



The Oaks



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theoakscarehome.com

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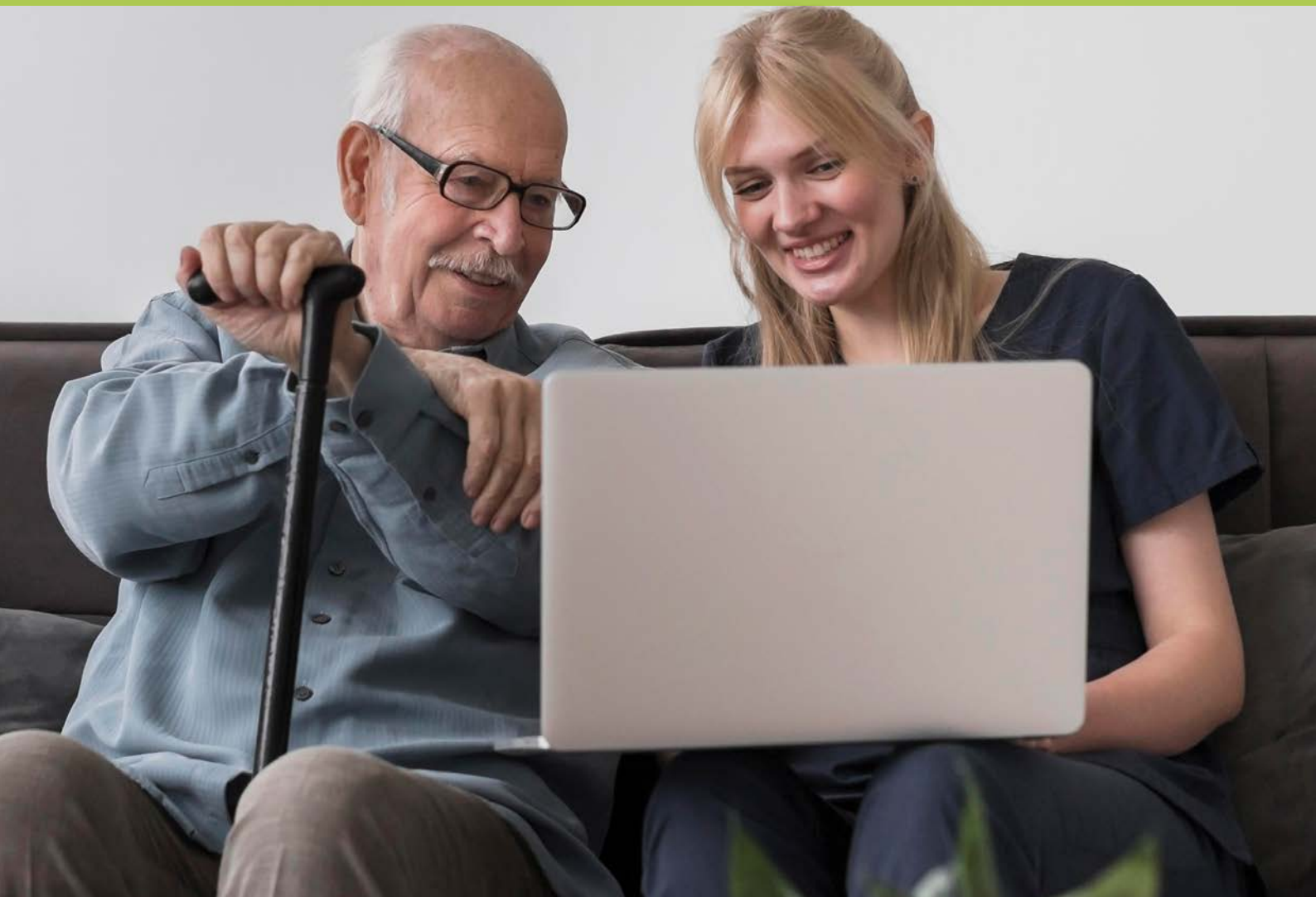


Excellence **in care**

“We at The Oaks know that finding the home for you or your loved one is a choice not to be taken lightly. Moving home is an emotional and challenging time at any age, but it can be even more so in later life. That is why we offer in-depth consultations to walk you through your needs, the scope of your care and your goals for the future. We listen to what will make your move as smooth as possible and to what will make everyone feel at home.

We'd be delighted to show you around to experience our homely, welcoming atmosphere for yourself, so please arrange to pop in for a chat.”





