



Willow Park Lodge
Residential Care Home

**Our home
is where
the heart is**



A warm welcome to Willow Park Lodge

Willow Park Lodge is a modern, purpose-built residential care home offering compassionate, professional and dignified care in stylish and comfortable surroundings.

Designed and equipped to meet a wide range of needs, the home's team of experienced care staff work closely with residents and their families to provide a truly person-centred service.

Whatever is important to our residents, is important to us too.



Willow Park Lodge is a unique environment which has been carefully created to meet the needs of residents over the age of 65.

Arranged over four levels using intelligent design, it provides a safe and responsive community of support and expertise.

The ground floor facilities are designed for individuals and couples who have made a lifestyle choice to live within a care home community while the upper floors cater for residents with additional specific personal needs. The entire care home provides an environment that has been designed and managed to maximise independence.

Providing short and long term care, Willow Park Lodge also offers rehabilitation facilities and respite care for people making the transition from hospital to home following medical treatment.



An exceptional standard of care

Willow Park Lodge offers exceptional standards of care to meet each person's individual requirements. Whether a resident is ageing well or has specific conditions such as dementia, we focus on getting to know them to provide a truly person-centred approach.



Images of Abbey Wood Lodge and Parklands Lodge

Essential Standards

- To be treated with respect, dignity and compassion
- To have privacy in all personal matters
- To be kept safe and fully informed about all aspects of care, treatment and support
- To live in pleasant, clean, comfortable and welcoming surroundings
- To be given opportunities, encouragement and support to live as full a life as possible
- To have personal records treated confidentially, kept safe and updated
- Access to an open and honest complaints procedure to raise concerns
- To be protected from abuse or the risk of abuse and to have human rights observed

Care Philosophy

At Willow Park Lodge we are trusted care facilitators, committed to meeting residents' individual needs whether they are ageing well or have specific medical requirements.

We realise that some of our residents have made a lifestyle decision to move into a care home community to receive the support and assistance for themselves or a spouse while others have specific needs as a result of living with conditions such as dementia.

Whatever each person's individual circumstances, we offer a community of care that looks at the individual as a whole and appreciates the lifetime of experience they have acquired.

Care Team

Willow Park Lodge employs people with a proven track record in care provision and invests heavily in training to ensure that the essential elements of respect and dignity are built into all care procedures and processes.

Led by Gaye Clark, Head of Care, who has spent more than 30 years working in the industry, staff are focused on providing compassionate, transparent and person-centred care to the highest standards.

Many members of staff are trained to NVQ Level 3 in Health and Social Care and Willow Park Lodge also uses state of the art technology and on-site training facilities to provide staff with the latest qualifications.

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Taking care of all your needs



Care, Treatment and Support

Willow Park Lodge works alongside health and social care commissioners and agencies to help provide the most appropriate care and support for people's health and well-being. Individuals' needs are assessed according to cultural background, language, gender, disability, age, sexuality, religion and beliefs.

At Willow Park Lodge facilities are arranged across four floors to meet the varying needs of residents.

The ground floor provides a hotel-style level of service for people who are ageing well with a relatively low level of dependency. This is for individuals who have chosen to live in a care home community while continuing to enjoy a varied and busy life.

Our upper two floors are designed for people with higher levels of dependency and the members of staff have the specialist skills to meet these needs. This includes residents who are living with dementia as a result of conditions such as Alzheimer's or Parkinson's disease.



Image of Parklands Lodge

Food and Nutrition

Willow Park Lodge has a team of chefs producing delicious home-cooked meals. Meals are balanced and nutritious in accordance with the needs of the individuals and any special dietary requirements.

Snacks and drinks are available throughout the day and family and friends are welcome to join residents for meals by prior arrangement.

EXAMPLE DAILY MENU 1

Breakfast

- Fruit juice or prunes
- Porridge or choice of cereal

Lunch

- Tomato Soup
- Bacon and tomato waffle
- Cheese and biscuits
- Fresh cream gateaux

Dinner

- Honey roast gammon
- Ocean pie
- Vegetables and potatoes of the day
- Apricot crumble and custard

Snack

- Omelettes, sandwiches or baked potato
- Fruit, yoghurt or biscuits

EXAMPLE DAILY MENU 2

Breakfast

- Fruit juice or prunes
- Porridge or choice of cereal

Lunch

- Soup of the day
- Cheeseburger
- Cheese and biscuits
- Banana custard

Dinner

- Roast lamb and mint sauce
- Lasagne
- Vegetables and potatoes of the day
- Lemon sponge and chocolate sauce

Snack

- Omelettes, sandwiches or baked potato
- Fruit, yoghurt or biscuits



Outings and Activities

Willow Park Lodge has a thriving and meaningful activity programme for residents including trips out and about in the local community and further afield.

There are regular visits to local parks, markets and shops in Dover as well as organised excursions to local places of interest.

Residents who enjoy activities within the community such as members of sports and community groups are encouraged to continue with their pastimes and interests. Care home staff also organise visits to favourite cafés and restaurants, and even former places of work.

Willow Park Lodge also organises its own activity groups in the care home such as knitting, dancing, painting, exercises and movie screenings in our cinema room. There are also regular celebrations for landmark days and events.

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Image of Parklands Lodge

Visiting Services

Willow Park Lodge welcomes a number of visiting professionals providing a range of services for the benefit and convenience of residents.

We work closely with local health and social care providers who visit the home on a regular basis or who make visits by prior arrangement.

These include local GPs, district nurses, an optician and chiropodist. Willow Park Lodge is also equipped with its own hairdressing salon and a dedicated hairdresser is available for appointments.

