

KENSINGTON

CROWN CARE









WELCOME TO KENSINGTON

We want to help you through the experience of choosing our care home for yourself or a loved one

Here at Kensington we appreciate that the decision to move into a care home can be a complex, sometimes confusing and often an emotional time.

Our aim is to give you as much help and assistance in this very important process to ensure that you make the right decision, the one that is the best for you or your loved one.

Our experience has shown that there are many benefits of moving into a care home and the key ones include: 24 hour care and assistance, alleviation of social isolation, promotion and maintenance of independence.

This brochure aims to highlight the benefits of a good care home; round-the-clock assistance, friendly faces every day, companionship and for many residents, the renewed confidence and independence that being supported by our dedicated staff can bring. It also includes a useful checklist so you know what to ask and what to look for in any home you visit.

We hope this brochure gives you all the information you need to start this important journey with us. Of course, if you would like to discuss anything in detail, or have a specific question, please contact our office on **01609 711120**.

It is our vision to put quality at the heart of everything we do, for residents, families, and our teams. Our vision is to be one of the most respected and trusted care providers in the independent healthcare sector.

We aim to create homes where every resident enjoys an enhanced, meaningful, and purposeful lifestyle, supported with independence, dignity, respect, and compassion.

www.crowncaregroup.co.uk



Kensington

Located in the vibrant market town of Northallerton, Kensington Care Home provides exceptional, personalised care in a warm, welcoming and homely environment.

Our modern home features 64 beautifully furnished suites, designed to offer comfort, privacy and security. Our dedicated team provides tailored care and support, ensuring every resident is treated with dignity, kindness and respect.

Residents can enjoy a range of premium facilities, including a hair salon and beauty bar, welcoming bistro, comfortable lounges and beautifully landscaped gardens with peaceful seating areas and sensory planting.

We understand how important it is to find the right care home for yourself or a loved one. Whether you are considering permanent care or a respite stay, our friendly team is here to provide reassurance, support and a genuine sense of home.







Kensington has Accommodation on 3 floors each named with local landmarks considered.

The Harewood Suite

Situated on the ground floor, this is our residential unit with 18 en-suite bedrooms all decorated to a high standard. There is a large communal lounge incorporating French doors out to private and secure landscaped garden. The Restaurant has hostess service and also a private dining suite. Tiffany's Salon and Nail Bar, Snowdrop Therapy Room and The Swinton Bar and Brasserie.

The Ripley Suite

Located on the first floor with 23 en-suite bedrooms, the Ripley Restaurant, a large communal lounge, a library reading area and the Theatre Royal which has large screen, surround sound and a utility area for refreshments.

The Kipling Suite

Situated on the second floor with 23 en-suite rooms, the Kipling Restaurant with Roof Terrace and a large communal lounge. Each floor has fully equipped bathrooms with hydraulic bathing suite, shower and surround sound.

