



FIRTREE HOUSE

*Care from the heart*

IN TUNBRIDGE WELLS

 ARIA CARE

We are proud to introduce our beautiful home, Firtree House, located in an attractive residential area of the historic spa town of Royal Tunbridge Wells.

We have a passion for delivering person centred care for older people. We believe that every resident deserves, and should enjoy, the best possible quality of life.

That passion is instilled into every home where our teams are committed to supporting residents to continue to live their life to the full.

That means more than providing great care; it's about working with each resident and their family to truly understand them, their wishes, needs and dreams for the future, and striving to make those dreams come true.

Firtree House, like all our homes, provides excellent facilities, and what makes us unique is the highly skilled and dedicated teams of care workers, nurses, support staff, specialists and managers who make the difference. They consistently go above and beyond to deliver the best possible care to residents.

We understand that looking for a care home can be an emotional and challenging time. We have decades of experience in supporting families to make the difficult decisions, so that the whole family has peace of mind.

We're here for you, every step of the way, helping our residents to live the life they want, with independence, choice and dignity.

We look forward to welcoming you to our beautiful home and will be on hand to answer your questions.

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WHAT MATTERS TO YOU,  
MATTERS TO US

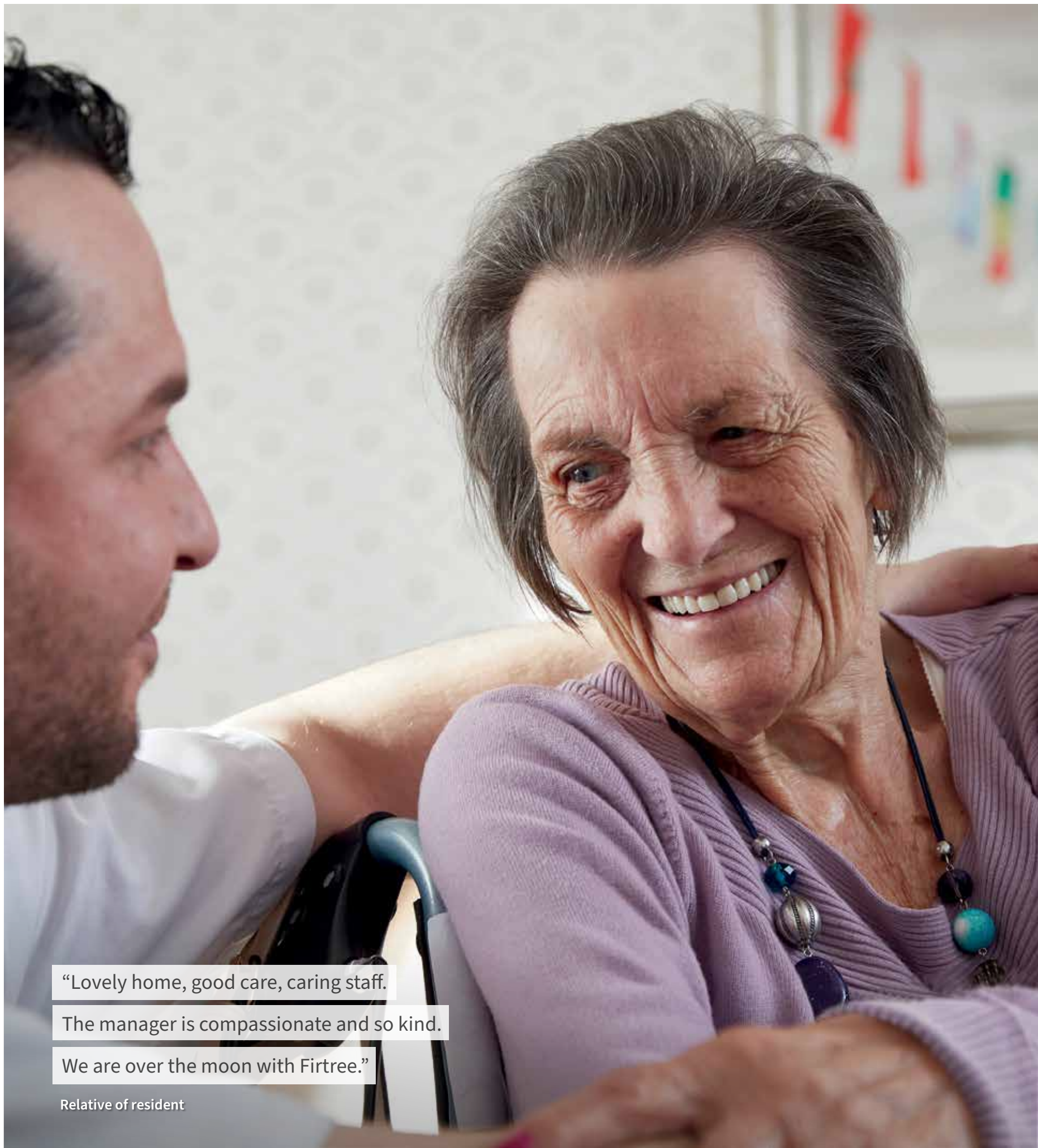
# Welcome to Firtree House



“Nothing it too much trouble,  
it is a very relaxed home  
and staff are very caring.  
Thank you for everything.”

Daughter of resident





“Lovely home, good care, caring staff.

The manager is compassionate and so kind.

We are over the moon with Firtree.”

Relative of resident

# MAKING A DIFFERENCE

Whether you are looking to connect with new friends or have specific care or nursing needs, we provide high quality dementia, nursing and residential care.

