



Oak Tree
Lodge

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Oak Tree Lodge

Private Residential Care Home for the Elderly

Welcome

to Oak Tree Lodge

Thank you for your enquiry regarding Oak Tree Lodge. Our goal is to provide each of our residents with the very best facilities and care in beautiful and comfortable surroundings. We aim to promote individuality and independence, and encourage our residents to exercise choice in all aspects of their care.

We hope you find this brochure useful, whilst you make this important decision for yourself or your relative.

We invite you to visit Oak Tree Lodge to meet our dedicated and highly trained staff, view our facilities and feel the warm and caring atmosphere. You may visit at any time, but if you call beforehand, we can arrange an appointment with either myself or another senior member of the care team.

If you have any queries, or would like any further information, please do not hesitate to contact me.

Thank you for your interest and I look forward to meeting you,

Yours Sincerely,

Kate Biddlecombe
Manager



Your Home







Oak Tree Lodge is a luxury, modern and tastefully decorated care home registered to provide long and short term accommodation and care for up to 19 residents. We aim to provide first rate facilities and care in beautiful and comfortable surroundings.



Bedrooms

Residents are welcome to choose their bedrooms from those available and are invited to add their own personal effects (as long as they comply with regulations).

All of our bedrooms are single occupancy and boast the following features:

-  Bright, spacious and attractively furnished
-  En-suite toilet and hand basin
-  Fitted locks and lockable drawer
-  Outside Views
-  Rooms are cleaned daily
-  High-tech nurse call system



Incredibly professional and compassionate during our nan's final days from the start of providing care for her to the end. All staff were exemplary in the way they treated her with dignity. Thank you.

Grandson of Resident | April 2023



Lounges & Dining Areas

Residents can relax in our plush, restful and stylishly arranged sitting room. The display of lovely pictures, ornaments and flower arrangements add to the inviting and homely feel. The large windows and glass roof of our stunning conservatory offers our residents natural sunlight throughout the year and affords them a view of the charming landscaped garden. A large flat screen television, DVD player, high quality sound system and library of books provide recreation and entertainment.

Our well-appointed dining room has a country cottage feel with plenty of space for residents as well as their families or friends to dine with us. Beautifully bright, this is the heart of our home.



Communal Areas

All the communal areas of Oak Tree Lodge are bright and spacious, spotlessly clean and attractively decorated. A permanent maintenance person is employed to keep the home in perfect order. The home is suitably designed for easy wheelchair use. A lift provides access to the bedrooms on the first floor and even our less mobile residents can easily benefit from the lovely garden outside. The two assisted bathrooms, all the en-suite bathrooms and corridors are fitted with handrails. Both bathrooms boast hydraulic lifts and one has a Jacuzzi.



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I could not be more pleased with the care my father receives at Oak Tree Lodge, Ashurst. The carers, admin staff, activities team, kitchen staff, cleaners and handyman are all extremely friendly approachable people, and nothing is too much trouble for them. They all engage with residents and visitors. The home is a credit to the manager and her staff. The rooms are neat and tidy with ensuites. The home is very clean and tastefully decorated. There is a lovely, bright conservatory for the residents to sit in and enjoy. The garden has been refurbished and looks so nice; there are tables and chairs to encourage the residents to sit outside. My father has settled in so well, and he is happy where he is. He feels safe and well looked after. He especially enjoys his trips to the local shop to get his paper and a visit to the local pub.

Daughter of Resident | September 2023

Landscaped Gardens

Oak Tree Lodge is named for the huge oak in our beautiful garden. A neat lawn surrounds the wrap round resin patio, which provides a safe walking and seating place for our residents and their loved ones. Plenty of shrubs, trees and grasses fill the beds alongside roses and lavender which, in the summer months, support sensory activities for our residents. Raised beds allow for continued gardening hobbies and a summer house offers a shaded seating area to stop for a while and watch the birds.





Your Care

Oak Tree Lodge is owned by Carewise Homes Group and is run by Care Manager, Kate Biddlecombe. Kate has worked in health or social care for much of her life and has been at Oak Tree Lodge for seven years, and as a part of the management team for the past three years. As well as health degrees, Kate holds NVQ 3 and 5 in health and social care as well as qualifications in medication management, end of life care, dementia care and safeguarding.



Meet our Team

Our outstanding care team are also dedicated and highly qualified; most have completed NVQ levels 2 or 3. We insist on a high standard of care, so our employees are carefully selected, full induction training is provided and continuing professional development is undertaken by each member of staff. Attentive and compassionate carers are available twenty four hours a day. The high staff- resident ratio and key worker system enables us to provide companionship and stimulation, as well as tending to the residents' physical needs. In addition to the care staff, Oak Tree Lodge also employs an expert cook, domestic staff, catering and kitchen assistants, a wellbeing coordinator and a maintenance person every day.

Health & Wellbeing

The prime objective of our home is to promote and foster health and well-being. On admission of each resident, an assessment of need is performed by a senior member of the care team, from which a Care Plan is created. Residents, their relatives and doctors are offered and encouraged to participate in the drafting of their Care Plan. A review is conducted monthly, unless changes in the resident's condition necessitate more frequent reviews.

