



WELCOME TO
Ashcroft
"your home away from home" Care home



18 Lee Road,
Hady,
Chesterfield,
Derbyshire,
S41 0BT



Tel: 01246 204956



www.serene.care



ashcroft@serene.care

About

ASHCROFT CARE HOME

Our lovely home offers a choice of sitting rooms, dining areas and quiet areas for reflection, as well as a sun lounge. The landscaped garden with its mature trees is a favourite location to relax or socialise with friends and family. All bright and comfortable bedrooms and living areas are easily accessible by wheelchair, and local shops and amenities are close by.

The home's caring team has created an attractive family atmosphere, encouraging everyone to eat, celebrate and plan special occasions together. Residents are invited to decorate their rooms with small items of their own furniture and treasured belongings so that it feels just like home. Daily life is thoughtfully designed to support mind, body and soul.

Our staff have the relevant QCF/NVQ qualifications in Health and Social Care or are working towards these.

All employees receive regular training appropriate to their work including Manual Handling, Infection Control, Health and Safety, Safeguarding of Vulnerable Adults and Fire Safety Awareness. Our staff also have an understanding of The Mental Health Capacity Act, The Deprivation of Liberty Safeguards and The Equality Act.



"They have quickly gained knowledge of Mum's background, family history and interests. The 'what about me' document is a useful tool. I feel 100% satisfied with Mum being looked after at Ashcroft and feel able to visit when I want. I would 100% recommend Ashcroft to others."

Facilities

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- Cozy Communal Lounge - For convivial evenings and group activities
- Pleasant Café - For delightful coffee, pastries, and companionship
- Charming Courtyard - With quaint shops and a delightful ambience
- Pampering Salon - For hair, nail, and beauty treatments
- Elegant Dining Areas - For fine dining in sophisticated surroundings
- Tranquil Gardens - For blissful relaxation amidst blooming flowers and lush greenery
- Cozy Summer House - For a relaxing and peaceful retreat
- Spacious En-suite Rooms - Offering privacy, comfort, and well-being
- Accessible Facilities - Catering to residents of all mobility levels
- Safe & Hygienic Wet Rooms - Allowing for independent and secure bathing

*“Residents
seemed very
happy and were
well cared for.
Lovely clean,
fresh home.
Wonderful
attentive staff.
Lovely
atmosphere.”*

Active is key for Serene care, therefore we embark on exciting outings, participate in invigorating fitness sessions with our Omph! program, and enjoy a variety of communal games, pampering spa days, and much more.



Quality care

FROM KIND
COMPASSIONATE STAFF



At our esteemed care home, the heart of our excellence resides in the dedication and professionalism of our team. Comprising individuals with a deep-seated passion for providing care with kindness and respect, we are united in our mission to create a joyous and vibrant living environment for all our residents.

Our leadership team, steeped in years of experience and fortified with relevant qualifications, ensures the seamless operations and oversight of the home, fostering a nurturing atmosphere where residents thrive. Their expertise and commitment are central in driving our home's success, prioritising the well-being and happiness of each resident.

Our dynamic team features a range of skilled professionals including a dedicated Deputy Manager, compassionate carers, expert chefs, and a group of support staff specialising in various essential services like housekeeping, laundry, and maintenance. Together, we work hand-in-hand to deliver personalised and high-quality care, cultivating a haven of warmth and camaraderie where every resident feels truly at home.

We firmly believe in nurturing the growth and development of our care staff from the moment they become a part of our family. Within the initial three months of joining our community, all new members undergo a comprehensive induction programme, designed to immerse them fully in the ethos and standards of our home.

Moreover, we are committed to fostering continuous professional development among our team. New carers are expected to attain the Skills for Care "Care Certificate" within their first 12 weeks, setting a solid foundation in their career with us. Following this, we encourage them to pursue a Diploma Level Qualification within their initial two years, supporting their journey towards becoming experts in their field.

At the heart of our vibrant community is our dedicated Activities Coordinator, who crafts an extensive array of events to keep our residents engaged and socially active. Fostering a rich and fulfilling social life, both within the home and in the wider community, is a priority for us, ensuring our residents enjoy a balanced and joyful lifestyle, enriched with new experiences and friendships.