Knowledge and understanding are at the heart of the care we provide. We learn about your life, for example, your career, the places you’ve lived, and the people who are important to you.

We work with you to understand and capture your stories, your likes and dislikes, the things that make you unique. Then we use this knowledge and your care needs to shape your care plans. No detail is too small, right down to the number of pillows you like on your bed.

We understand that this is your home, and privacy and choice are

fundamental to ensuring your dignity. We will always ask permission to come into your room, and we’ll always give you choices about what you’d like to do and how you’d like to do it.

### Your specialist care teams

Many of our residents choose Firtree House as they’re looking for companionship and peace of mind. Our nurses and carers are experienced in caring for people with low level needs to the most complex of health needs. We work with a dedicated GP, consultants and specialists to plan and adapt care should your health needs change.

### Some benefits of the Electronic Care Planning System include:

- Secure way to store and update personal information
- Care plan reviews can be signed electronically by relatives with power of attorney
- Promotes transparent care practices
- Share health care records with other healthcare professional for faster treatment
- Sensory activities

WHAT MATTERS TO YOU,  
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# A PLACE TO CALL HOME

Firtree House is situated in an attractive residential area of Royal Tunbridge Wells, that offers all the amenities of a modern home to provide the highest standard of residential and nursing care.

As well as permanent and convalescent care we also offer respite and trial stays. We provide many different types of support and work with you to put together a care plan that is unique to your needs and requirements.

Our team are experienced in caring for people with the most complex of health needs including convalescent care, rehabilitation, health monitoring, wound management and the management of long-term conditions.

