

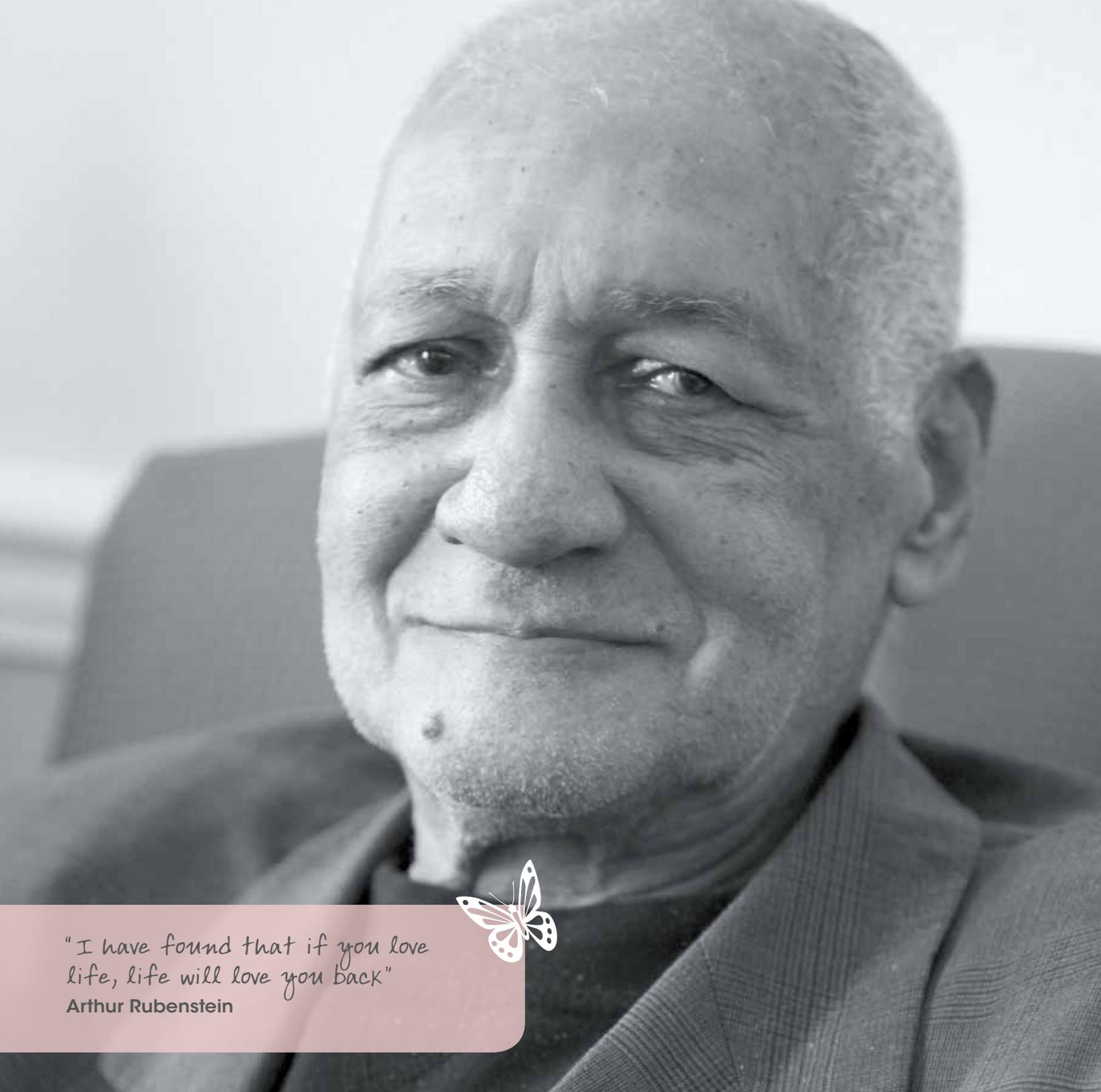


welcome

"Care that is as individual as the people we care for"