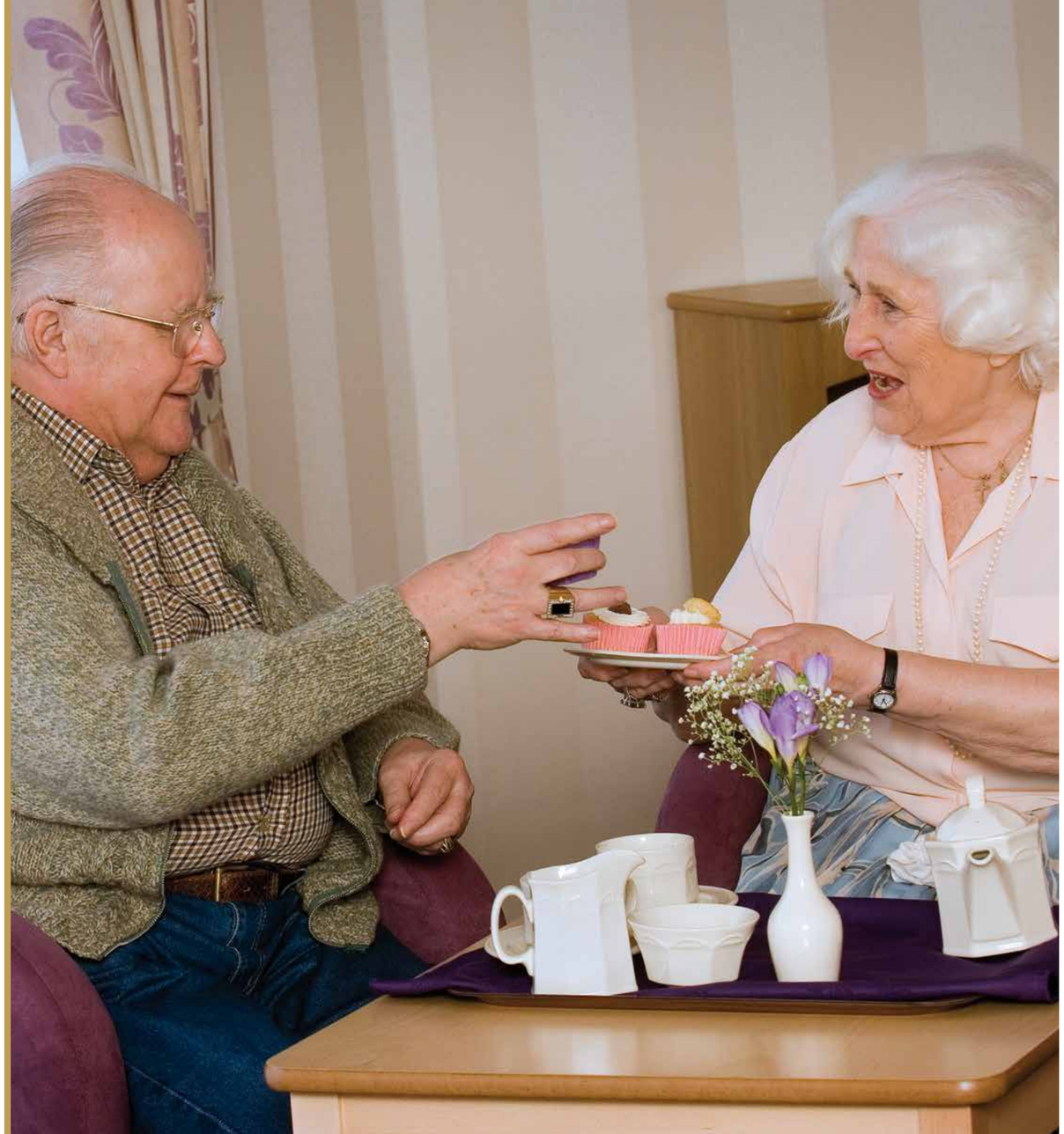
Care Available

- Dementia Care
- Residential Care
- End of Life Care
- Respite Care
- Short Stay Care

Home Facilities

- 64 Ensuite Rooms
- Bar & Brasserie
- Hair Salon
- Landscaped Garden
- Quiet Lounge
- Restaurant
- Sun Terrace
- WiFi Throughout

www.crowncaregroup.co.uk



Committed to Resident's Wellbeing

Crown Care Group have safe effective systems of care throughout all aspects of service; processes are in place that ensure the people in our care, are valued as individuals and their welfare and happiness are at the heart of everything we do. We are always mindful that we are privileged to be entrusted with caring for your loved ones and we always ensure that we continue to support the close relationships of families and friends of all the people who live with us.

We are passionate about providing bespoke tailored individual care in our services. Creating thriving, vibrant, happy, warm, inviting, all-encompassing and positive environments for older people to live in, so they can enjoy a standard of care that is loving, caring and nurturing, yet encourages independence and promotes individuality in all aspects of daily life and where you can trust we will always put the needs and wishes of those who have chosen to live within our Care Home's at the centre of everything we do and how we do it.