"The nursing staff were particularly on the ball with her medical needs, and every carer was compassionate and helpful."

Your needs

ACCOMMODATING YOUR REQUIREMENTS



Full-Time Residential Care

Those living with us on a full-time basis experience excellent personal residential care provided by experienced, highly trained staff in a serene, safe, warm and comfortable environment of a pleasant “Home away from home”.

Dementia Care

We understand that while the environment plays a big part for all residents, it makes an even greater impact on those with Dementia:

- Each person who works here is trained on how to best help and support someone whose life has been irreversibly changed by dementia;
- With our colourful environment, special adaptations and targeted activities to trigger reminiscing and fond memories, we want all our residents to enjoy their time at the Home.

Respite Care

The purpose of respite care is to provide temporary relief to caregivers in the Home. Respite services are available to support an individual's ability to live longer in the community by ensuring families are also supported.

Day Care

The purpose of daycare is to provide temporary relief to caregivers in the home between 10 am-4 p.m. for 7 days a week and over bank holidays. This service can include providing food and activities to the residents and any other needs that the residents may require.

Nursing Care

We have highly qualified and compassionate nurses on staff 24/7 to attend to any medical needs that may arise. Our nurses monitor residents' health, administer medications, change dressings, and coordinate with outside healthcare providers. With round-the-clock nursing care, residents can feel at ease knowing their health and wellness needs will be met at any time.

Continuing Health Care

Please note that we are also able to take residents who have Continuing Health Care (CHC) needs as long as our manager can assess that their needs can be met once assessed.

We believe in 5 simple values

ASHCROFT CARE HOME

SERENE PRINCIPLES of CARE:

Our professional work is led by our Serene Principles of Privacy, Dignity, Respect, Integrity, Trust, Empathy and Kindness;

All our staff will be fully trained to apply these Principles in all aspects of their interaction with our residents and all people who visit and work at the Home to ensure that services are delivered responsibly, professionally and with compassion.

SECURITY & SERENITY:

We are in no doubt that concern for security forms a major part of most people's decision to go into a home;

As such, we will respond to our residents needs for security by providing the skilled help and support available to any person who lives with us, to achieve their optimum state of health and well-being;

Individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner;

We will regularly carry out risk assessments of the Home, the equipment we use and the resident activities amongst others to ensure a safe environment;

We will also have a rigorous system in place for checking the background of new staff to ensure that anyone joining us is appropriately checked and qualified to do so.

"I am so happy my grandfather stayed here. I was a bit nervous about placing him in a home, but the manager really helped put us at ease, and I could see the positive change the home did for him. I liked the lovely decoration, especially the lovely communal areas."

INDEPENDENCE & CHOICE:

Each resident will be encouraged to be independent and will be provided with the support to give them the opportunity to think and act for themselves as much as possible;

They will also be supported to make their own choices be it in terms of what time to wake up or go to bed, what they would like to eat and which activities they would like to participate in amongst others.

UNIQUENESS:

We respect that every individual, and the best care experience for them, is unique;

We will achieve this not only through our Serene Personalised Care Program but by ensuring that every resident feels at home and is treated as an individual, called by the name of their choice and is not discriminated against in any way.

ATTENTION TO DETAIL:

We believe that the discovering and delivering of tiny details are what makes a big difference, and is the hallmark of highly personalised care that we will strive to achieve for each of our residents.



Going above and beyond

ASHCROFT CARE HOME

ABOVE AVERAGE:

We're not just your average care company. Serene Care was created out of a genuine desire to enhance and enrich the lives of people in need of care and support. We strive to deliver an all-inclusive, resident-focused care package tailored to meet individual needs and support abilities.

Working with numerous charities and organisations, in which our directors also sit on the boards. This enables us to be at the forefront of the practices and techniques to implement them first in our care homes.



EnRICH

PROGRESSION & EMPLOYABILITY | LIFE SKILLS
COMMUNITY & CHARITY | HEALTH & WELLBEING

