



Ashbourne Court

A modern and spacious care home
in the market town of Andover

brighterkind





Welcome to Ashbourne Court.

We're here to make life easier, more settled and altogether better.

brighterkind is our approach to care. It focuses on understanding what quality of life means for everyone here, and then provides the right experiences to help them live their lives to the fullest. These experiences are built from our specialist approach to quality care, recreation and activities, and food and dining.

By taking the time to understand you, we will provide the informed care that turns a move to our home into a welcome change for the better.





Our home

A real home has as much personality as the people that fill it. That's why we've made Ashbourne Court a place you'd be proud and happy to live in – just as you would your own home.

Situated in the heart of the popular market town of Andover, Ashbourne Court is a purpose-built care home, close to local shops, amenities and leisure facilities. With 64 en-suite bedrooms divided between our residential, nursing and dementia care suites, we think carefully about the type of room each resident needs.

Our bedrooms are set across three floors, and communal dining rooms, lounges, and quiet spaces are spread out across the building, meaning peace and privacy are never far away. All furnishings and decor throughout the home are of an exceptionally high standard.

We have a lovely little front garden with a decking area which residents love to use in the summer and a small garden area at the back of the home where we relax and watch the wild life.

We understand that moving into Ashbourne Court will be a considerable transition, but one we try to make feel as easy as possible. By helping you arrange your room just the way you like, or bringing you your daily newspaper, we'll do the little things that make the biggest difference.

OUR FACILITIES

- All en-suite rooms
- Single rooms
- Wet-room showers
- Flat-screen TVs in living rooms
- Telephone sockets
- Assisted bathrooms
- Assisted toilets
- Quiet lounges
- Dining rooms
- Kitchenettes
- Hairdressing salon
- Wi-Fi internet
- Lifts
- Patio decking area

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Our bedrooms are spacious and comfortable, providing the privacy and dignity residents want.



Quality care

We want every day at Ashbourne Court to be as good as it can be. It's why we deliver brighterkind care, based around a complete understanding of each resident's needs. This means we'll create the right environment to keep you well and happy. You'll decide how you want to live; we'll make sure you always feel valued and comfortable.

Our care is first rate: we provide the most up-to-date training for our carers, and support for our residents.

How will I know what type of care is right for me?

When you arrive at Ashbourne Court, we'll sit down together to understand you, your life story and your needs. This includes any objectives you have, or specific health concerns. We'll then create a personal care plan together with you, your relatives and our carers.

Care plans are reviewed every month and when any changes to your needs occur.

Our people

We're a diverse group, from different backgrounds and with different roles, but we all have something fundamental in common – every single one of us is passionate about care.

It's almost like a sixth sense: people who are always on hand to help, but with enough empathy to know when to leave you be; people who don't have favourites, and who are always busy creating the little moments of kindness that make a real difference to life here.

As well as our team of carers and nurses, we have a visiting GP, physiotherapist, chiropodist and dentist. We also have support from district nurses, occupational therapists, social workers and holistic carers. For those looking for a little bit of pampering, our two in-house hairdressers are available three days a week.

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The home is a warm, welcoming environment – the staff always receive great feedback from relatives.



Our recreation and activities

A willingness to get involved and try new things is something we see time and again, once people are given the opportunity. We have a specific recreation and activities coordinator who oversees everything, but all our staff regularly brainstorm new ideas, too. And our residents vote on their suggestions at our monthly activity meetings, so we can be sure everyone's looking forward to something, every day.

Activities vary each week: from bingo and knitting to skittles and singalongs. And everything's flexible. If it's sunny we try and get outside, so everyone can appreciate the best of the day.

