

coatewatercare.co.uk

Coate Water Care

Arbory Residential Home





“We care because you care.”

Welcome to Arbory Residential Home

Coate Water Care have created a ‘home sweet home’ environment in a five-star setting at Arbory Residential Home and our dedicated team of carers and support staff are the guardians of a highly professional and personalised care

service. We are proud of our reputation as a safe and caring residential home where people feel ‘at home’ as soon as they step through the door. We would be delighted to show you around our luxury care home in the heart of Hampshire.





Residents and their relatives had very positive views on the caring nature of care staff at Arbory Residential Home. Feedback in the CQC Report included: “All the staff are lovely” – “The care is outstanding, they take time with me” – “There is a distinctly family atmosphere” – “Staff interact with residents in a friendly and caring way” – “The manager is the most approachable person I’ve ever known.”

Care Quality Commission



A welcoming Care Home with the feel of a five-star hotel

Extensively refurbished and under new management, Arbory Residential Home is located in the peaceful Hampshire countryside with modern, purpose-built facilities inside a handsome old building. Visitors often say it feels more like a five-star hotel than a residential care home.

Our experienced management structure and caring team pride themselves on making our residents feel really ‘at home’ in 60 tastefully decorated rooms, many have superb en-suite facilities and a variety of aids to encourage independence in mobility, eating and bathing. Given that few things are more comforting than being surrounded by cherished personal belongings, we encourage residents to personalise their rooms with family photos, ornaments and keepsakes.



Residents have good access to health professionals. Medicines are managed safely and care plans detail how people like to take their medicine. The food served is appetising and high quality. Staff communication is effective, and a daily huddle keeps senior staff informed of events and plans. There is a strong management team who lead by example. The home is safe and well-trained, ‘lovely’ staff are deployed to effectively meet the needs of people and to offer support on a one-to-one basis.”

Care Quality Commission



Quality Care Services from Dedicated Professionals

Managed by family-run care providers Coate Water Care, Arbory Residential Home offers quality residential care, day care and respite care, including 24 hour care for people living with dementia. Our management staff and experienced carers also provide specialist care for residents with palliative care needs.

- . Residential Care
- . Respite Care
- . Dementia Care
- . Fully Secure Home
- . Luxury Décor
- . Peaceful Location
- . Home Cooked Meals
- . Friendly Helpful Staff
- . CQC Regulated
- . Specialist Trained Nurses
- . Coffee Lounge
- . Bespoke Activities
- . Family Run

Care Home Technology

The latest care home technology helps ensure the well-being of residents at Arbory Residential Home. We use electronic medical records for easy access to check health and medications for allergic reactions. Pre-packaged medications help nurses dispense proper dosage, avoiding human error. Technology can also streamline business systems such as staff-rostering and automatic scheduling of meetings between staff and management in response to incidents.





People received exceptional support from caring staff who treated people and their relatives with utmost kindness. Coate Water Care set out exceptionally caring values and there was evidence that all staff worked to this aim as people were at the heart of the service delivery.”

