## Care Homes



"The feeling you get when you walk in - there's warmth, kindness and humour." Resident



### Our Philosophy



Derek Luckhurst
Chairman

Our first Care Home, Agincourt, was opened in Weymouth in 1986. Since then, our service has grown, with the Agincare brand becoming known nationally for a range of service delivery including community meals, home care, live-in care, extra care and, of course, residential care provision.

Agincare remains a family business, with the founder and Chairman still taking a personal interest in the structural fabric, staff teams and care delivery in every one of our Care Homes. Our team personally cares and it shows. This approach underpins the atmosphere in Agincare Homes which all provide a homely, yet high quality environment in which choice and independence are actively encouraged.

Each of our Care Homes is unique in style, setting and care delivery but all offer high quality care at a fair price - and, most importantly, provide people with a real 'home'.

### Our Care

We offer many levels of different services, from nursing and residential care right through to end of life care.

#### Residential Care

Our residential Care Homes provide accommodation, meals, and 'personal care'. Personal care can include assistance in getting up or going to bed, eating, washing, dressing, using the toilet and help with medication administration. Residential care provides you with;

- Day to day support
- A comfortable and safe environment to live in
   Support for your physical, spiritual,
- Activities of real interest and enjoyment
- Privacy and dignity
- Support for your physical, spiritual, intellectual, emotional and social needs

#### Dementia Care

Agincare were one of the first providers to offer dementia care. All of our staff are trained to provide dementia care, though some of our Homes offer more specialist facilities and support. We try to create a home-from-home environment, where familiar objects can be seen to help with orientation and conversation points. This includes reminiscence activities as well as enabling residents to continue helping with daily domestic tasks around the Home, such as washing up, dusting, laying dinner tables, and so on – if of course they like this!

As well as our 'Dignity Champions' each Home has a 'Dementia Champion' who leads on this area of work, maintaining standards and incorporating latest good practice.

Residential Care | Nursing Care | Dementia Care | Respite Care | End of Life Care





## Cornerstones of Care

Our aim is to provide the highest possible standard of care to all our residents, by providing an environment that can truly be regarded as their home.

#### Highly Trained Staff

Our staff have a genuine care for residents' needs and comfort, complimented by high levels of training and experience. This allows staff to empathise with residents and tailor their care with acute understanding of needs, concerns and desires. Several staff have specialities in the fields of mental health care or dementia, to establish confidence in care and to offer complete peace of mind.

#### Well Maintained Environment

All areas of our Homes are kept clean, comfortable and up to date. We continually review our properties to high standards, so that they remain safe and indeed 'homely'. Outside, our beautiful, secluded gardens, lawns and patio areas are kept perfect for a stroll, admiring the flowers or simply sitting with a book, listening to the birds and enjoying the outdoors.

#### Social Life and Leisure

We believe that social and leisure aspects of life are integral parts of care. We enable maximum independence where possible and, most importantly, help people to have some fun! Our experienced staff coordinate exciting and varied activity programmes for residents. All activities are well planned and adequate notice given to allow residents relatives, friends and staff to participate if they so wish.

### Tasty, Nutritional Food

We understand the importance of a balanced, nutritional diet, but also of making mealtimes a sociable and enjoyable occasion. Residents' families are welcome to join them for our varied, delicious and home-cooked meals (private dining is of course an option), and special dietary requirements are catered for, with menus tailored with consideration to not only nutrition, but taste!



# Professional Care Home Management Services

In addition to the fully owned and managed Care Homes, Agincare offers a Care Home Management Service to owners of Care Homes, Administrators, Insolvency Practitioners or Investors who, for whatever reason, wish to place the running of their Care Home with one of the largest independent Care Providers in the UK.

Our wealth of experience, proven management team and established departmental structure enables us to tackle all aspects of managing a Care Home; the services of which can be provided as a complete outsourced management package, or used in isolation depending on the issues facing a particular Care Home or service requirement.











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