Oak Tree Lodge links closely with Lyndhurst Surgery and we have a dedicated GP who will see residents as and when it is needed. We also have a care coordinator from the surgery to ensure all needs are met when it comes to your loved ones health

In case of illness, relatives are informed immediately and are updated regularly on the patient's recovery. If family members wish to be present whilst their relative is ill, we help arrange suitable accommodation for them at a local Bed & Breakfast.

End of Life Care

Oak Tree Lodge offers a gold standard of end of life care, with many of the care team having extra qualifications to support residents and their loved ones through this journey. We will support any choices that are made and aim to ensure that these are fully met, offering that peace of mind at an emotionally difficult time. Relatives are welcome to stay with the residents, use our facilities and eat meals with us so that they can be present all the time, or we can support your loved ones so they receive comfort and care from staff who they know well at the end of their lives. We are fully supported by our excellent District Nurse Team to ensure that residents are comfortable at all times.

You are also invited
to benefit from:



Manicures



Dentist



Chiropodist



Occupational Therapy



Music Therapy



Hairdressing



Physiotherapy



Optician



My mum is happy and well looked after here. The staff are wonderful, kind and compassionate. The home is beautifully decorated and just like a home, not even a home-from-home! Staff aim to make this like one big family, and they succeed. You can speak to the management team at any time, and they are welcoming and honest. Very open with us. The current management team are so effective and lovely.

Daughter of Resident | May 2023

Recreational

Activities

At Oak Tree Lodge, we offer residents a varied and stimulating programme of entertaining activities. Our weekly activities plan includes music & movement, keep fit, quizzes, games, flower arranging, arts & crafts and musical entertainment. A small library, DVD player, large flat screen television and high quality sound system are available for our residents at all times.

We encourage our residents to pursue their own interests and hobbies and staff are delighted to assist whenever necessary. Residents love to attend the local fêtes and shows that are hosted by the Ashurst community. Family members and friends are always welcome to join 'Friends of Oak Tree Lodge' to volunteer with in-house activities and days out.



A great care home. I am very happy with our choice. The staff are great, and the manager has been very helpful. My step mother really enjoyed her time there and was well cared for. My dad also visited each week and was always welcomed by the friendly staff and really enjoyed the entertainment and food at the Oak Tree. Thank you.

Son of Resident | January 2023

Events & Trips

Special events at Oak Tree Lodge are special indeed when celebrated together. Birthdays, Christmas, Easter, Halloween and Bonfire night are all marked with joyful festivities, whilst garden parties, barbecues and theme days are planned regularly to enhance the cheerful atmosphere. Communion is held once a month at Oak Tree Lodge and residents can be taken to other religious services if they wish. Trips to shopping centres and scenic New Forest sites are organised regularly with arranged transport and for those able to use it, public transport is easily accessible.



Dining & Cuisine

Oak Tree Lodge is well known for its wonderful dining room and cuisine. Our cook's marvellous culinary skills translate into delectable gourmet meals every day of the week. We offer an extensive, nutritious menu providing variety and choices, according to residents' preferences.

Meals are served in our spacious and comfortable dining room and are always appetising and well presented. Residents may dine in their own rooms if they wish and can expect their meal to be hot, tasty and beautifully served.

Assistance is always on hand at mealtimes for those who require it. Visitors are welcome to join us for meals and we are happy to incorporate new suggestions into our menu. Hot and cold beverages and an assortment of snacks are available throughout the day.



Overall, myself and family are very impressed with the service and attention shown to my nan (or 'nanny'), who spent her last 3-4 months as a resident with Oak Tree Lodge.

Anyone who has had a family member with Alzheimer's or Dementia will know how hard life becomes to not only see the rapid deterioration of their character/physical ability, but also the increase and intensity of their care and comfort (both mentally and physically).

Oak Tree Lodge and its staff never fell short of good practice and professional, friendly care when it comes to its residents. We always left our visit safe in the knowledge that our nan was not only in a secure home but in the company of its warming staff. Would not hesitate to recommend them to anyone in need of their services, and remains grateful for all they have done for our family.

Grandson of Resident | February 2023

Your Family

Oak Tree Lodge is not just a home, but a family too. Everyone is made to feel welcome and cared for, and we value each resident's individuality. We want you to be calm and relaxed, whilst we attend to your needs, safety and security.



There is a modern, automatic fire safety system



The laundry facility is well equipped and well organised



A comprehensive complaints procedure is in place



Visitors are welcome at all times and may bring their pets



No smoking is allowed in the home but there is an outdoor smoking area

Philosophy of Care

At Oak Tree Lodge we aim to ensure that each resident:

- has their dignity preserved
- is provided with an exceptionally high level of care
- has their privacy protected
- is treated with the utmost respect

At Oak Tree Lodge our goal is to

- support individuality and promote independence
- encourage our residents to exercise choice in all aspects of their care

Statement of Purpose

Oak Tree Lodge produces a Statement of Purpose, which is regularly reviewed and can be read by anyone who's interested. The Care Quality Commission inspects the home regularly to ensure it complies with Care Standards. The latest Report is available to all. Reviews of the home can be found at <https://www.carehome.co.uk/carehome.cfm/searchazref/10001035OAKE#reviews>.



My mother-in-law is so loved and well cared for here. There is nothing that is too much trouble. Living the best years of her life. All staff, and particularly the management team, are amazing. As a family, we are so happy. Loads to do and great activities.

Son-in-law of Resident | January 2023




OAK TREE LODGE
RESIDENTIAL CARE HOME

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Looking forward to meeting you

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