



Swan & Cygnet
RESIDENTIAL CARE

A POSITIVE APPROACH TO
RESIDENTIAL AND DEMENTIA CARE

Manor Lodge
RESIDENTIAL CARE HOME

*“Our vision was simple: to become a ‘beacon’ service
for people with dementia in this part of Norfolk.”*



Swan & Cygnet Care – providing care homes, respite and day care for the elderly...

Swan & Cygnet Care is a small, family-run organisation providing comfortable and friendly residential care homes for the elderly, some with specialist facilities for dementia.

Within the family, we have over 60 years of experience in running residential care services for the elderly and we still have daily involvement with the operation of every one of our five individual care homes, located in rural settings around Norfolk and North Suffolk. Although each has its own character and appeal, all share the same excellent standards and dedication to caring for our elderly residents, respite and day care visitors, some of whom are frail and some who benefit from our compassionate and experienced approach to dementia care.

..with specialist facilities for dementia.

We appreciate the importance of the decision that you may be contemplating and we're here to help you in reaching the right conclusion to suit your circumstances.

Please take some time to browse through this brochure, and perhaps our website. They will hopefully provide information and answer some of the many questions you may have. However, there is nothing quite like seeing a care home for yourself and we would strongly recommend you making an appointment for a tour of the preferred home, so that you can compare it with others that you may be considering.

Thank you for your interest.

The Blackham Family



Manor Lodge – our vision

When we took on the responsibility of the existing Manor House care home in November 2009, the furnishings and fabric of the building needed a lot of 'tender loving care'. However, it was evident that Manor House had a lovely atmosphere (even on the gloomiest of days) and a wonderful, friendly team of staff willing to take on any challenge.

After a two-year improvement programme, which saw nearly everything replaced and updated within the original building, it became evident that, for Manor House to provide an all-round service, we would need to provide a specialist dementia care service catering for residential, respite care and day care requirements. The idea of Manor Lodge was born. Our vision was simple: to become a 'beacon' service for people with dementia in this part of Norfolk.

Manor Lodge builds upon the exceptional qualities already present at nearby Manor House, bringing a brand new, custom-designed dementia care facility to our area for the very first time.





A Positive Approach

From the outset, we wanted everything about the new dementia facility at Manor Lodge to be the very best – incorporating the most advanced techniques, state-of-the-art design and the latest thinking on the subject of how to deal with the whole issue of caring for people with dementia.

Clever, thoughtful design...

With such an ambitious objective, we were determined to prove how intelligent, forward-thinking design can help to support people with dementia. So we commissioned architect, Tom Ground, who had notable experience in this field, and called upon our combined family experience to work together with him in creating this unique new development.

Consequently, much thought and planning has gone into the layout, facilities and style of services that will be available at Manor Lodge care home. A full information pack is available upon request, but here are some of the key points from it:

- 1 This is a small-scale development of only 26 bedrooms, thereby giving a family / homely feel and a real sense of community.
- 2 Bedrooms, hallways and communal areas have large windows creating lots of natural light, thus helping remind residents of the time of day.



h to Dementia Care

- 3 Hallways are wide, though incorporate little meeting areas to maintain a feeling of cosiness.
- 4 There is a communal quiet room / meeting room.
- 5 There is a hair salon on-site.
- 6 Décor and furnishings have a true 'homely' feel, though will incorporate clever use of colour to aid residents' orientation.
- 7 Large photo frames on residents' doors will contain personal pictures to help in identifying rooms.
- 8 Kitchenettes are included in communal areas, both to give a homely feel and to help with cooking activities.
- 9 The latest care-call system – using sensor mats – will be in use.

The importance of gardens...

A central theme of Manor Lodge will be residents' access and proximity to the sensory and traditional gardens. All bedrooms have views of a garden (some with direct access) so that residents will feel connected to the tranquillity and calmness of the outdoors, as well as having the constant reminder of the ever-changing seasons.



Purpose-designed with dementia care in mind...



Only 26 bedrooms - giving a homely feel and a real sense of community.



Large windows throughout - creating lots of natural light.

Small-group communal areas with kitchenettes for a homely feel and to help with cooking activities.



Traditional and sensory gardens.

Main reception area with lift to first floor.

Large patio overlooking gardens, orchard and golf course.

Hair salon and pharmacy.

