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**Providing you with  
peace of mind through  
great quality care**

# Welcome to Silver Oaks Residential Care Home

**Once the home of William Wordsworth's son, who was the local parson for a few years, is the intimately characterful and charming Silver Oaks Residential Care Home.**

Situated on the edge of the Charnwood forest, our lovely Grade II listed thatched home is a peaceful place in the heart of Whitwick village in Leicestershire. With access to the local shops and facilities, and close to the town of Coalville, Silver Oaks provides personalised care to suit your loved ones specific needs.

A warm, welcoming atmosphere means new residents soon feel relaxed and at home. We pride ourselves on employing the best staff who are skilled and committed in providing both dementia and residential care, ensuring we can confidently offer excellent care.

# Home from home

Silver Oaks is above all a home and all of our staff are trained to attend to the individual needs of the resident, respecting their privacy and dignity at all times. We see our home as a lively yet peaceful place, providing a caring home for our residents, encouraging them to maintain their independence for as long as possible and provide peace of mind to families and loved ones.

## Bedrooms

As a small beautiful character home, we have 19 single rooms, the majority having en-suite w.c. facilities and are furnished with with nurse call technology to connect to staff and residents in any emergency. You can use our bedroom furniture, or you can bring your own (as long it meets fire regulations), and you can make the room homely with photos and other personal items.

## Communal areas

There are three different communal areas for the residents to enjoy. We have the dining room, TV lounge, and quiet lounge. With a variety of different comfortable armchairs, artwork and heating to create a comfortable environment for residents to enjoy. Outside we have a beautiful garden where we grow our own vegetables, and spend time pottering in the greenhouse or under the marquee on those lovely summer days.



**“Placing a loved one in care is never easy but it’s our privilege to provide a truly warm and loving home that I’d be proud to call my home.”**

Mark Booth, Owner



## Ethos

**“Silver Oaks is very much resident led, and our ethos centres around that.”**

Jo Lewis-Mather, General Manager

The ethos at Silver Oaks is very much focused around quality of life, and activities both grand or seemingly insignificant can provide a great deal of enjoyment or inner peace.

It is our aim that residents at Silver Oaks feel at home, comfortable, secure and safe with us. We encourage them to be active and enjoy being involved in and part of the community here. All staff believe in this ethos and as a result we do not employ agency staff. Many of our staff have joined through recommendation.

Residents play an integral part in the recruitment and retention of our staff. The team is led by our General Manager, Jo Lewis-Mather, who ensures we have a highly trained specialist team in dementia, infection control, nutrition and many other areas.

# Catering

We understand that food is an important part of our residents day. As such we have a highly experienced cook who provides guaranteed nutrition, an outstanding choice of extremely tasty food options, and a large degree of flexibility to cater for any dietary needs.

Meals are served either in the dining rooms or, if preferred, in the resident's room. A full English breakfast is available every day and we make sure that fish on Fridays is cooked to perfection! Lunch is the main meal of the day and for tea we offer a smaller meal with several courses to choose from.

We welcome tastings to all our residents and families before they arrive so they can taste the wonderful dishes. Family and friends can dine with a resident whenever they wish.



**“Food and drink are critical to our well-being in so many ways. All the meals at Silver Oaks are created and prepared according to our three key principles: Homemade recipes developed around residents’ preferences; handpicked suppliers chosen for their quality and taste, and our staff, for their dedication and passion for both care and food.”**

Julia Humphries, Cook

# The types of care we offer

## Residential Care

Residents at Silver Oaks receive full, 24 residential care from our team of highly skilled and experienced carers.

## Dementia Care

Residents receive full 24 hour dementia care and support from a team of highly skilled carers.

## Palliative Care

We offer compassionate and outstanding care services to the residents we support at all stages of their lives.

## Respite Care

Respite or short stay care is available at Silver Oaks for those individual who require a short stay.



# Activities

At Silver Oaks, we focus around quality of life, and activities both grand or small can provide a great deal of enjoyment. Our lively programme means there is usually something going on most mornings and afternoons, including the regular and popular outings to Coalville, Melton Mowbray and Newtown Linford for shopping, garden centre coffee mornings, fish and chips lunches and visits to the local Conny Club.

Whichever it is, our activities coordinator has a great sense of what will make each residents life more fulfilled, respecting privacy, promoting independence and trying their best to make the day to day more enjoyable.

We very much welcome the resident's families, and friends, to join us. Our most memorable days have been at the Queens Jubilee, VE Day, Kings Coronation and our annual summer garden parties.