QUEENS OAK



"I have found that if you love life, life will love you back"

Arthur Rubenstein

Welcome

It is only natural for all of us to want the very best for those we love as they get older. Life at home can become increasingly more challenging and difficult to manage as the years pass, particularly if someone is trying to cope with Dementia. The decision to look at residential care can be extremely hard to make and, for many, a deeply emotional one. However, should you decide this is the right choice to make for your relative or friend, we will be there to help you every step of the way. We recently opened a Dementia Café for people who live in the home, their family and friends. Our café is a homely and user-friendly environment where people can socialise in a relaxed atmosphere.

The friendly faces, homely facilities and comfortable, modern accommodation at Queens Oak Care Centre will make the transition much easier. We provide residential, respite, nursing and palliative care for older people, including those with Dementia. Our professional and experienced Care Staff are committed to ensuring that the people who use our services live as independently as possible and continue to live life to the full. Here at Queens Oak Care Centre, we provide a personal service which respects and values individuals.





"Since there is nothing so well worth having as friends, never lose a chance to make them"

Francesco Guicciardini



"There is nothing nicer than to sit and natter with friends or to lose oneself in a good book"



Home from Home



Queens Oak Care Centre has been specially designed to provide maximum comfort, convenience and stimulation for the people who live there. We have a hairdressing salon, a sensory/Namaste room, a smoking area, a quiet/prayer room, a variety of attractive lounges and dining rooms, and some lovely outdoor space for sitting and enjoying time alone or with friends and family.

People are encouraged to plan their own daily activities, as they would in their own homes, and dine in their chosen locations. Our spacious bedrooms, most with en-suite wet rooms, are beautifully decorated and ready for people to add their own personal touches. We encourage everyone to personalise and decorate their bedrooms with small items of furniture and treasured objects, to provide comfort and familiarity in their new surroundings.

To assist individuals living with Dementia, we have included a number of 'pockets of opportunity' around the home –

small details designed to aid memory, provide sensory stimulation and promote conversation and interaction amongst people. Along with implementing the Sonas™ Programme to improve participants' communication and cognitive functions, we have also successfully introduced a personalised Namaste Care program. Namaste is a Hindu term meaning 'to honour the spirit within' and is designed to improve the quality of life for people with advanced Dementia.

Queens Oak Care Centre offers individuals a wonderful home where everyone soon feels part of the family. To further promote the feeling of being surrounded by family and friends, we choose not to wear uniforms. We find that this adds to the relaxed atmosphere.

Queens Oak Care Centre is located in Peckham, close to the town centre with its many shops and amenities. It is served by excellent public transport links and main commuter routes.





"The most important thing is to enjoy your life - to be happy - it's all that matters."