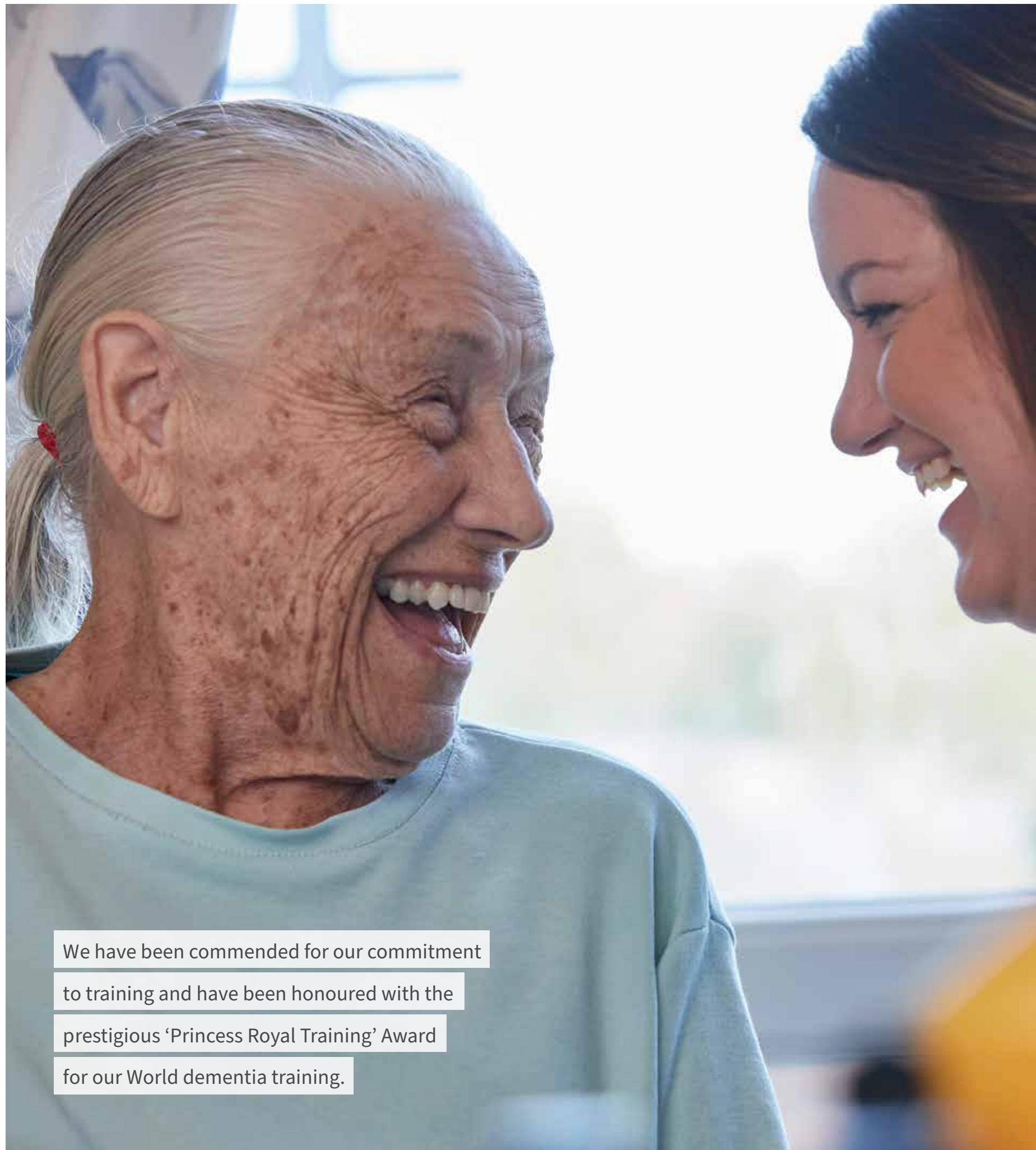
## Choosing the right type of care

- **Nursing care** – For health problems that need the ongoing attention of nurses, we provide 24-hour personal specialised nursing care led by our own registered nurses chosen for their care compassion and experience.
- **Dementia care** – There are many types of dementia, which affect each person in very individual ways. Care includes helping to preserve their sense of identity and quality of life, in a residential or nursing setting.
- **Palliative care** – This ensures individuals are as comfortable as possible, by managing pain and other symptoms not to mention psychological, social and spiritual support for everyone including family or carers.
- **Respite care** – This may include helping a person to recuperate after an operation or illness, or caring for them while their regular carer takes a break.
- **Day care** – This is offered to those who are still living at home, but who may need some additional support or a change of scenery.

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We have been commended for our commitment to training and have been honoured with the prestigious 'Princess Royal Training' Award for our World dementia training.

## LIVING IN MY WORLD

There are now over 850,000 people living with a diagnosis of dementia within the United Kingdom and it is important to know you are not alone.

