



Friends of the Elderly Malvern  
WORCESTERSHIRE

# Hello and a very warm welcome to Friends of the Elderly Malvern

Thank you for your interest in Friends of the Elderly Malvern.

As Chief Executive of Friends of the Elderly, I am passionate about the quality care we provide across our group.

Our vision is to ensure older people have the opportunity to live fulfilled and respected lives. I am proud the care we provide at Friends of the Elderly Malvern makes this vision a reality.

Within this pack you will find lots of information about the home and the charity, but I believe nothing makes up for visiting the home in person, if you haven't already done so.

I hope you will also have the opportunity to explore Friends of the Elderly Malvern and to meet our fantastic manager and the team.

Most importantly, please do make time to meet our residents – the people who make Friends of the Elderly Malvern such a vibrant and wonderful home.

We look forward to welcoming you soon.

Kind regards



Steve Allen  
Chief Executive







## Our charity

Friends of the Elderly has been supporting and caring for older people since 1905. Over a century later, Friends of the Elderly still has an important role to play in the individual lives of an ageing population.

The charity is working to ensure that all older people have the opportunity to live fulfilled and respected lives. We do this by providing high quality caring services, giving grants to older people living on a low income and raising awareness of issues such as loneliness.





## Our home

Friends of the Elderly Malvern is one of our most historical and picturesque locations. We provide a full range of care from residential through to nursing and dementia, ensuring that we can help you with a range of care needs.



Davenham, our residential home, is a striking period property and provides residential care for up to 29 people. All the rooms are spacious, light and airy and most have en-suite bathrooms.

Perrins House is a purpose-built modern nursing home that provides nursing care for up to 43 people. All of the rooms are en-suite and have a television point and telephone socket.

Bradbury Court is a purpose-built dementia care home providing dementia care for up to 24 people. All of the rooms are light, airy and have en-suite facilities.

Davenham, Bradbury Court and Perrins House sit within stunning grounds and gardens and many of our rooms overlook the beautiful gardens and Malvern Hills. The spectacular grounds provide a relaxing space to sit and read or talk to your friends and family.

All of the homes have a range of beautiful communal areas, including bright and airy lounges, spacious dining rooms, a sun room and cosy sitting rooms. In addition you can enjoy our extensive library and we have an on site galleried chapel you are welcome to use.

We have a fully equipped hairdressing salon and can arrange for local services to come to the home if there are treatments you would enjoy.

## Our approach

At Friends of the Elderly Malvern we are dedicated to providing individual care with dignity that meets your needs.

We employ an informal, relaxed approach to ensure that we maintain our home from home feel, but we always deliver our care with absolute professionalism.

All our staff, from housekeeping to care and management teams, are trained to the highest standard. We invest in learning and development opportunities for all of our staff to ensure the care delivered is

second to none. To ensure you receive the best possible care, our Quality Team makes regular visits to the home to make sure we are meeting the Care Quality Commission (CQC) guidelines.

Your views are important to us and we hold regular resident and relative meetings to share information about the home and to hear your feedback. We also conduct an annual survey and publish these results with an action plan on what changes we plan to make.





We will work with you to develop a personalised care plan that reflects what you want and need. We review plans on a regular basis, to ensure that all care needs are met.

We can also support you in arranging for the GP to visit and organising other medical appointments with you or on your behalf.

We have an active social calendar developed by our dedicated activities coordinator. From movie nights to exercise groups, family days in the gardens and trips out, you are sure to find something that appeals to you. We also work with local

volunteers who are trained in befriending or delivering activities that support you to lead an active and fulfilled life.

If you value your privacy, or wish to spend time with just your friends and family, our peaceful lounge areas and extensive gardens provide beautiful, secluded spaces for you to enjoy the peace and tranquility of our homes.

Your family and friends are always welcome to visit. They can drop in at any time, join you for a meal, take part in one of our many activities or just spend time sitting with you in our gardens.





## Our food

At Friends of the Elderly Malvern we recognise how important good quality food is for both your health and happiness. We work closely with our suppliers to ensure every meal is tasty and nutritious.

Our staff work hard to ensure that we provide a pleasant dining experience and many of our residents choose to sit together and socialise over lunch and their evening meal. Guests are also welcome to join you for any of your meals.

All meals are freshly prepared by our on site cooks who plan quality, seasonal menus and you can choose from a wide range of nutritious meals.

We take the time to understand what you like so that you continue to make your own decisions about the food you eat.

A range of snacks and fruit are always available in between meal times for you to enjoy.



# Our specialist care

Our care and support services include specialist nursing and dementia care, all of which are delivered by highly trained staff with empathy, dignity and respect.

## Nursing care at Perrins House

Our professional nursing team provides nursing care for people with more complex healthcare needs. Nursing staff are available 24 hours a day, 7 days a week and are trained in understanding the needs of older people. They are supported by highly skilled carers who together ensure that regular monitoring and assessments are undertaken to ensure you receive the very best care and attention.

Whilst your nursing needs may limit your mobility, we continue to support you with suitable activity that is tailored to meet your needs, from reading the daily newspaper through to gentle massage or strengthening exercises – whatever is right for you.

Our team understands fully the process for emergency admissions and can help you navigate the paperwork needed to

ensure a transition from home or hospital to Perrins House.

## Dementia care at Bradbury Court

Bradbury Court is our specialist wing for people living with dementia. Whilst the Court has a number of specialist dementia design features, our ethos is always to focus on you and understand what support we can provide to help you live an active and fulfilling life.

We will spend time getting to know you and what's important to you. We will build up your life story through your own recollections and the support of your friends and family which will help us build your personalised care plan.

Our staff support positive well-being and meaningful activities, which make the most of our themed areas including a 1950s style lounge, a working kitchen and a sensory garden. The relaxed atmosphere in Bradbury Court and the indoor and outdoor spaces are all designed to provide a homely environment that is friendly and safe.



## Visit us

We hope you have enjoyed learning more about our home and we would welcome the opportunity to show you around. We understand it can be a difficult decision to move into residential care and our experienced team are more than happy to talk this through with you and answer any questions you may have. You are welcome to join us for lunch and get a feel for the home and chat to other residents about their experiences.

# Friends of the Elderly Malvern



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**Contact us today to arrange a visit.**



Call us on 0203 8564 211



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Visit us at:

[www.fote.org.uk](http://www.fote.org.uk)