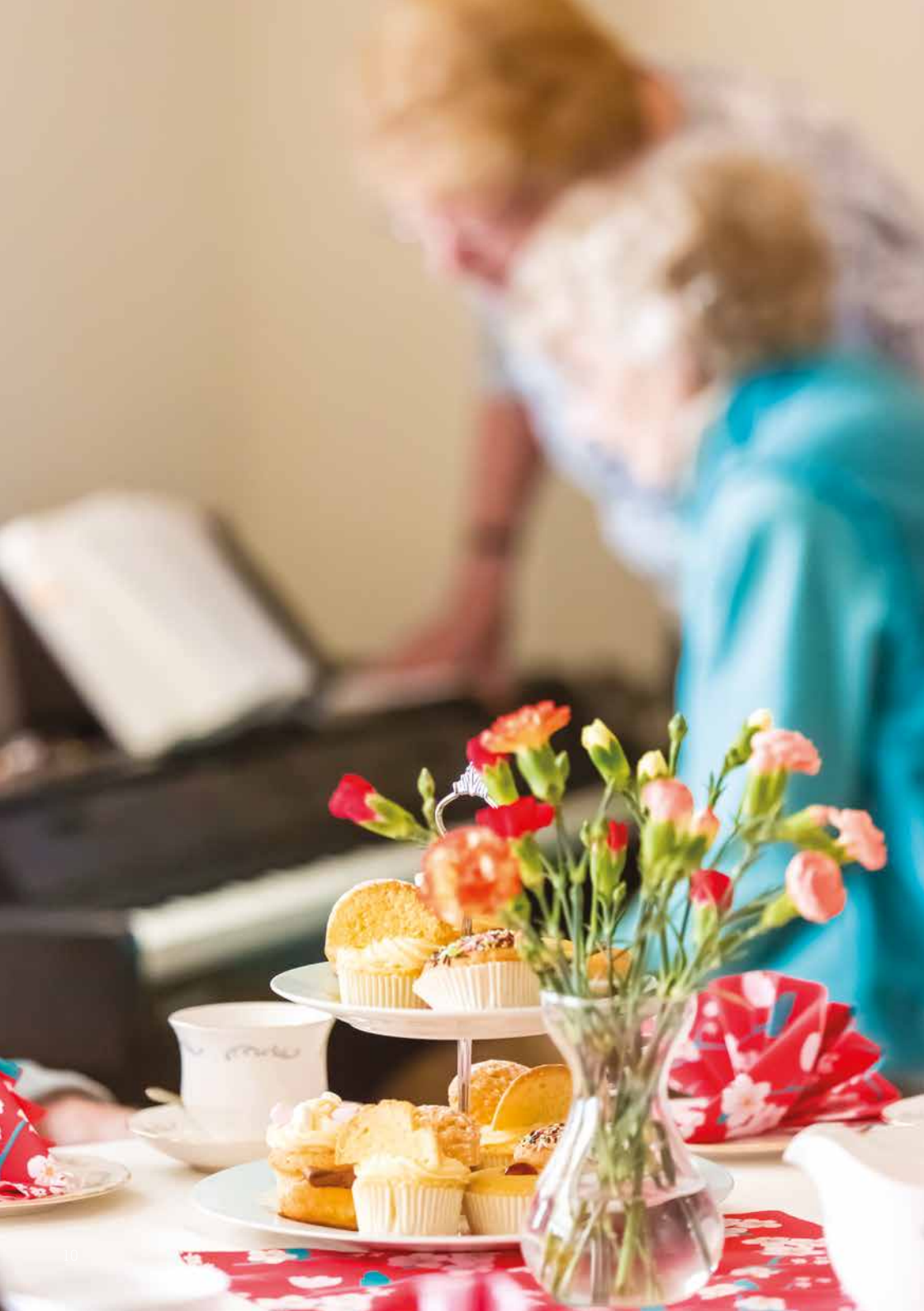
Technology is changing the way we do things here – we have Wi-Fi throughout the home for residents wishing to bring their own computers or tablets, and our activity coordinator regularly takes our laptop into residents' rooms to play games.

We've built excellent links to the community – local musicians regularly come to the home to hold activity sessions and play for residents. And we encourage everyone to get out and about when they can, either with relatives to the shops or for lunch, or with the staff on a day trip.

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There are a number of special events and activities our residents look forward to including our annual Summer fête and Christmas party.





Our food and drink

At Ashbourne Court, we love our food. We firmly believe that when you eat well, you live well too. This is a core part of our brighterkind philosophy of care, centring on good nutrition and the importance of mealtimes as a social occasion.

Each day our chef prepares restaurant-style meals combining variety with a balanced diet and an emphasis on locally sourced ingredients. And we can cater to any dietary or health requirements, however complex.

Our dining room is always a hub of conversation and laughter, which gives even our more frail residents a chance to come together and socialise. Whether it's a cooked breakfast, roast dinner or tea and cakes out on the patio, we encourage our residents to make the most of living in a friendly environment. There will be plenty of people to meet, and a lot of stories to share.

Of course, when, where and who you eat with is entirely up to you. Friends and family can join you as often as you'd like (at a small charge), and our extras menu gives you the option to order snacks at any time of the day.

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Relatives love to come and share a meal with us, and they're always welcome.

Here are some of the most popular questions people ask us as we show them round Ashbourne Court:

Will I be able to bring my pet?

This completely depends on the type of animal. We may be able to accommodate smaller animals, so will have a chat with you about it first to see if it's possible. We don't currently have any pets in the home.

Can I come and go as I please?

We want you to be as independent as you like. So this is something we'll chat about when we sit down together to draw up your care plan.

When can people come and see me?