If you have recently been diagnosed with dementia, we understand this can be a difficult and emotional time. At Firtree House we can help you to understand more about dementia and how to live as well as possible, including making plans for the future.

### Award winning training

As well as their ongoing training in their particular field, every team member receives our unique 'Living in My World' dementia training which is accredited by City and Guilds. It highlights the importance of meaningful activities and a stimulating environment for people living with dementia, as well as addressing clinical aspects of care.

Our additional training 'Food in My World' also accredited by City and Guilds, provides our hospitality team and chefs with the skills and knowledge to stimulate senses and increase creativity in the cooking and presentation of food. This can provide a much-improved dining experience for residents living with dementia and or dysphagia.

### Helping residents live well with dementia

Our residents living with dementia have every opportunity to continue with the daily activities that were such a formative part of their lives, and which makes them feel happy and fulfilled.

Our communal rooms and ensuite bedrooms are designed in accordance with research published by Stirling University's Dementia Centre, an international centre of knowledge and expertise dedicated to improving lives of people with the condition.

With our assistance or together with family members, residents can prepare drinks, snacks and meals, carry out housework or set the table. Of course, residents are also encouraged to participate in all organised activities in the home too.

Throughout the home, memory aids promote maximum independence and confidence. Our dementia friendly design features include strong lighting coupled with the use of colour and contrast for safety and perception, plus clear signage with icons to help residents find their way around the home.

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# WHERE CARE AND COMFORT COMBINE

Firtree House provides a comfortable and homely setting which you will be proud to call home.

## A room with a view

At Firtree House there are 41 bedrooms, most with ensuite facilities, located over three floors. Each bedroom is elegantly decorated and furnished whilst incorporating leading safety features.

Are you a keen gardener? Then a ground floor garden room may be ideal, with space for a chair or two, plus some potted plants.

How about an upstairs room with fabulous views over the beautiful, landscaped gardens? There's sure to be a room that you'll love.

## A space of your own

While every bedroom is fully furnished, you are encouraged to bring your own personal pieces to make your room feel more homely. Our maintenance team will be happy to hang a favourite picture or two, to add those important finishing touches.

Safety is our foremost concern, so all our rooms have a nurse call system in place, giving you peace of mind that you can alert a member of the team whenever you need assistance. We will also tailor the facilities in your room to your precise needs and wishes.







## A LIFESTYLE YOU'LL LOVE

Moving into a care home is a new chapter in your life and we believe in enabling you to continue the hobbies you enjoy, rediscover forgotten interests, or try something new.

### Tailored to you

We have a team of talented Health and Wellbeing Coordinators who will support you to be as active or sociable as you wish, meaning that there's plenty to do if you're keen to get involved. Taking guidance from you, they will plan varied and fulfilling activities to suit you personally. Even simple daily tasks that may be important to you like tending to garden pots or serving tea, we recognise that everyone is unique and so are the daily activities that people choose to do at Firtree House.

### Enjoy our stunning facilities

Within the home, our conservatory or lounges are a popular place to entertain visitors or meet friends for morning coffee or afternoon

tea. Residents and visitors can also enjoy our lovely, outdoor space with seating perfect for warm days and summer evenings to relax and enjoy the fresh air. Our visiting hairdresser, is always happy to pamper you in our onsite salon and help you to look your best, whatever the occasion.

### Explore the local area

We're always keen to hear your feedback and ideas for activities so we can ensure that you're enjoying each day to the full. There is a Residents' Committee that meets regularly where you can put forward ideas. You can read feedback from our residents and relatives in our comments book in reception or online.

### Typical activities include:

- Food tasting events
- Quiz of the week
- Music therapy
- Carpet bowls
- Arts and crafts
- Gardening
- Baking



# A FEAST FOR THE SENSES

There's always a buzz around the house at mealtimes. In fact, good food and great times are what life at Firtree House is all about.

## Menus designed around you

Our catering and hospitality team have in-depth knowledge of nutrition and hydration and one of our Chefs will meet with you when you first join us, in order to get to know you and understand your dietary needs and personal preferences.