Audrey Hepburn

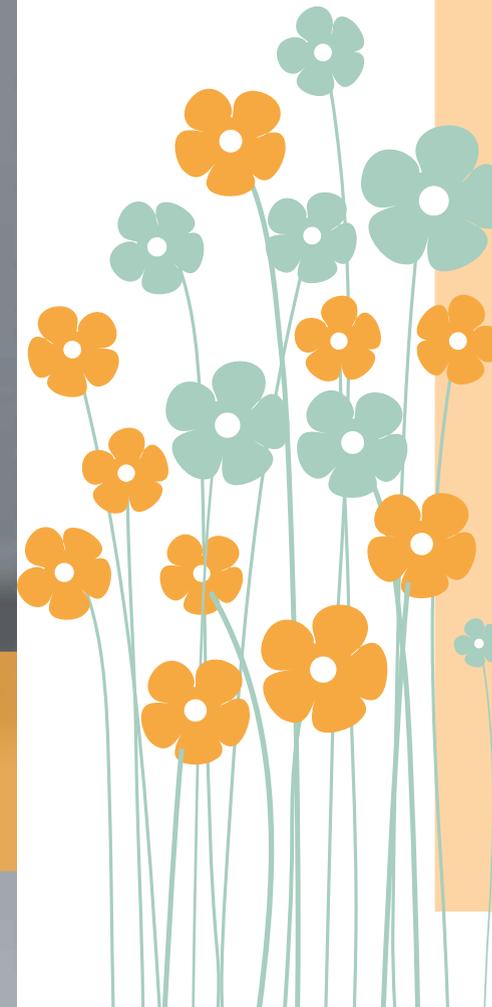
A Life Fulfilled



From our experience, the ability of older people to maintain the skills to do things for themselves offers significant advantages, particularly for those with Dementia. The benefits from improved health, self-esteem and increased confidence are obvious and ultimately enable people to continue life as they know it.

We encourage individuals to join in the everyday activities of life, such as making a cup of tea, laying the dinner table or helping with flower arrangements. Everyone goes at their own pace, in their own way, with our support and companionship. To add a bit of spice to life, our full-time Activities Co-ordinator arranges outings to places of interest and leisure, as well as optional indoor and outdoor activities which are designed to engage the abilities and inclinations of people. Some of the most popular activities include quizzes, bingo, and listening to their favourite music. We also have regular visits from professional entertainers. Individuals decide for themselves just how much they wish to participate - some prefer the more sociable activities whilst others prefer to read a good book in a quiet spot, or relax in the garden. The choice is entirely theirs.

The sense of community at Queens Oak Care Centre is palpable and we welcome visitors at any time, so please feel free to pop in and sample our hospitality, view our home and chat to our team.



A Culinary Delight



"Mealtimes can be quite a sociable occasion. Our resident Chef prepares tasty and nutritious home-cooked food daily, which never fails to whet peoples' appetites"

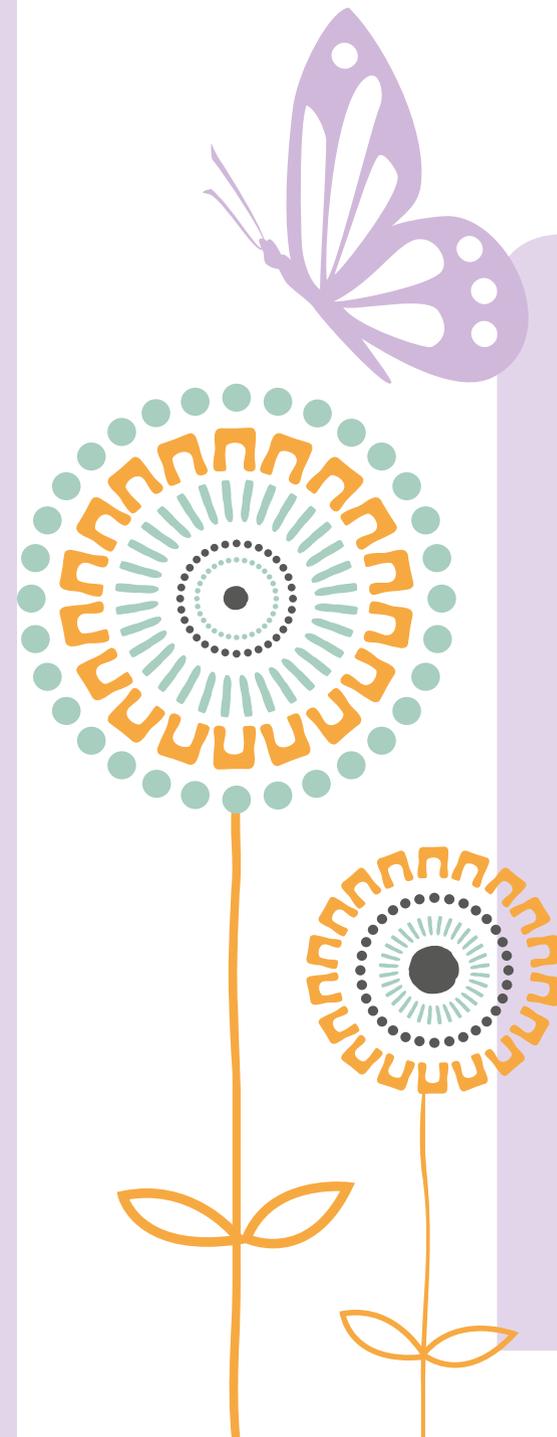


"Personal choice and independence is important to people; they can therefore dine wherever they choose"

