

THE MALLARDS



RESIDENTIAL CARE HOME

OUR OBJECTIVES

- To ensure staff are responsive to the individual needs of the residents and provide care to facilitate the highest possible quality of life within the house.
- To develop a care plan for each resident compiled with key areas of choice, rights, fulfilment, independence, privacy, dignity and security in mind.
- To ensure our staff are adequately trained, supported and managed.
- To have an expectation of each member of staff to conduct themselves in a professional and mature manner and produce care of a high quality.
- To provide a caring and supportive environment where the resident feels valued, secure and happy.
- To foster an environment of openness and respect, in which residents, family, friends and staff feel valued, and where each person's view counts. Residents and staff have regular meetings.
- To enable staff to gain a sense of achievement and self-fulfilment from their experience with us.
- To surpass residents' expectations by continually improving all aspects of our service.



A CARING ENVIRONMENT

The Mallards is situated in a tree-lined residential street within walking distance of the centre of the thriving market town of Bedford. The Home is close to shops, public transport and local amenities. The house is complemented by a secluded garden providing residents with the atmosphere and tranquillity of a country home – the ideal setting for retirement, convalescence or relaxation for the day. We offer a range of accommodation options in single rooms, including some en-suites and garden view rooms. In addition, we have a number of assisted bathrooms and shower rooms. Each room has a nurse-call point. Personal effects from your current home are welcome as long as they comply with Health and Safety regulations. The Home has a passenger lift.



Our aim is to provide a positive and comfortable lifestyle for our residents by enabling and encouraging them to make the most of their individual capabilities within a residential setting. Our specially trained staff help all residents feel secure and comfortable so that they can look forward to the future with optimism. In our home, they will be enabled and encouraged to retain their dignity, independence and individuality.

ATTENTION TO DETAIL

We provide a full range of personal care including:

- All aspects of personal hygiene • Arts and crafts • Laundry
- Music and movement • Social, cultural and spiritual activities

Qualified staff evaluate each resident's personal needs with the use of a comprehensive assessment tool. A detailed plan of care is drawn up in consultation with the resident, their representatives and other professionals.



A CHOICE OF LIFESTYLE

We provide our residents with a variety of choices in their lifestyle. Our in-house kitchen provides a daily selection of wholesome meals prepared from fresh ingredients. We ensure that special dietary needs are met and there is always a selection of home-made cakes, biscuits and fresh fruits.

Television and video are available in the living room. We also have a secluded garden offering quiet relaxation and contemplation.

Relatives and friends are welcome to visit at any time and can participate in our various activities and parties.

Arrangements are made to ensure residents are able to worship in their own faith. We regularly have a visiting minister who conducts services in the Home.

Newspapers and periodicals, clothing labels and taxi services can also be organised. Laundry services are provided in-house.

STAFF WHO CARE

At The Mallards, we are proud of our personnel who continuously receive positive feedback from residents and their families. Our specially trained staff members deliver our promise of care by fulfilling the needs of each resident. Each member of staff has undergone a reference and criminal check. We instigate detailed induction and training programmes, and the work of each member of staff is regularly supervised and appraised.



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FROM HOME TO HOME

The Mallards embraces a philosophy of care which aims to provide a secure, relaxed and homely environment in which the care of the resident is of prime importance. We aim to provide care to a standard of excellence which embraces the fundamental principles of good practice. If at all possible, a trial visit will be arranged prior to admission to the Home, so that the resident and family can make an informed choice about their next place of abode.

To arrange a visit, or to discuss the Home further, please contact:

The Manager

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LANSGLADE HOMES LIMITED

COMFORT AND CARE