of life care
- Nursing care

## Residential and Nursing care

We provide excellent residential and nursing care, dedicated to improving the quality of life and wellbeing of our residents. Some of our residents simply need reassurance and a helping hand, others require 24-hour specialist nursing care. Whatever the needs, we can provide the right level of support.

Residents have access to all facilities at Town Thorns including hair salon, restaurant and a wide range of leisure activities.



## Our dementia care mission statement

We are dedicated to supporting people living with dementia to lead a fulfilled life through:

- Valuing the uniqueness and feelings of each individual, and supporting their independence and relationships;
- Creating a safe, comfortable, homely environment where fun and laughter go hand in hand;
- Providing dedicated staff teams with a understanding of dementia.



### Dementia care

We have a small and friendly, purpose-built residential unit for residents with dementia. If required, the district nurse will visit our residents.

Residents are encouraged to bring their own personal possessions to encourage a sense of emotional security.

### Respite care

While caring for someone at home can be very rewarding, it can also be extremely demanding and it's very important that carers take a break from time to time. We work with carers and their loved ones to create a tailored care package for total piece of mind.

*Please note we endeavour to be as accommodating as possible with respite requests within our overall care provision.*

### End of life care

Our team can work with you to provide tailored, end of life care. In consultation with you, your GP and family, we can discuss your wishes and create a personal plan to fully support you.

## Home from home

All of our residents have their own private room, most with stunning views from the windows across the countryside. The tarmac paths around the grounds ensure residents can enjoy fresh air while visiting the resident ducks and fish pond.

Family and friends are welcome to visit at any time; there are no set visiting hours and you are welcome to have lunch in the restaurant (by prior arrangement) or take a walk around the gardens.

Our shared living areas, with television and radio facilities provide a friendly place for socialising and mealtimes. We can also help you prepare drinks and snacks whenever you like.

## Purposeful activities

Town Thorns has a community hall which is the focus for all types of entertainment, regular activity, and social gatherings. At Christmas time, concerts and a pantomime are a source of fun and enjoyment.

Our dedicated team provides a wide range of purposeful activities to improve physical fitness and wellbeing. From exercise classes to arts and crafts sessions, concerts from visiting musicians and local schools, movie afternoons and social outings, there's always something enjoyable to do.

Family and friends are welcome to visit at any time – there are no set visiting hours.



“My aunt has been living in Town Thorns for just over three years. Her quality of life improved greatly from the first moment. She has had many lovely experiences - concerts, activities, trips out and most importantly company and care. The staff are always welcoming and friendly and respond promptly to any concerns I may have. My aunt always took great pride in her appearance and even though she needs more help, the staff ensure she still has her make-up, nails and hair done and looks good. The medical care is exemplary and I am delighted that she is so well looked after.”

## Nutritious food

Our onsite chefs prepare nutritious, freshly-cooked food every day and there is always a choice of meals. Mealtimes are a sociable affair with many residents choosing to sit together and chat.

You can choose to stay in your room to eat if you would like, however most residents prefer company and choose to eat in the shared dining areas.

“Thank you for making Mum comfortable and visiting more pleasant for me. I have written to thank the staff in Garden Wing but realise how much we benefitted from the smiles and consideration of all the staff in Town Thorns including the kitchen, laundry, nursing, cleaning and admin. You have a special care home and I thank god for guiding me to choose Town Thorns after looking at the homes. With fondest love.”



## About Ben

Ben provides flexible, continuing care and support for those in later life.

Whether we are providing long-term residential, nursing or dementia care, short stay respite and rehabilitation or welcoming a new member to our day centre, we value each individual and deliver tailored care, specific to their needs. Ben offers care services via its centres in Ascot, Rugby and Norham (Berwick-upon-Tweed) and day centre in Coventry.

Ben's care services reflect an individual's right to respect, dignity and personal choice, delivered in a homely, welcoming environment. With a continuing and consistent approach to delivering care and support as a person's needs changes, Ben's care services deliver 'peace of mind' to relatives and loved ones.

## Come and see us

We would be delighted to show you around our wonderful care centre.

For further information about Town Thorns Care Centre or to arrange a visit please get in touch:



**01788 833311**

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**Owned and operated by Ben**

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