It goes without saying that we want your friends and relatives to visit, so they can come as often as they like on any day. No appointment is necessary.

What will there be to do during the day?

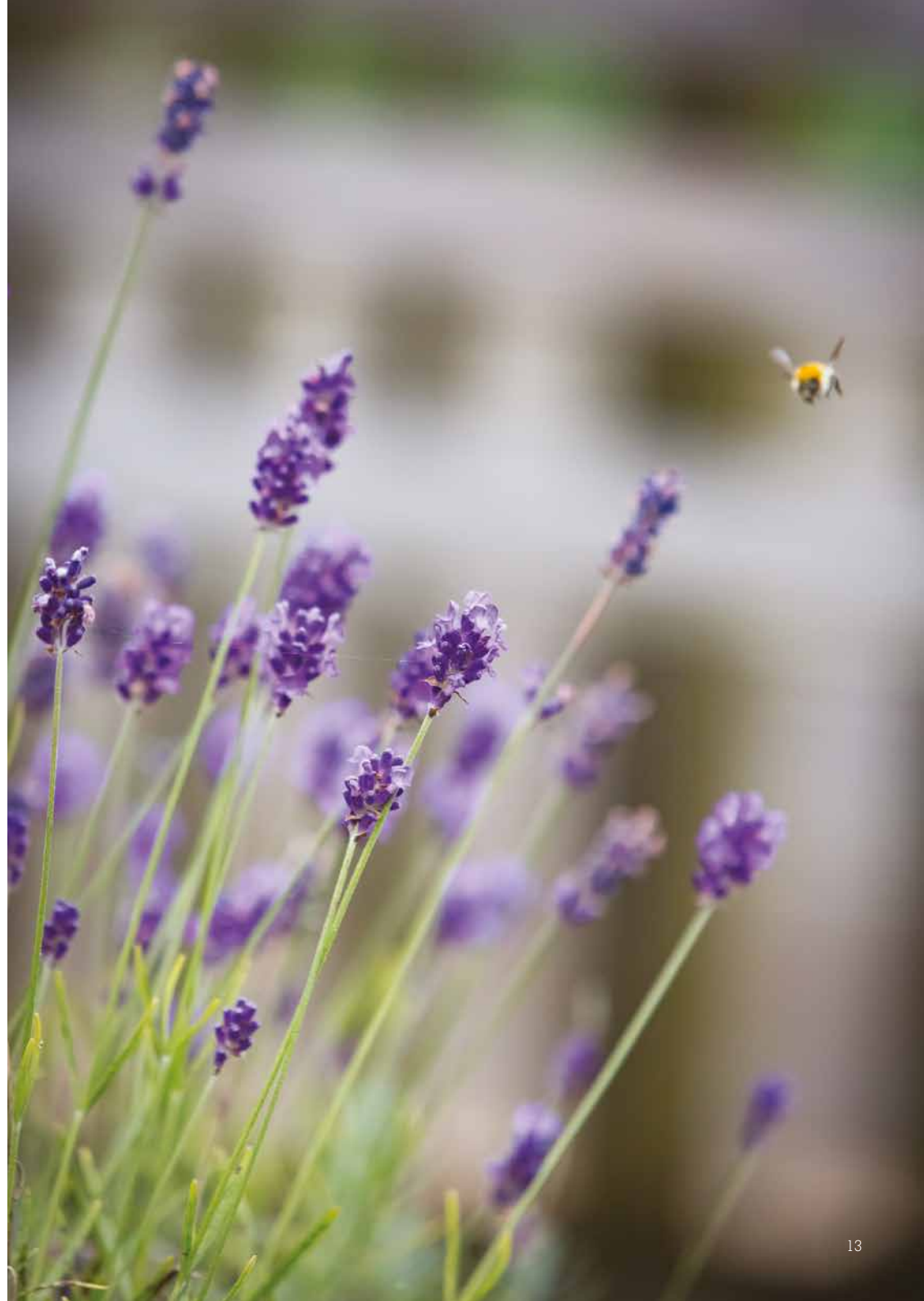
That is completely up to you. Every day we have different activities, but you should spend your time exactly how you please. There's more about the type of things we do in the Recreation and Activities part of this brochure.

How easy will it be to settle in?

It's completely natural to feel anxious about a big move. We encourage you to come along for a day visit so you can take part in an activity, meet other residents and have a meal. You'll also receive a welcome pack, including weekly menus and other information to help you find your feet here.

Please note: The photographs inside this booklet are of homes offering brighterkind care, however, not all are from this home. This document is available in large print, Braille and other languages if you require. Please contact us to request a copy.

This Care Home is registered and regulated by the Care Quality Commission.





To find out more or to arrange a visit please ask for our Home Manager.

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