Welcome to The Oaks Care Home

When you come to live at The Oaks, you open up a world of possibility and opportunity in this, the next stage of your life.

Our care home provides general nursing care, nursing care to people with dementia and a tailored respite service for those people who would like a short or long break. In every case, we are here to provide all the care each person's own family could wish for.

Deepak and his caring team work together to provide the highest standard of person-centred care to all residents, always delivered with kindness and compassion.

We would be delighted to show you around to experience our homely, welcoming atmosphere for yourself, so please arrange to pop in for a chat.

Tel: **020 8857 9980**



The Care You Need

Personalised and compassionate care with trained nurses on site 24/7.

- Nursing Care
- Dementia Care
- End Of Life Care
- Respite Care

Unique Care

At our Care Home, you'll find a team of dedicated specialists ready to create an individual care plan that's tailored to you. We will:

- Help you to choose a lifestyle that's right for you
- Discover your personal interests and hobbies
- Help you stay as independent as possible
- Personalise the interior design of your bedroom
- Facilitate ways for friends and family to stay in touch
- Introduce you to an active social life and companionship
- Learn about your favourite foods, preferences, and tastes





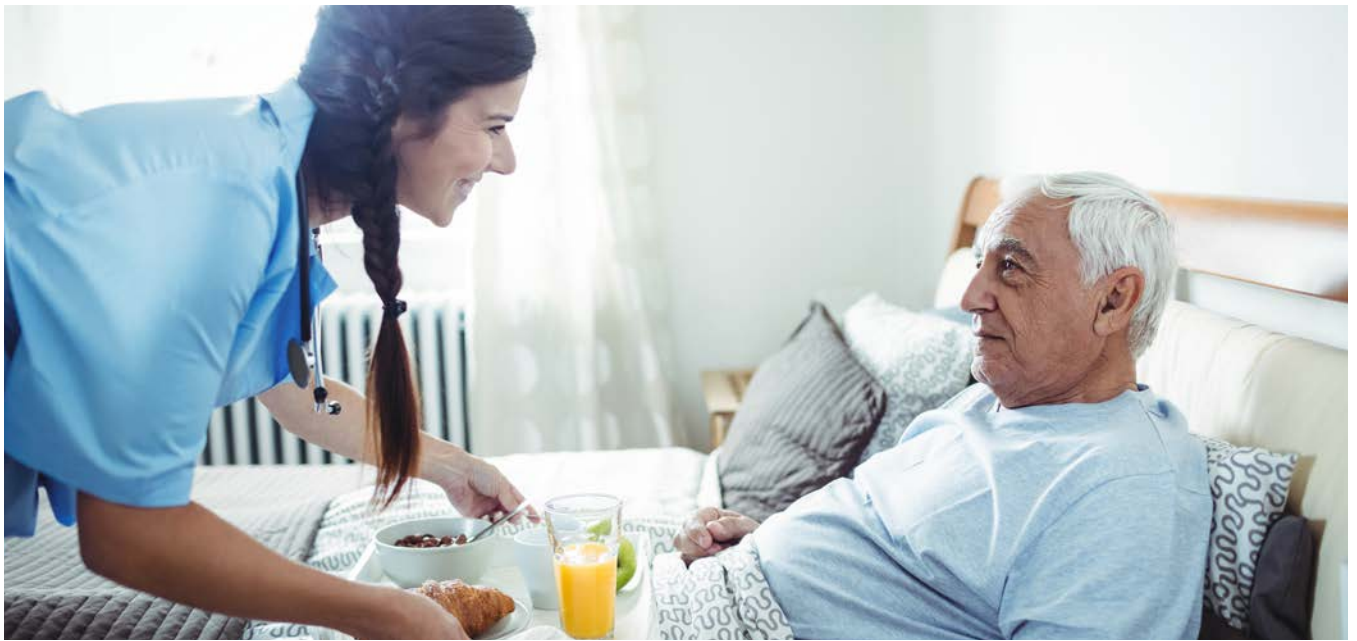
In Caring Hands

The Oaks is ideally situated in New Eltham and provides residents with extensive communal space and comfortable lounge areas. The home has recently been refurbished and each bedroom, which has the added benefit of en-suite facilities, has been designed to ensure the comfort and safety of the residents.

The friendly and welcoming decor helps residents feel at home and there is a tranquil, fully enclosed garden, which offers our residents a relaxing atmosphere and a quiet retreat.



