

Friends
of the Elderly



Friends of the Elderly Malvern

*Providing residential, nursing
and dementia care*



BUCKINGHAM PALACE
LONDON SW1A 1AA



To you all,

I am proud to be President of Friends of the Elderly. The work of the Charity ensures that older people have access to wonderful support and a safe environment for everyone in your care to live fulfilled and respected lives.

The outstanding and important work undertaken by Friends of the Elderly to embrace people living with dementia as a part of your Dementia Education Programme, is testament to the Charity's commitment to improving the lives of older people.

I send to you all at Friends of the Elderly my warmest good wishes.

A handwritten signature in white ink on a dark blue background, reading "Alexandra".

HRH Princess Alexandra KG GCVO

President

Friends of the Elderly

Supporting older people for over a century

Comprised of three homes, Davenham, Perrins House and Bradbury Court, Friends of the Elderly Malvern is part of Friends of the Elderly, a charity that has been making life better for older people since 1905.

From serving up 'Penny Dinners' to WWI veterans to pioneering innovations in dementia care, older people are at the heart of what we do.

Yet we are more than just a charity, we are a family too. Because of this we put the personal into professional care, whether it's through grant services, day care or residential homes.

We know that older people are individuals with their own unique stories to tell. Most of all, we believe that the senior years of a person's life should be rich, full and dignified. At Friends of the Elderly Malvern, we have created a space where people can flourish.



Take a look inside Friends of the Elderly Malvern

'I feel very secure here and in safe hands. This is just like being at home.'

A stately home surrounded by mature gardens. Breathtaking views of rolling hills. A pretty spa town just a short stroll away.

Welcome to a true home. Welcome to Friends of the Elderly Malvern.

Our home is set within historic, picturesque grounds in a quaint Worcestershire spa town. Residents can enjoy spectacular views of the Malvern Hills, an Area of Outstanding Natural Beauty.

Our residential areas include a beautiful stately home that was gifted to us from the Perrins family, of Lea & Perrins Worcestershire Sauce fame. The house is filled with unique pieces of art, including Worcester pottery. We also have two modern, purpose-built homes for specialist care.

Three homes, one family

Malvern is actually three homes in one location — Davenham, Perrins House and Bradbury Court. Each specialise in a different type of care yet are all part of the same happy Friends of the Elderly Malvern family.

Davenham is our residential home and is based in a striking period house. Perrins House is our purpose-built modern nursing home offering around-the-clock professional support. Bradbury Court is a hub of specialist dementia care and includes reminiscence areas such as our 1950s-style lounge, working kitchen and sensory garden.

Our three closely connected homes are all devoted to treating people as individuals, offering meaningful activities and making sure that everyone feels included. As many of our staff are longstanding, we have a real family atmosphere.

Our open, flexible approach means that your friends and family are welcome to drop by at any time for a visit or to share a meal.



* All quotes are anonymised and taken from latest CQC report.

A special and welcoming place

All rooms at Malvern are spacious, light and airy, many with ensuite bathrooms. You are welcome to personalise your space with small pieces of furniture and treasured mementoes. Many rooms have views of the gardens or Malvern Hills.

Each of our homes has its own set of attractive and comfortable shared areas. These include bright and airy lounges, cosy sitting rooms, spacious dining rooms and a sun room. Our tearoom is ideal for entertaining visitors, plus we have a library crammed with books and our own private galleried chapel.

Our fully equipped hairdressing salon will keep you looking and feeling your best, plus we can also arrange pampering treatments from visiting beauty therapists.

Our mature gardens are perfect for reading, mingling with other residents or spending time with loved ones. The sensory garden area is a scented oasis where you can enjoy a quiet moment.



Living life to the full

Malvern offers a wide range of varied and inclusive activities. These include exercise classes, quizzes, movie nights, music and visiting entertainers. All activities are tailored to your own interests, meaning that you can shape your free time to suit you.

We also have family days in the garden, as well as regular trips out for pub lunches or tea and cake. There are also plenty of seasonal events on our calendar, including Christmas festivities.

Plus as our home has Wi-Fi throughout, it is easy to stay in touch with loved ones.



Memorable menus

What could be more important than delicious and nutritious food every day?

At Malvern, we believe that mealtimes should be an event. That's why we are passionate about serving quality dishes that will boost your health and happiness. From teatime treats to international cuisine to the best of British, we have something to tempt every taste.

All meals are freshly prepared by our kitchen team, who love creating seasonal food sourced from specially selected suppliers. We believe in variety too, meaning that you can choose from a wide range of menus each day, plus snacks are always available. Most importantly, we'll make sure to get to know your individual preferences.