The activities programme includes the poetry club, singing, gardening, cookery, bingo, card making, arts and crafts, card games, flower arranging and gardening. We also have local singers who come and perform for us a mixture of classical, jazz and old time music. Plus, we enjoy regular visits from Magician David Fox, Zoolab and Metcalf Sport to name a few.



**“I cannot rate Silver Oaks highly enough, the care and kindness that was given to my mum during her last 2 years living with Alzheimer's was second to none.”**

Jane Beck, Relative



**“Silver Oaks is a lovely and caring home. I have worked here for 7 years and it is a lovely place to work. All staff are kind and caring and the care is very person centred.”**

Jordana Dennis, Member of staff



## Investing in care

### WEEKLY FEE:

£1,325 per week

### DAILY RESPITE:

£205 per day

### DAILY CARE/VISIT:

£125 (9am-6pm / includes breakfast, lunch & tea)

### ADMIN CHARGE:

£70 (care plan set-up refundable upon becoming permanent)

**Care fee's include** nutritional food 24 hours a day with a fantastic range of choices, 3 hot meals available daily, laundry, 24 hr person centred care from a highly motivated and well trained team, fully furnished rooms, access to all the most up to date equipment, services and facilities, TV points and roaming WIFI, we also provide in-house entertainment and day trip activities.\*

\* Some activities and day trips may be chargeable depending on the level of investment and involvement.

\*\* For respite stays we charge an initial £65 care plan set-up fee which would be refunded should the stay ever become permanent.

**Fee's do not include:** Private chiropody, hairdressing, newspapers or toiletries. Repeat appointments requiring chaperoning will need to be discussed on an individual basis and may incur a cost. Although we are registered as a residential home we do use the district nursing service and can cater for higher dependent individuals based on an assessment. Please enquire at the home with any questions and we will be happy to help where possible.



## Funding your care

Going into care is daunting in itself and it's important to know that help is available to make it a smooth transition. We have provided a few sources that we recommend you research before you apply to Silver Oaks, or for care in general.

North West Leicestershire District Council - 01530 454545

[www.nwleics.gov.uk](http://www.nwleics.gov.uk)

Age UK - 0800 678 1602 [www.ageuk.org.uk](http://www.ageuk.org.uk)

NHS - [www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/care-homes/](http://www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/care-homes/)

## How to apply for care

If you are thinking of Silver Oaks to provide your care there are a few steps that we need to take together and the first one is a visit to the home to have a look round and pick up an application pack.

In the application pack you will find a pre-assessment form that you can work through with your relative, advice and guidance on how to fill this in will be provided when you come to see us.

Once filled in please return it to us and we will then work with you to establish the most suitable direction for your care needs.

If we can meet your care needs and you like the home then we would need to establish when we would be able to offer you a place.

Whilst the application process is underway we would organise a visit to familiarise you with our home, maybe have lunch and see how we operate, thus making the move more comfortable.

# Summary

We understand how difficult choosing the right home can be, and we hope you will find the information in this brochure helpful. To help you take the next steps, the manager and team at Silver Oaks are always happy to answer questions and discuss concerns.

You can call and talk on the phone, or ask to come and see round the home. If you like what you see, then we'd be happy to welcome you for a trial visit to help you make your mind up.

We hope you'll decide Silver Oaks is right for you – and if you do, we promise to make your wellbeing our priority.

## Summary:

Number of bedrooms:	19
Daily cleaning:	Yes
In house laundry:	Yes
Onsite private parking:	Yes

## Types of care:

- Residential
- Dementia
- End of life
- Respite
- Day care

## Key features:

- Intimately charming character home
- Fully trained, committed and caring staff
- Personalised care plan and medication management
- Located in the centre of Whitwick
- Beautiful and accessible gardens
- Fresh homemade meals
- Wide selection of events, activities, trips and entertainment
- Regular communication with families

## Private rooms:

- Comfortable and homely
- 24hr nurse call system
- Majority of rooms have ensuite facilities
- Bed linen and towels included
- Internet and telephone points
- TV
- Smoke detectors
- Roaming WiFi

## Food:

- Fresh homemade meals for breakfast, diner & tea
- We can cater for special diets and requirements
- Light snacks, fresh fruit, tea/coffee or any other drinks always available

## Additional services:

- Medical care from local GPs
- Chiropody
- Hair dressing
- Newspapers
- Trips and activities

## Silver Oaks Residential Care Home

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