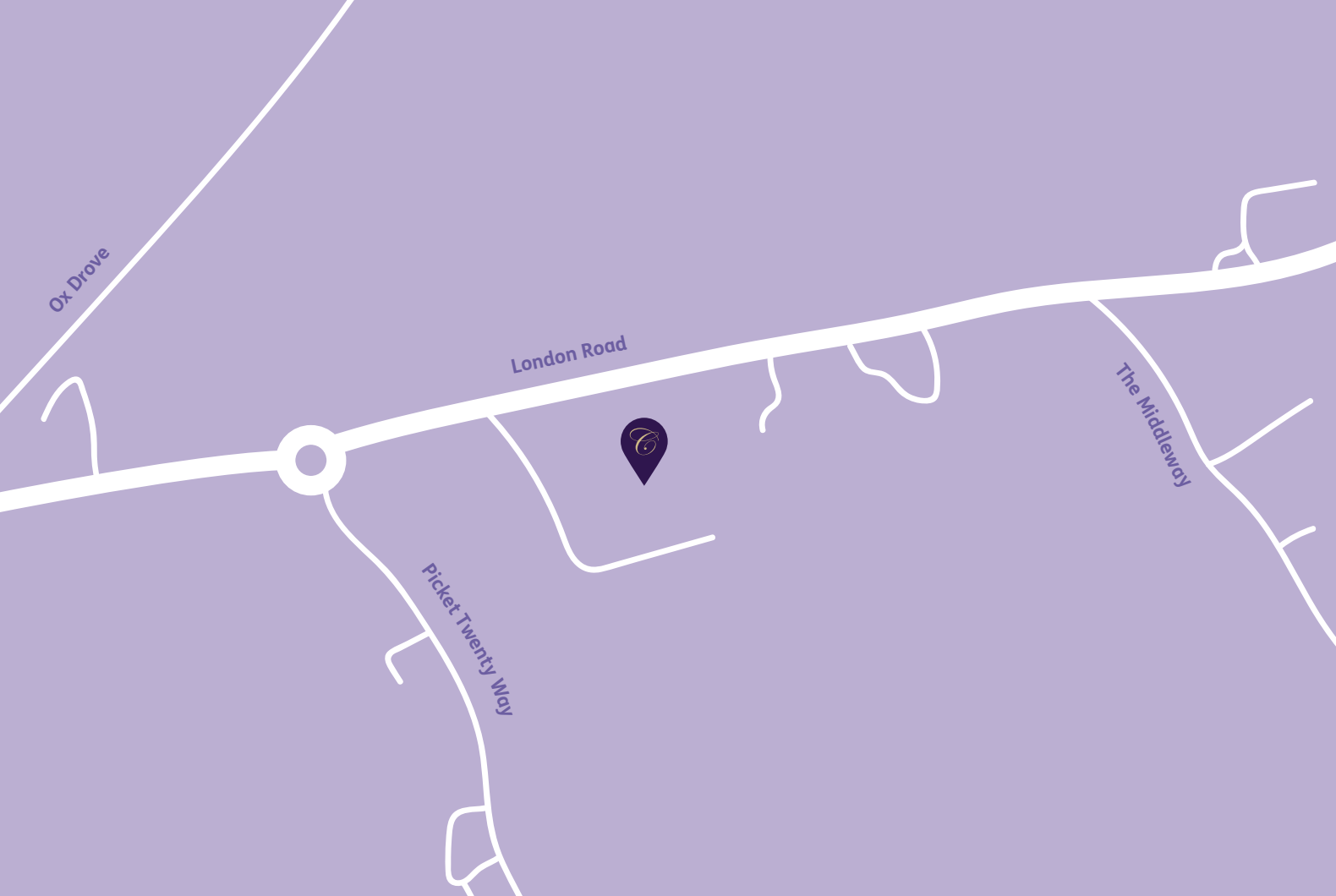
Care Quality Commission



Arbory Residential Home - Keeping active, having fun and eating in style

A physically active lifestyle can significantly improve people’s quality of life at all stages of dementia. Arbory’s full-time Activities Coordinator leads a stimulating programme of events tailored to the capabilities and preferences of each individual resident. Every morning our staff get the residents moving using seated physical activities and through the day residents can participate in musical bingo, gardening, baking, flower-arranging and needlework. Professional musicians or scheduled film nights provide light entertainment.

Outings are an important part of the activities programme and our wheelchair-friendly minibus means that no-one is left at home, whether it’s for a picnic around the lake, a visit to the garden centre or a meal at the local pub. Nutritious home-cooked meals are prepared on the premises using locally sourced ingredients. According to the 2018 CQC report: “People told us that the food served was appetising and high quality. The dining room is cosy, like a homely café and eating communally really helps.”



“

We believe that compassionate caring and exemplary professional standards go hand in hand. Our extremely high standards mean that your loved ones will feel safe and happy at Arbory Residential Home.”

Geraldine & Chris Smith, founders of Coate Water Care in 1995

Let us help you find the right care for your loved one at Arbory Residential Home. Please contact us to discuss your specific requirements or to arrange a visit to our luxury Andover care home. “We care because you care.”

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