

HAWTHORN MANOR

Residential Care Home

'You are unique and so are we'





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369 Maidstone Road
Wigmore, Gillingham
Kent ME8 0HX

Tel: (01634) 263803

Email: admin@hawthornmanor.co.uk
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Welcome

Hawthorn Manor Residential Care Home.

'You are unique and so are we'

Hawthorn Manor is an elegant and stylish 37 bed registered purposes built residential care home, with a large enclosed garden and a lovely suntrap courtyard encompassing a large fish reservoir (housing some wonderful species) together with its very own water fountain - all for the residents to use and enjoy. It is furnished throughout to an exceptionally high standard, providing elegance and comfort in a warm and welcoming manner. There is a real sense of home, where residents, staff and regular visitors create a vibrant community. All rooms have ensuite facilities and each room features bespoke décor and design. Some rooms feature self-contained kitchenettes for residents to use should they wish too.



Set in the charming and tranquil settings Hawthorn Manor is the premier provider of high-quality residential care. We welcome visitors to experience just what makes our residents home such a wonderful, warm and caring place to live – lovely surroundings with all the comforts of home, delicious food and daily activities, and of course, care tailored to the needs of each and every individual resident.



Who we are

The care of our residents is our primary priority at Hawthorn Manor residential care home. Our care is person focused, recognising the uniqueness of each individual and their rich life experiences; this is at the heart of our care delivery. We blend our assessments and subsequently tailor every care package to meet individual physical, emotional and social needs, wishes and preferences: this is described as person-centered care.

Our person-centred approach means you will be respected as an individual and treated with dignity. When you arrive we will create a personal care plan tailoring our care based on your individual needs.



We recognise that the transition into a care setting can be a very emotional life experience. Our relationship with every resident, their family and friends is integral to ensuring a seamless transition, enabling residents to continue their interests and lifestyle with discreet and sensitive support that retains dignity and wellbeing.

This really is a home for all residents to proud of, making your stay with us rewarding and a pleasure. And you will never be on your own - we operate an open visiting policy in order that



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residents can receive friends and family at any time, as they would if living in the wider community. There is no requirement to make an appointment when visiting your relative, just turn up and we would be happy to accommodate you.

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Our people

Each and every member of our team is enthused by a very personal and passionate goal - to make a real difference every day.

Hawthorn Manor's reputation among care professionals means that our home routinely attracts the best candidates for vacancies. Once they have joined us they are supported by comprehensive and continuing training, supervised by dedicated training officers.

When you first meet our staff members at Hawthorn Manor, you will immediately be impressed by their obvious devotion to their role, to the rest of their team and to all those in their care.

We are all driven by enthusiasm for what we do, a desire to do it well and a determination to go the extra mile. Be it our gardeners, chefs, housekeeping teams, carers or activity coordinators, everyone is dedicated to improving the quality of our residents' lives and ensuring family members feel happy and at ease in the knowledge that their loved ones are safe in a wonderfully attentive and supportive environment.

We only recruit and train people who we believe offer the right mix of the very best levels of skills and expertise matched by a real devotion to the job.

Person Centered Care

Our philosophy is simple - provide the best quality care in the best environment by the best trained staff, in a wonderful and peaceful setting.

We strive to create a warm and harmonious environment where residents can feel fulfilled and content and where their families feel welcomed as part of the Hawthorn Manor family and enabled to be a continuing and important part of their loved ones' lives.

Everyone has unique qualities and our dedicated and committed staff ensure they provide care that is responsive to individual personal preferences, needs, values and desires. There's always someone here to help at Hawthorn Manor.



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Our carers know more than names and faces. They know people's personalities, their priorities and their preferences, and therefore can provide all that a resident needs, when and where it's needed, while all times respecting the privacy and dignity of that particular person.

Residential Care

This service at Hawthorn Manor is for people aged 65 and above who require support with the activities of daily living such as cooking, bathing, dressing, cleaning, medication supervision and mobility which can no longer be managed at home. Many residents also choose to stay with us simply because they no longer want/can live alone or to shoulder the burden of maintaining their own home. In our experience care for this group of residents is simply about peace of mind, and our care home is able to provide a place where they are able to flourish; making friends and exploring new and varied interests.

Care is available 24 hours a day seven days a week and directed by highly skilled healthcare professional who hold NVQ Certificates in health care as well as undergoing our own rigorous on-going training programmes.



Respite and day stay

Respite care is a service for people who wish to stay with us on a short term basis. This can be for people who need a little extra support whilst recovering from an illness or operation and can be for a day, week or a few months. Respite stays can also be arranged to give the carer of someone who is unable to look after them-selves a well-earned rest.

Whatever the reason we want our respite residents to enjoy a wide interesting variety of recreation and leisure pursuits, and to indulge themselves in our delicious and nutritionally balanced home cooked meals prepared in-house by our resident chef, using fresh locally sourced ingredients. This is also good opportunity to meet new friends and we guarantee a very warm welcome by our friendly and reliable staff. Many respite residents, having first sampled home life through a respite period of care, do in fact end up staying permanently. It is a great way to sample the standard of care on offer.



Our inclusive approach at Hawthorn Manor is applied to all our respite residents no matter how long or short their stay is and we aim to ensure that they maintain their independence and freedom of choice whilst providing them with the security of around-the-clock support to ensure optimum peace of mind.





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Activities

There's always something going on at Hawthorn Manor.

Everything we do is person-centered around our residents, their wish is literally our command. Our aim is to provide a varied, fun and interesting challenging activities. We seek to cater for all residents requests - after all it's their home.

The wide range of other activities on offer currently includes: live entertainers, exercise club, book club, guest speakers, quiz nights, race nights, film club, card games, board games, name that tune nights, arts and crafts and much much more.



Accommodation

Each bedroom features first class features.

There is extensive choice in accommodation with a variety of individually decorated single rooms and suites, all of which have en-suite facilities, nurse call systems and flat-screen televisions.

Residents are welcome to bring along their own small pieces of furniture and personal mementos to make their bedrooms feel more familiar and to ease the transition of the move to their new home.



Indulgence and enjoy - without feeling guilty

Our menus change regularly, using fine quality and locally sourced ingredients. As with every other feature of the home, we want to excel in the kitchen too and to do this we feel that engaging with our residents to create menus they will enjoy every day is the way to do that.

It is our constant attention to our residents' right to choice that helps keep the kitchen and dining side of the home as ship-shape and smooth running as the rest of the home.

We will always be happy to accommodate dietary requirements no matter how unusual, and our kitchen staff are highly skilled at making sure everyone enjoys meal time.





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