Our dedicated team ensure we meet the resident's individual care and social needs. There is an open door visiting policy and families and friends are always welcome.





Our Philosophy

It's central to our philosophy that we strive to value and enrich the lives of all our residents. We offer companionship, security and first class care. We give all our residents the freedom to live their lives with the additional tailored support from us, should they need it.

An Active Life

We help you to keep your mind and body active and support you in maintaining your lifestyle choices, friendships and links to your community. You may well find some new hobbies and interests too.

Your Room

This is your own personal space, which is why we encourage residents to 'make it theirs' and personalise their room. All our rooms are furnished with comfort in mind. Your bedroom includes a bed suitable to your needs, wardrobe, chest of drawers, bedside table, over-bed table, armchair and other furniture to suit the size of the room.



All the Comforts of Home

Relax and socialise in one of our comfortable lounges. You can use these rooms to entertain your family and friends, spend time with other residents or take part in activities.



Conservatory



Visiting Hair
Stylist



Lift Access



Free Wifi



Relax



Socialise



Convenient
Location



Home Baking



Landscaped
Gardens



Our Caring Team

Our team is made up of qualified caring nurses who continue to build their skills with on-going training.

As well as providing excellent professional care, our entire team is dedicated to maintaining a sense of home and of belonging in our care home. Our team takes plenty of time to understand our residents, their likes and dislikes, and exploring all the ways we can make them happy and comfortable. We give our residents and their loved ones confidence that we're providing the very best of care, and delivering special resident experiences every day.

Lifestyle

Our dedicated and highly trained staff specialise in supporting our residents to carry on doing the things they enjoy.

We help residents feel at home by encouraging them to do familiar things. If they had a hobby or pastime they did before they arrived, we'll help them to continue it with us. Or perhaps they may like to learn something new?

The important thing is that we treat every resident as an individual. If they enjoy sharing time with others, either in our home or on an organised trip out, they're most welcome. Or, if they prefer quiet time alone, we'll respect that too.



Food Glorious Food

Our excellent team of kitchen staff are here to provide all our residents with a delicious and nutritious, well-balanced diet.

We always ask residents and their families about their food preferences and dietary requirements. Our chef and catering team then work with dieticians to create meals that are nutritious and tasty, using fresh seasonal ingredients.

Residents can eat in our pleasant dining rooms or, if they prefer, we're pleased to serve them their meal in the privacy of their own rooms.



Support for all of those who need care

Personalised Care Plan

We will work with you and your family to create your personalised care plan. This is the key document that determines your care and support. Together with you and your family, we will identify your needs, preferences and the things we need to know to support you. This is all recorded on your care plan.

Specialist Care

You will be able to call upon the services of a wide range of specialist practitioners who either visit the home on a regular basis, or have a practice within the surrounding area, which can easily be visited for consultation. For example, you will have access to dentists, opticians and a podiatrist.

Medical Care

If your current GP is willing to visit you at the home, we're very happy for you to maintain that relationship. Alternatively, we have visiting GPs who are pleased to come and see you. Each GP visits the home on a regular basis, or at your request, and will be able to take care of your prescription needs.

Medicines

If you would like to manage your own medicines, and it is safe to do so, we will provide lockable facilities and staff support for you as needed. If you prefer, or if it's assessed as safer, our trained staff will keep your medication in a safe place, and give it to you at the times stated on the prescription. We'll discuss all aspects of your medication with you when we develop your care plan.

Meals

Food is so important and we have an excellent team of kitchen staff who offer a wide range of meals to provide a nutritious, appetising and well-balanced diet.

We always ask residents and their families about their food preferences and dietary requirements. Our chef and catering team then work with dieticians to create meals that are nutritious and tasty, using fresh seasonal ingredients. To add more variety, we also make a point of celebrating with special meals and events throughout the year. Residents can eat in our pleasant dining rooms or, if they prefer, we're pleased to serve them their meal in the privacy of their own rooms.

Lifestyle Support

Our dedicated and highly trained staff specialise in supporting your lifestyle and promoting well-being for all our residents. They are passionate about the invaluable role they perform within the group.

Another aspect of helping our residents to feel at home is for them to do familiar things. If they had a hobby or pastime they did before they arrived, we'll encourage them to continue it with us. The important thing is that we treat every resident as an individual and listen to every residents wishes.