Visiting services include:

- GP
- Optician
- Hairdresser
- Chiropodist
- Physiotherapist
- Speech and Language Therapists
- Community Mental Health Team
- Dietician

Relaxing residential accommodation

Great care has gone into providing comfortable, stylish and high quality accommodation that has a truly 'home from home' feel.



Bedrooms

Willow Park Lodge has 79 bedrooms. High quality furnishings are blended with practical and easily accessible facilities to help residents support themselves and receive extra help should they need it.

The high quality fittings and fixtures are regularly maintained and additional facilities can be provided for couples.

Bedrooms on the ground floor have mounted wall memory boxes at the entrance for personal memorabilia to create a truly 'home from home' feel.

All bedrooms include:

- En-suite wet room
- Adjustable profile bed for ease of access and comfort
- Wireless call system
- Digital flat screen television
- Telephone and wireless internet connection

Communal Rooms

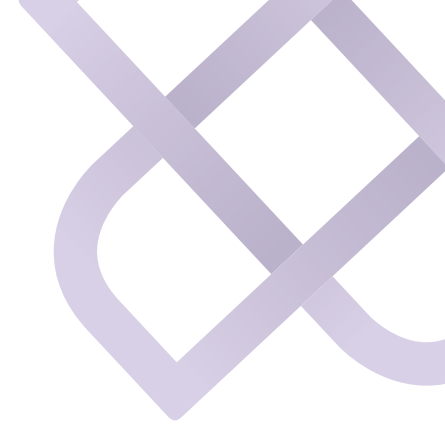
Communal sitting and dining rooms are located across all four floors of Willow Park Lodge.

Careful attention has been paid to make each area comfortable and distinctive with specially chosen fabrics and colours. Furniture is arranged in small groups just as it would in the home.

Intelligent design helps guide residents around the facilities and clever use of colour helps residents living with dementia manage spatial awareness.

Facilities include:

- Communal dining and sitting rooms
- Residents' kitchens
- Health and beauty facilities
- Cinema room
- Garden and patio
- Each floor is also equipped with additional bathroom facilities featuring a bath and hoist



The Local Area

Famous for its iconic White Cliffs overlooking the English Channel, Dover is a bustling seaside town and ferry port boasting coastal architecture and spectacular waterfront views.

Willow Park Lodge is close to Dover town centre and a short journey away from Kearsey Abbey, loved for its lush parklands and ornamental lakes.

Residents can take a trip back in time at Dover Museum, which tells the tale of the historic port town and enjoy the medieval Dover Castle home to the Secret War Time Tunnels.

Visiting

Family and friends are warmly welcomed to Willow Park Lodge.

We consider visiting an essential way of ensuring that the daily lives of our residents are as close to normal as possible. Visitors are welcome to share time with residents either in the spacious lounges or in the comfort and privacy of their own rooms.

There's always time for a simple chat over a cup of tea or coffee using our resident's kitchen facilities or with prior arrangement they can join residents for meal times.

There are also plenty of ways for residents to keep in touch with their family and friends with telephone and internet access available in all bedrooms.

Types of care

Arranged over four floors, Willow Park Lodge is uniquely placed to meet a wide range of needs for both short and long term care.

Our facilities and care teams are ideally placed to help those who are ageing well, people living with dementia and those who require respite care.

As people's needs change, we can change with them to provide a truly person-centred approach.



Residential Care

Our ground floor facilities are designed for residents who are ageing well and have made the choice to live within a care home community. Rather than being isolated in their own homes, they benefit from a wide range of support and companionship.

From help with dressing and daily living activities to regular meals and easy access to visiting external professionals such as GPs, residents benefit from a safe, secure and welcoming environment.

Residents are encouraged to enjoy their lives exactly as they did when they lived at home through activities in the local community and within the care home.

As their requirements change and the level of need increases, Willow Park Lodge can provide the next level of care offering a smooth transition for those in need of more support.



Dementia Care

Willow Park Lodge provides a safe, secure and responsive environment for the effective care of people living with dementia.

As a purpose-built facility, the upper two floors at Willow Park Lodge are dedicated to residents who are living with cognitive impairment and special care has been taken to provide relaxing and harmonious decoration incorporating numerous special design features.

From simple touches such as colour specific designated areas and easy to identify signage, residents can familiarise themselves with their surroundings and feel safe and secure.



Image of Parklands Lodge

Respite Care

Willow Park Lodge offers rehabilitation facilities and respite care for people making the transition from hospital to home following medical treatment.

We offer 'home from home' style facilities for those returning from lengthy treatment sessions who require assistance in regaining their independence from our fully trained care team.

Our facilities include a bedroom with separate bathroom and kitchen facilities, providing a safe environment to adapt to an independent lifestyle.

Our care team will assess each person's needs and monitor their progress as they rehabilitate from an illness or adapt to new health conditions.

Willow Park Lodge can provide the next level of care offering a smooth transition for those in need of more support.



Willow Park Lodge

Residential Care Home

Meet our Head of Care

Gaye Clark

With more than 30 years of working in adult social care, Gaye Clark is the strategic and directional head of care provision at the Athena Healthcare Group.

Based at the group's Head Office, she is focused on delivering compassionate and person-centred care for the benefit of residents, their families and loved ones.

For specific inquiries about Willow Park Lodge, please contact the home's Registered Manager directly.



**Please contact us on
01304 898989 to discuss your care
needs or to arrange a meeting.
Visit www.willowparklodge.co.uk
to find out more.**

Willow Park Lodge

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Part of the

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Healthcare Group