Mealtimes at Queens Oak Care Centre are a pleasurable affair. Our talented Chef creates a variety of delectable, nutritious dishes using fresh, seasonal and locally-sourced produce on a daily basis. Menus are planned and displayed in advance, complete with appetising pictures, so that people can look forward to a feast of culinary delights each week.

Each day, people can enjoy morning coffee with biscuits and afternoon tea with delicious homemade cakes. We also ensure that a variety of refreshments are available throughout the day, to which individuals can help themselves. Our team is more than happy to accommodate any special dietary requirements.

We all like a change of scenery; therefore, people are invited to dine wherever they choose. This could be in one of our most attractive dining rooms; 'al fresco' in the picturesque setting of our garden; or indeed, in the quiet privacy of their own rooms. Once again, the emphasis is on personal choice. On special occasions, we encourage individuals to keep in touch with family and friends and are happy to arrange catering for small gatherings, to celebrate their chosen events.





*"Alone we can do so little;
together we can do so much"*
Helen Keller



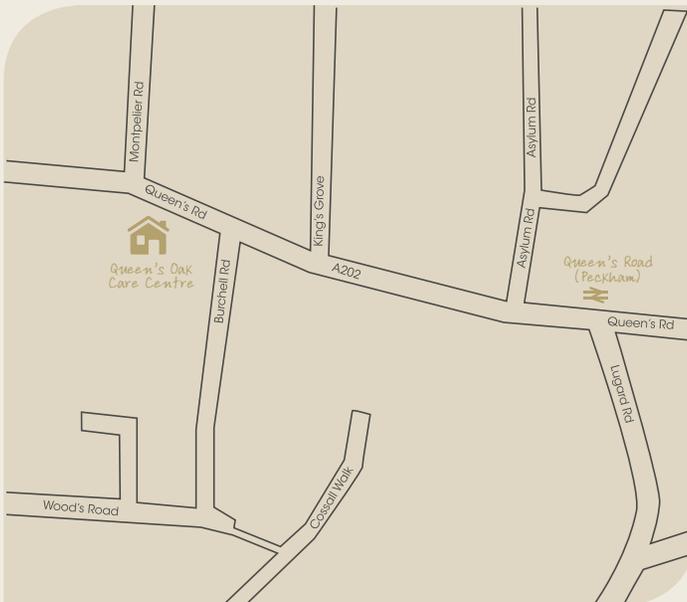
People Who Care

It can be daunting to entrust the care of loved ones to someone new. Our Care Staff are considerate, kind, compassionate and gentle; they treat everyone with the utmost dignity and respect, and their caring natures and friendly personalities are just as important as the right qualifications and experience.

Our Care Staff get to know each person on a personal level and genuinely enjoy hearing about their life journeys, experiences and memories. Each person is a unique individual; consequently, their care plans are bespoke, sensitively tailored and regularly reviewed to ensure that their lives are as comfortable, fulfilled and enjoyable as possible. We also recognise that friends and relatives are the experts when it comes to their loved ones and we welcome their continued, active involvement in their lives and care.

The happiness and welfare of the people who live there, and their families are of paramount importance; we do all that we can to provide a relaxing and harmonious environment in which individuals can enjoy life to the maximum and families are reassured that their loved ones are in good hands.





Queens Oak Care Centre
64-72 Queens Road,
Peckham, London, SE15 2QL

Tel: 020 7277 9283
www.excelcareholdings.com
queens.oak@excelcareholdings.com