Crown Care Group

Kensington is part of the **Crown Care Group** – a family run provider of award winning care. Our Care Homes have been family owned and operated for over 30 years.

We are very proud of retaining our unique, dedicated, caring, family values running through all our Care Home Services and within all areas of the daily management.

As experienced operators we fully understand the importance of having close relationships and oversight of our Crown Care Homes across England; as well as with all our Crown Care family, friends and their local communities.

We are recognised in the sector for being a well-established provider of high-quality care services and developers of state-of-the-art, luxurious, care home registered services.

Within our Care Homes we provide beautiful living accommodation for older people who may require:– residential care, nursing care, dementia care; as well as short stay, respite or recuperation care.

All of our Care Home staff work closely with the all various NHS Community Partners and Health and Social Care professionals in their own local areas and regular feedback evidences that our care teams are acknowledged and respected for delivering high-quality residential care services.

Connecting Communities

We work with a range of outside partners who visit each Home – these include:

- GPs
- Therapists
- Hairdressers
- Activity Co-ordinators
- Entertainers
- Schools and Colleges
- Nurseries
- Local Businesses
- Places of Worship
- Hospices
- Charities
- Pet Owners

www.crowncaregroup.co.uk



Care Across Our Homes

Residential Care

Our comfortable, thoughtfully designed suites each feature a private en-suite bathroom, giving residents their own personal space within smaller, welcoming living groups.

This creates a homely environment where residents can enjoy their independence, privacy and daily routines, while having the reassurance that compassionate, personalised care and support is available 24 hours a day whenever they need it.

Dementia Care

We understand that dementia affects everyone differently, which is why our approach to care is centred around each individual, their needs and what matters most to them.

We provide a calm, safe and welcoming environment where residents feel comfortable, supported and at home.

Our thoughtfully designed surroundings offer familiarity and reassurance, while our caring team takes the time to get to know each resident, understanding their personality, preferences and daily routines.

We believe in focusing on each person's strengths and abilities, encouraging independence, preserving dignity and creating opportunities for meaningful moments, connection and enjoyment every day.

Respite Care & Short Stays

Caring for a loved one can be rewarding but taking time off is essential for both the carer and the person receiving care. Our respite care offers a short break, allowing carers to recharge while providing 24-hour care for their loved ones. We deliver the highest standard of care in a safe and comfortable environment tailored to individual needs.

A short stay can be beneficial for various reasons:

- You need a holiday, weekend, or a few days to recharge.
- A loved one is recovering from an illness or operation and needs extra support.
- You are feeling unwell and need time to recuperate.
- You are considering a care home for a loved one and they would like a short stay first.

Additional Care Services

We also provide compassionate Palliative Care and End of Life Care.

Nursing Care

At selected homes across the Crown Care Group, we provide support and assistance for residents who require 24-hour nursing care. These homes have the necessary design features to ensure appropriate nursing care can be delivered as and when required.

Our nurses are highly trained and experienced, and provide care with compassion.
All nursing care is tailored to the individual resident and the level of care they require.

www.crowncaregroup.co.uk





Food & Catering

Good healthy food is at the heart of our homes. All our chefs, cooks and kitchen assistants are fully-qualified, and all our care staff and nurses are trained in food safety.

There is home baking every day and we use fresh ingredients as often as possible to create a range of appetising dishes. Our kitchens are audited internally every month and externally every year by the Food Standards Agency.



There is a choice of dishes at every meal-time but if nothing on the menu takes your fancy, we will always offer alternatives. Special diets are catered for to accommodate clinical or cultural needs and snacks and fresh fruit are available at all times, including during the night.

Residents can choose to eat meals in our home's sociable restaurants or privately in their own rooms dependent on their personal preference at any period of time.

We can also help you celebrate special occasions such as birthdays, anniversaries and family events.





Activities Programme

We have a vibrant activities programme at Kensington that promotes inclusive participation. Our activities co-ordination team are committed to offer residents a varied itinerary of activities that is both beneficial to well-being and enjoyable. We also embrace resident's hobbies and pastimes allowing them to continue the things they enjoyed prior to moving to our home. A summary of the activities available at Kensington are listed below.