Dementia Care

Living with dementia can become more difficult over time and as the dementia progresses, you may find it increasingly hard to manage by yourself or to continue to ensure the best quality of life at home.

This is when it may be time to think about moving into a care home.

Many people worry that moving into a care home will mean losing their independence or having to give up the things they love doing. But our care home encourages you to remain as active as possible and ensure you continue to enjoy a happy, fulfilled life.

No one has the same journey or path through dementia, that's why we tailor your support around your individual needs, preferences and wishes and involve you in the planning of your own care. We encourage you, wherever possible, to continue making your own decisions about what you do and how you spend your time.

Experience has taught us that residents who are encouraged to stay active benefit from improved mental and physical health.

Dementia care

We provide care for people who are experiencing memory loss or confusion, perhaps because of Alzheimer's.

Through our specialist insight into the causes and effects of dementia, we can help a resident to make the most of their abilities so that they can continue to live as full a life as possible.

We support each person emotionally, physically and socially and always keep in mind that they are an individual with a long life behind them.

Nursing and Palliative care

At our care home you can receive specialist nursing care in our warm and welcoming home. Our highly qualified and experienced team provides excellent quality clinical care with compassion and understanding. We can care for people with considerable and high dependency health needs, and provide palliative care.

Respite Care

Our care home also offers Respite care, also known as short stay care, which means taking a break from caring while the person you care for is looked after by someone else.

It lets you take time out to look after yourself and helps stop you becoming exhausted and run down.

Stays can be as short as one week or as long as necessary. We work closely with residents and their relatives to understand their needs now and in the future.

Respite care enables you, the carer, to take a well-earned break or holiday from your everyday responsibilities, knowing that your loved one is receiving the very best care.

If your loved one needs help with daily living or has nursing needs, respite care is also an option if you yourself are unwell. As well as giving your loved one a valuable change of scene and the chance to try new activities and meet new people, respite care can also be extremely useful if they're recovering from an illness or operation and need a higher degree of care than normal.



A teal-tinted photograph of two hands clasped together, with a quote overlaid. The hands are positioned in the lower right, with fingers interlaced. The background is a blurred, light-colored surface.

“ Resident choice
and dignity are
strong values here.”

What Our Clients Have To Say

“My wife and I together with my 96 year old mother recently attended a garden party at The Oaks where we had a lovely afternoon meeting the staff and residents. The gardens are so peaceful and well kept and we were overwhelmed by the care and individual attention given to the residents by the staff. A very pleasant time was had by us all.”

Peter T (Son of Resident)

“All the staff are extremely kind. They call a GP, dietician etc if required. They encourage participation in activities and trips out. The food is appetising and served with care. Clothes are washed regularly and my husband always looks tidy. Staff phone me to report any changes or concerns. They always give a warm welcome to visitors and thank them for coming. They do their best to keep a quiet and peaceful atmosphere in the lounge and are very patient in the way they deal with residents. I am very grateful for their care, help and support.”

A B (Wife of Resident)

“My dad was a resident here for around two and a half years. The care he received was of a high quality and he enjoyed his time here far more than the other care facilities he was in. The staff were always very caring and professional and it is good to know that he was well looked after in his advanced years.”

John B (Son of Resident)

“Staff look after my sister very well as they do everyone they are always on hand to help and always have a smile. Everyone knows my sisters name with a lot of people there i am amazed everyone is very well cared for.”

