



# New Copford Place Care Home

A Friends of the Elderly Care Home



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.

**HRH Princess Alexandra KG GCVO**

President

Friends of the Elderly

# Supporting older people for over a century

New Copford Place 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. Most of all, we believe that the senior years of a person's life should be rich, full and dignified. In our home, we have created a space where people can flourish.



# Take a look inside New Copford Place



*'This is a truly wonderful place to live.'*

A cheerful, modern house in a quaint Essex village. A garden visited by squirrels and twittering birds. A sheltered terrace filled with laughter and chatter.

Welcome to a true home. Welcome to New Copford Place.

*'I am safe here. The staff are kind and lovely.'*

New Copford Place is a cheerful and modern purpose-built care home. It has a picturesque setting in the village of Copford, near to Colchester and surrounded by Essex countryside.

Considered to be one of the best residential homes in the area, we take a relaxed, personalised and family approach to care. There are plenty of activities to get involved with, but you can also enjoy your own space too.

Our residents love the beautifully tended gardens filled with trees, squirrels and birds. There is also a courtyard with a sheltered seating area for reading, relaxing or spending time with loved ones.

New Copford Place has an overall CQC rating of 'Good'.

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

# A special and welcoming place

*'This place is amazing...it is the best place I could have ended up living in. I am so lucky...'*

All rooms at New Copford Place are spacious, light and airy with ensuite bathrooms. You would be welcome to make your space more personal with small pieces of furniture and treasured mementoes. Every room is on the ground floor, meaning you will have easy access to the outdoor courtyard.

There are also various bright and cheerful shared areas, including three lounges and a spacious dining room.



# Living life to the full

*'We have plenty of entertainment and things to do if you choose to get involved.'*

Our wide, varied and inclusive activities mean that there is never a dull day at New Copford Place. These include movie nights, exercise classes, Ladies' Fellowship events, a gardening group run by a horticultural specialist and craft activities like making hats for Ascot. We also hold regular family days in our gardens and go out on excursions. On Sundays, our residents attend a range of churches.

We are involved with the local community and our 'Knit & Natter' groups enjoy creating raffle items for village fairs. Visiting hairdressers and beauty therapists mean that you can always look your best. We even get occasional visits from friendly Shetland ponies.

Seasonal events include our popular Christmas pantomime trip.



# Memorable menus

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

At New Copford Place, we believe that mealtimes should be an event. That's why we're 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 professional cooks, who love creating seasonal dishes 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 preferences too. And if there is nothing on the menu that takes your fancy, then our chefs will be happy to whip up an alternative.

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 special themed nights like 'A Taste of France', our meals can be quite lively.



# Putting the individual first

At New Copford Place, 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 New Copford Place.



# Listening is everything

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 New Copford Place is always getting better.



## Our values

New Copford Place'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 home, New Copford Place. 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)  
**01206 210 397** (care home)

Plus you can email us at [newcopfordplace@fote.org.uk](mailto:newcopfordplace@fote.org.uk) or visit [www.fote.org.uk](http://www.fote.org.uk) for more information.

We really look forward to speaking to you.

**New Copford Place**  
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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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