The catering and hospitality team sources seasonal and local produce and ensures that there are always plenty of tasty options to choose from. Special diets are easily catered for, including for residents who have difficulty swallowing, or need fortified meals. As well as exemplary nutritional monitoring, our dedicated care team ensures our residents have regular drinks and their weight is noted. These are recorded in care plans where appropriate. You can view our menus when you visit us or read a typical menu online.

Our team at Firtree House holds the Hospitality Assured accreditation, a standard that recognises exceptional customer service.

## Dine in style

The home offers different styles of dining, from formal dining to more relaxed spaces. You can also enjoy your meal in your room if you prefer. Whether you're a three-meals-a-day person, or prefer to eat little and often, our menus and snack options provide complete flexibility. You can start the day with a cooked breakfast or cereal and juices, followed by lunch and dinner or a light meal and snack.

## Time to celebrate

Baking is a big favourite with residents at Firtree House and afternoon tea always includes tasty homemade cakes. You're welcome to help yourself to soft drinks, tea and coffee from the serveries on each floor at any time, and there are always tempting treats on offer.

Homemade cake is always on the menu for residents' birthdays, and our catering team is very happy to provide delicious food for family get-togethers.

"I work with the care team and residents to understand their dietary needs and personal preferences. We plan traditional menus that provide a wide range of choice."

Chef Firtree House





“We could not wish for a lovelier home for  
our mum. Rooms are very  
clean and homely.”

Daughter of Resident

# FREQUENTLY ASKED QUESTIONS

**What is the ratio of staff to residents?**

As everyone’s needs vary, we will assess each individual and agree on the level of support and care required with each resident, family members, and healthcare professionals where appropriate.

**Do I have to pay extra for entertainment?**

No. The in-home entertainment, events and activities are based on the interests, preferences, and needs of residents. Therefore, we consider the range of lifestyle options available to be a part of their care planning in which good physical, cognitive, and social engagement can directly improve health and wellbeing.

**Do you offer room service?**

Yes, we do and there is no tray charge for this service. Friends and family can join whenever you wish.

**What are your visiting times?**

Firtree House operates an open-door policy. Family and friends are always welcome and can see their relatives and loved ones as often as they wish.

**Can I bring my pet?**

Most pets are welcome to visit for the day by arrangement with the Home Manager.

**Who decides on the menus?**

Our Head Chef and the team have many years of cooking experience. They craft their nutritionally balanced menus using seasonal produce, and are guided by the feedback provided to them from our residents during their monthly hospitality meetings and individual care plans.

**What is a care pathway?**

Care homes that provide a combination of residential, nursing and dementia care are said to offer a ‘care pathway’. Homes that offer all three are described as offering a ‘complete care pathway’. Essentially; having a care pathway can allow a resident to remain at the same home should their needs change, without having to relocate to another service.

**Why do fees vary based on duration?**

A premium is added to the cost of respite care or a short stay. These residents enjoy all the benefits on offer to those who call Firtree House their permanent home.

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MATTERS TO US



# UNDERSTANDING CARE FEES

Our range of fees are determined to ensure the safety of our residents and the comfortable running of their home.

Our fees are competitive, reviewed annually, and can vary based on individual care needs, size or aspect of room, and duration of stay.

Fees quoted are per week and include medications management, no retained GP services, weight, hydration and nutrition monitoring, plus regular and varied events and activities, wellbeing support and care and nursing in line with assessed needs.

Fees are payable in advance prior to admission and comprise of up to one month's care fees and a refundable deposit.

Depending on an individual's needs some funding assistance may be available. When you visit the home please ask about the allowances and how we may help you request any funding entitlements.

### Local Authority Care Fees

Available for a resident over 65 years of age who does not have the required funds to pay for their own care. These fee levels do not meet our requirements, however it is possible for other family members to 'bridge the gap' or 'top up' any shortfall, subject to assessment.

### Attendance Allowance

This is also available for those over 65 years of age who have a physical or cognitive need and is provided at a lower or higher level, subject to assessment.