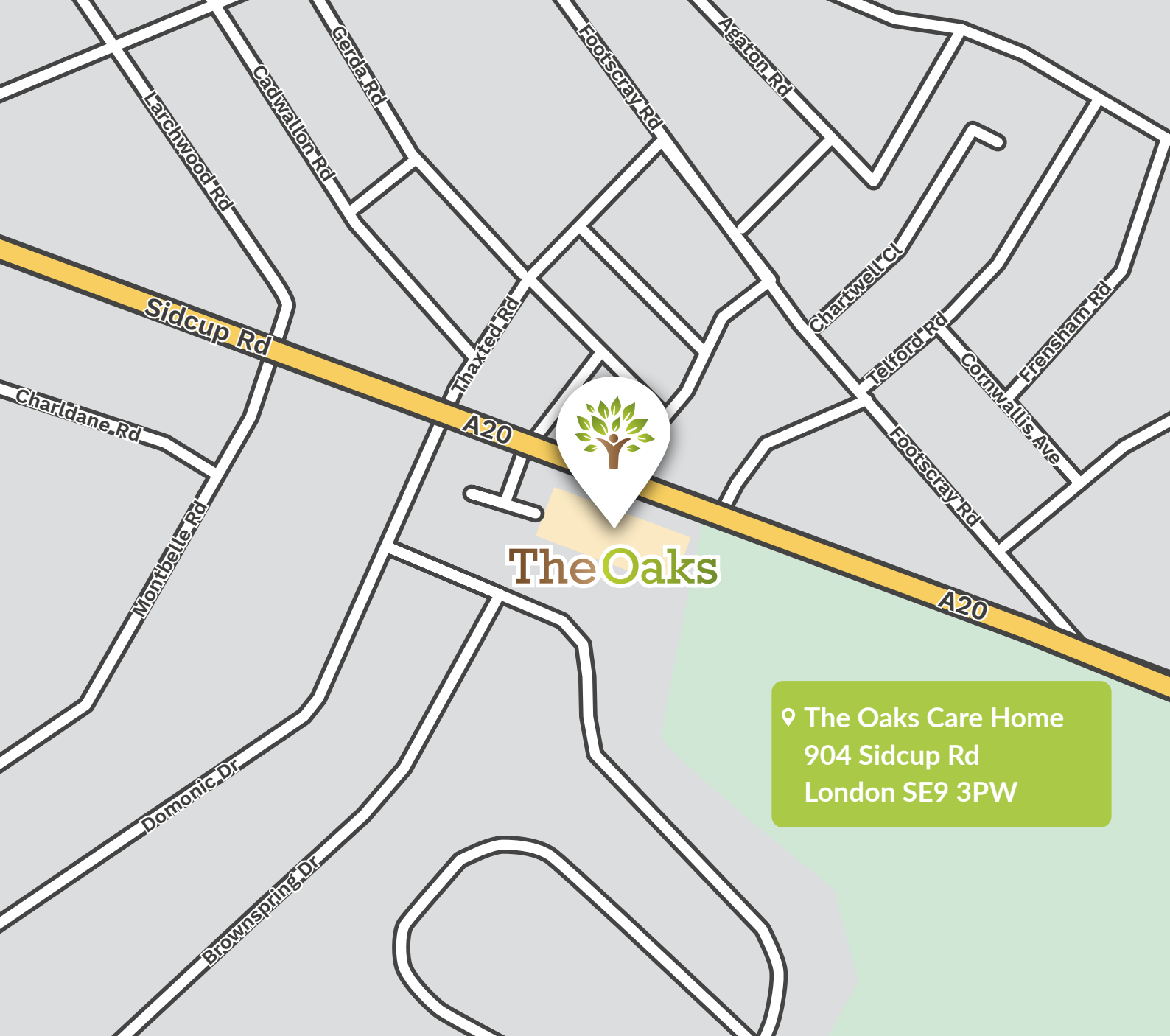
Bernie G (Brother of Resident)

“My mum has been cared for by The Oaks since August 2020. Despite it being such an uncertain time, the staff and management have worked with us to get the best of visits and contact. They have taken the necessary precautions when needed to keep Mum safe, introduced invaluable video calls and window visits, and have gone above and beyond to progress and ease restrictions when possible. Even when we were unable to physically see my mum, we always knew she was in safe hands. My mum has behavioural challenges, and the staff not only care for her, but they actually care about her and show genuine love and respect for her, which we are so grateful for. I have no doubt in recommending The Oaks to prospective residents and their families, and under its new management, I can only see it improving further.”

Rene C (Daughter of Resident)

“My husband has lived here for over 15 years. In that time his needs have varied considerably but he has always received very good care. I cannot fault the care and attention he receives from the wonderful staff here.”

E O (Wife of Resident)



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Let's Talk

If you're looking for support for your loved one please contact The Oaks today to see how we can help you.



☎ 020 8857 9980

✉ admin@theoakslondon.co.uk

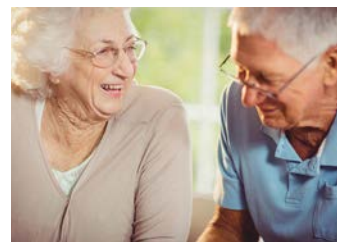
🌐 www.theoakscarehome.com

Contact us
today to see
how we can
help your
loved ones.

Our commitment to care



The Oaks
Excellence in Care



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