



**Lotus Care**

# The Villa

**Residential & Nursing Home**

'The feeling you get when you walk in – there's warmth, kindness and humour.' Resident



## Our philosophy

Lotus Care Management Services is a family business, with the Directors still taking a personal interest in the structural fabric, staff teams and care delivery in the home. Our team personally cares and it shows. This approach underpins the atmosphere in Lotus Care Homes which all provide a homely, yet high quality environment in which choice and independence are actively encouraged.



The Home is unique in style, setting and care delivery but offers high quality care at a fair price – and, most importantly, provides people with a real 'home'.



## Our care

We offer many levels of different services, from nursing and residential care right through to the end of life care.



## Residential care

Our Residential Care Home provides accommodation, meals, and 'personal care'. Personal care can include assistance in getting up or going to bed, eating, washing, dressing, using the toilet and help with medication administration.



Residential care provides you with:

- Day to day support
- A comfortable and safe environment to live in
- Activities of real interest and enjoyment
- Privacy and dignity
- Support for your physical, spiritual, emotional and social needs





## **Dementia care**

All of our staff are trained to provide dementia care, we try to create a home-from-home environment, where familiar objects can be seen to help with orientation and conversation points. This includes reminiscence activities as well as enabling residents to continue helping with daily domestic tasks around the Home, such as washing up, dusting, laying dinner tables, and so on – if of course they like this!



As well as our 'Dignity Champion' the Home has a 'Dementia Champion' who leads on this area of work, maintaining standards and incorporating latest good practice.



## **Cornerstones of care**

Our aim is to provide the highest possible standards of care to all our residents, by providing an environment that can truly be regarded as their home



## **Highly trained staff**

Our staff have a genuine care for residents' needs and comfort, complimented by high levels of training and experience. This allows staff to empathise with residents and tailor their care with acute understanding of needs, concerns, and desires. Several staff have specialities in the field of mental health care or dementia, to establish confidence in care and to offer complete peace of mind.



## **Visitors welcome any time**

For further information or to arrange a visit please ring 01952 581022  
or email [lotuscare78@gmail.com](mailto:lotuscare78@gmail.com)



## Well maintained environment

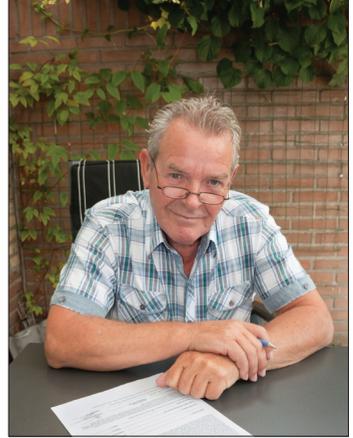
All areas of the Home are kept clean, comfortable and up to date. We continually review our property to high standards, so that they remain safe and indeed 'homely'. Outside, our beautiful secluded gardens and lawns are kept perfect for a stroll, admiring the flowers or simply with a book, listening to the birds and enjoying the outdoors.

## Social life and leisure

We believe that social and leisure aspects of life are integral parts of care. We enable maximum independence where possible and, most importantly, help people to have some fun! Our experienced staff coordinate exciting and varied activity programmes for residents. All activities are well planned and adequate notice given to allow residents relatives, friends and staff to participate if they so wish.

## Tasty, nutritional food

We understand the importance of a balanced, nutritional diet, but also of making mealtimes a social and enjoyable occasion. Residents' families are welcome to join them for our varied, delicious and home-cooked meals and special dietary requirements are catered for, with menus tailored with consideration to not only nutrition, but taste!



## Care we offer

Residential & Nursing Care  
Dementia Care  
Respite Care  
Mental Health Care

## Features and Facilities

- Registered for 33 residents
- 24 hour call system
- Located in a quiet residential area
- Delicious home-cooked meals
- Beautiful maintained gardens
- Variety of interesting and stimulating activities

Respite Care



End of Life Care



## Consistently high standards of service and care



At The Villa our highly and experienced team ensure that individuals' needs are met and that residents truly feel this is their home.



We are particularly sensitive to the feelings of dementia sufferers and are well practiced in obtaining maximum quality of life for those with this distressing condition.



The Villa has a programme of stimuli which we believe promotes independence and fulfilment for all but, in particular, for individuals with dementia who may have some difficulties with memory and orientation.



We offer delicious home-cooked meals and aim to ensure that dining is a pleasant experience for all, with any assistance needed being given in a discreet manner. Some people in old age or dementia can lose interest in food and we work hard to ensure that meals reflect choice, are nutritious and appealing. With the dining room placed near the kitchen, the smells of cooking help to promote a healthy appetite.



Residents are welcome to invite guests to dine at any time and we particularly invite friends and relatives when special occasions or celebrations take place in the Home. Assistance can be provided to enable residents to dine in their room, or in the lounge if some privacy is required.



We take the quality of service we offer very seriously and client satisfaction is paramount. In addition to the regulated quality assurance requirements, we have a suggestion box, hold a relatives' forum and produce a regular newsletter. Residents' views, and those of their families and friends, are acted upon to ensure that residents' living experience at The Villa could not be bettered.



The Villa is an intimate Care Home, looking after the needs of just 33 residents in a tasteful and comfortable environment, situated in Madeley, a residential suburb of Telford.

Registered with both Telford and Wrekin and Shropshire local authorities, we have an enviable reputation of providing a consistently high of a service and care at fee levels that are surprisingly affordable.



**Lotus Care**

### **The Villa Residential & Nursing Home**

Park Avenue, The Maddocks, Madeley, Telford, Shropshire TF7 5AE

T: 01952 581022 F: 01952 582431

Email: [lotuscare78@gmail.com](mailto:lotuscare78@gmail.com)

[www.lotuscare.uk](http://www.lotuscare.uk)