Our team work hard to create a pleasant dining experience, which is why many of our residents choose to enjoy their meals together. What's more, you are welcome to have guests join you. And with themed nights like 'A Taste of France', our meals can be quite lively.



Putting the individual first

'There isn't a day that goes by when I'm not inspired by the people I meet.'

At Friends of the Elderly Malvern, we see the individual first. We focus on what a person can do, rather than what they can no longer do. We treat everyone with dignity and consideration.

For this reason, we will aim to fit our home around you, instead of expecting you to fit around our home. We will also work with you and your loved ones to create a tailored, regularly updated care package that reflects your preferences.



Personal, professional and passionate staff

'I think it is great that we are a charity because it just feels that our values are very different to everybody else's. I love that we are part of one big family.'

We always say that it is our staff who make us what we are. From our care team to our cleaners to our managers, everyone is highly trained. Our goal is to balance a relaxed and open atmosphere with highly professional care.

We also believe in investing in our people through ongoing learning and development. Some of our staff have been with us for many years, because they know that they can grow here. In fact, it is these long relationships that create the special family feeling at Friends of the Elderly Malvern.



Listening is everything

‘Their selfless professionalism, compassion and kindness is amazing.’

It is very important to us that older people feel seen and heard. That is why we hold regular Residents’ Meetings for sharing ideas and concerns, with relatives welcome to come along.

As well as this, our annual survey is a chance for everyone to give us direct and honest feedback. Plus if there is anything you would like to chat about in private, our manager will always be here for you.

We believe in listening to older people and learning from them, which is why Friends of the Elderly Malvern is always getting better.



Our values comes first

‘Quite frankly, everybody is marvellous.’

Malvern’s core values of Friendship, Appreciation and Respect are at the heart of everything we do. In fact, these values have one thing in common — they are all about putting the individual first.

So whether that means offering older people dignified care, taking the time to listen, or just remembering someone’s meal preferences, our values shape every single decision.



Our Royal connection

We are proud to have been supported by the Royal Family for over 60 years. Her Majesty The Queen is one of our patrons and Her Royal Highness Princess Alexandra has been our President since 2005. Their support has been invaluable to us.

Our fees

All fees are based on an individual assessment of your needs. Please see the fee insert for further details and please do also speak with the home manager.



Your next steps

We hope that you have enjoyed finding out about our beautiful and inclusive homes in Malvern. We understand that moving into a care home is a big decision and that you are bound to have more questions. That is why we are here to talk you through it, every step of the way.

In fact, we would love the chance to show you around in person. So why not visit us for lunch, get a feel for our home and chat to our residents? You would be very welcome.



Get in touch

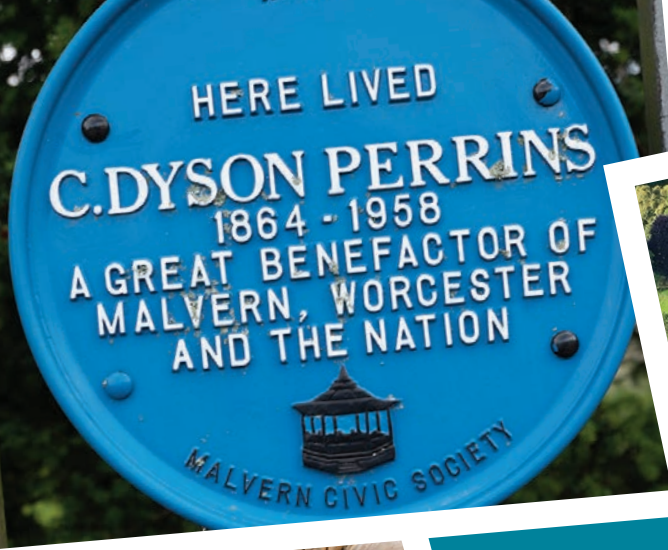
Or if you would like to speak to us on the phone first, please call

03305 550 378 (enquiry line)
01905 388 720 (care home)

Plus you can email us at malvernsite@fote.org.uk
or visit www.fote.org.uk
for more information.

We really look forward to speaking to you.

Friends of the Elderly Malvern
Davenham
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From 1905, Friends of the Elderly has cared for older people and supported them to live independent lives, enriched with dignity and respect. From providing 'Penny Dinners' to help older men returning from the First World War in 1918, to ensuring that our services and activities are safe, innovative and dementia-friendly 100 years later, Friends of the Elderly is a charity that has always put people at the heart of all that we do.

Friends of the Elderly Group

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