### Funded Nursing Care

This is a contribution by the NHS towards the cost of nursing care for those in a care home. A flat rate is paid directly to the home and unlike many other care providers we deduct this amount in full from our monthly invoice.

### Continuing Healthcare

This is arranged and funded by the NHS for people who are not residing in hospital and have been assessed as having a 'primary health need'. We recommend that making the decision on how to fund a care home placement is ideally done with the support of a professional advisor.

# TAILOR YOUR OWN CARE PACKAGE

You can tailor your own care package to suit your individual needs and if you change your mind or your requirements change, then so can your care package.

### Included in your weekly care fee:

#### Bedroom facilities

- 24 hr Nurse Call system in all communal areas and bedrooms
- Bedrooms with garden view
- Tea and coffee available in room

#### Dining

- Formal and relaxed dining as you desire
- Tray service available in every room
- Hot food available all day
- Hotel grade kitchens
- Nutritionally balanced meals with locally sourced produce
- Innovative menus for residents with special dietary needs including dysphagia
- Seasonal menu options and personal meetings with our Head Chef
- Selected wines, beers, spirits and sherry at meal times – on request

#### Getting around

- Lift to all floors
- Regional Mini Bus

#### Housekeeping

- Housekeeping including window cleaning, laundry and ironing service

#### Keeping in touch

- Open door policy for visitors
- Free Wifi in selected areas throughout the home
- Telephone calls (UK) /plus Face Time and Skype services
- Private transport can be arranged

#### Outdoor facilities

- Visitor car parking

#### Outdoor space to enjoy

- BBQ and Al fresco dining
- Safe Gardens
- Raised beds in garden for planting/ gardening

#### Personal care advice/support

- Palliative care and family support at end of life
- Personal chaperone to medical appointments
- Personalised, individual care plans and a named nurse or key care worker
- Visiting GP Service/ (dedicated)
- Care and nutrition advice and support
- Occupational therapy, chiropody, physiotherapy

#### Rooms to enjoy

- Conservatory
- Lounge / communal area
- Quiet rooms
- Lounge drinks and snacks always available
- Dedicated activities room
- TV Lounge with Smart TV
- Hair/Beauty Salon

#### Things to do

- Religious services can be arranged
- Visiting pet therapy
- Dedicated activities coordinator
- Lounges with board games, newspapers, magazines and screening of films/ sporting events
- Health and Fitness programme - Oomph!
- Planned activities schedule including visiting entertainers
- Planned excursions and days out to places of interest
- Entertain friends and family on special occasions
- Floristry orders can be arranged
- Hairdressing (haircuts, barbering, colouring and perming)

- Manicures
- Private transport can be arranged

#### Special touches to consider (excluded from your weekly care fee)

- Dry cleaning
- Floristry orders can be arranged
- Personal newspapers and magazines

There's help and support every step of the way. So no matter which care package you choose, you'll find your care plan and moving in is meticulously planned by our Home Manager.



# GET IN TOUCH

We want you to make the right decision for you, and we're here to provide all the answers, advice and guidance you need.

## Come and see us

By far the best way to find out if Firtree House is the home for you is to experience it for yourself.

Come and meet our residents, talk to our friendly team, and take a tour of our beautiful home.

**Firtree House, 30 St James Road, Royal Tunbridge Wells, Kent TN1 2JZ**

## Call or email

Our friendly team is on hand to answer your questions between 8am and 7pm weekdays, 9am and 4pm Saturdays and 10am and 3pm Sundays on

**Freephone 0808 223 5503**

or [enquiries@ariacare.co.uk](mailto:enquiries@ariacare.co.uk)

## Find out More

You can read about our manager and their team plus see our latest news and events at

**[www.ariacare.co.uk/firtree-house](http://www.ariacare.co.uk/firtree-house)**

## Other homes nearby

Like Firtree House our other homes offer a range of quality care in stunning surroundings.

**Kippingtons Nursing Home,**  
Sevenoaks, Kent

Residential | Nursing | Dementia



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