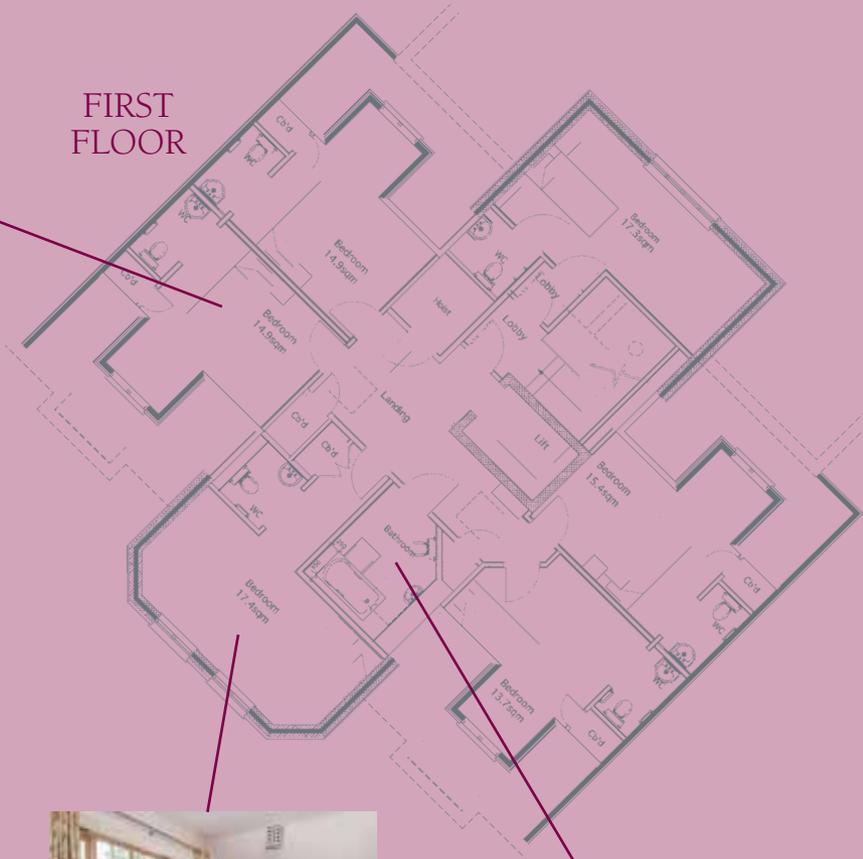
GROUND FLOOR



Homely feel to décor and furnishings throughout - with colour-coding for orientation.



FIRST FLOOR



Communal quiet room / family room.



Access to gardens from some bedrooms.



Large windows with views of the gardens and the rest of the community.



Bathrooms with hoist-assisted and walk-in baths.

Wide hallways with little meeting areas for cosiness.



Personalised photo frames on residents' doors to aid recognition



Small group living...

The floor layout of Manor Lodge has been designed around the concept of small group living, meaning that residents are with people of a similar disposition to themselves – using a number of daytime and dining areas – and yet have the space and freedom to enjoy the building and grounds when weather permits. This combines the human need for conviviality with the equally important requirement for personal space and time for quiet reflection.

People we know and trust...

Although having the right building and facilities play an integral part in providing dementia care, having the right team of people is paramount.

Manor Lodge's Manager is Frances Friday, who has been involved within the family organisation for over 16 years and was formerly the manager of sister home, The Moorings, in Earsham. Here, Frances and her team scored highly – year on year – in our relative/resident satisfaction survey results and was also rated 'Excellent' in the last Care Quality Commission unannounced inspection.

Frances is strongly supported by Jeanette Cooper (with over 17 years of experience) as well as the senior team of Ellen Bygrave and Olwen Dempsey. Together, they are responsible for a team of staff who are knowledgeable of dementia care and understanding of people's needs, being patient and, above all, having caring and sensitive natures. The team is supported by our wonderful training manager – Marina Collins.



Living life to the full...

Our overall aim is to create a life-enhancing experience for residents and day visitors alike – through the environment, the approach from staff and the day-to-day activities. There will be lively and involving programmes for everyone's enjoyment – from gardening, to baking, life skills and outings, to reminiscence sessions.

Healthcare and wellbeing...

At Manor Lodge we are thoroughly committed to looking after the physical health of our residents as well as their mental health. We are lucky enough to be supported by excellent General Practitioners and district community nursing services, plus arrangements can also be made for visiting eye clinics / opticians or trips to the dentist. A private chiropodist visits us every eight weeks and we strongly recommend their services. A professional hairdresser also operates from our on-site salon each week.





*Frances Friday,
Manager of Manor Lodge*

Frances has been involved within the family organization for over 16 years having started off at our sister home – The Moorings. She has a wealth of experience in caring for elderly people with dementia, having completed her Health and Social Care NVQ level 4 and also level 4 in Leadership and Management. A proud achievement came in 2011 when Frances completed the Diploma in Managing Dementia Care at Bradford University, home of the leading light in dementia care – Tom Kitwood.

For further details and enquiries about Manor Lodge, call 01603 713965, asking to speak to Frances or one of the senior management team, or visit www.swanandcyngetcare.co.uk



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