- Board Games
- Pamper Days
- Exercise Classes
- Horticultural Activities
- Day Trips & Walking
- Reminiscence Sessions
- National Event Celebrations
- Cookery & Baking
- School & Nursery Visits
- Pet & Music Therapy
- Singing
- Knitting, Sewing & Needlecraft
- Art & Crafts
- Outdoor Games
- Community Involvement
- Hobbies and Pastimes



Safer Admissions

The health, safety and well-being of our residents, visitors and care teams is absolutely paramount. We can assure you that we take this responsibility very seriously and implement strict procedures across all of our care homes as standard.

Deep cleaning procedures

Robust infection control

Good PPE supply chains

Robust staff training

Separate rooms and floors

Video calling facilities

"We appreciate that the decision to move into a Care Home can be a complex, sometimes confusing and often an emotional time. We have in place many more robust procedures and processes that we must adhere to, but our aim is still to make this transition into care easier and less complex. We have a ***'residents first and foremost philosophy'*** *that ensures the Home Manager leads by example, supporting and overseeing the care that is delivered to all our residents is of a high quality. Our dedicated care teams are available to give you as much help and assistance in this very important process."*

www.crowncaregroup.co.uk

Choosing Your Care Home Checklist

LOCATION

- ☐ Are you familiar with the area?
- ☐ Can the home be reached by your relatives and friends to make visiting easier?
- ☐ If you enjoy an active social life and going out in the evenings, is the home near to your friends and the places you like to go?
- ☐ Is the home on a bus route?
- ☐ Is the home near to the park, local shops, post office, and any other services you might need?

LIFE IN THE HOME

- ☐ Do you know any of the other residents in the home?
- ☐ Do residents seem happy, cared for and interested in what is happening?
- ☐ Are residents' meetings held?
- ☐ What are meals like?
- ☐ Are the menus on display for me to choose from?
- ☐ Are special diets catered for?
- ☐ Is there a choice of food?
- ☐ Can I make drinks and snacks for myself?

DAILY ROUTINE

- ☐ For example, can I please myself about what time I go to bed and get up?
- ☐ Can I make private phone calls?
- ☐ Are there any restrictions on making or receiving phone calls?
- ☐ When can people visit and can they stay overnight?

PERSONAL NEEDS

- ☐ Can I bring my possessions and furniture with me to make it homely ?
- ☐ Will my pictures be put up on the wall?
- ☐ Can I use my room any time of the day?
- ☐ Can I have a TV in my room?
- ☐ Is there somewhere to keep my valuables safe?
- ☐ Can I have my own telephone?
- ☐ Will my own doctor still be able to visit me in the home I choose?
- ☐ What happens when I have a hospital, dentist or optician's appointment?
- ☐ How often can I have a bath?
- ☐ Will I be encouraged to do things for myself?

APPEARANCE

- ☐ Is the atmosphere homely and welcoming?
- ☐ Do I like the look of the home?
- ☐ Is it too luxurious or too basic?
- ☐ Is it too big or too small?
- ☐ Is it clean?
- ☐ Is there a lift?

LEISURE ACTIVITIES

- ☐ Are outings and holidays arranged and is there an extra charge?
- ☐ Will the staff take me out if I want to go to the shops or out for a walk?
- ☐ Is a library service provided?
- ☐ What is the garden like?
- ☐ Is there a garden that I can access easily?
- ☐ Will I be allowed to help in the garden or join in general household tasks?

THE STAFF

- ☐ Does the person in charge make me feel at home?
- ☐ Are the staff friendly?
- ☐ Do the staff talk to the residents and how do they talk to them?
- ☐ How do staff and residents address each other?

RULES AND RESTRICTIONS

- ☐ What is the policy on smoking?
- ☐ Would I be able to deal with my own money? If not, what arrangements are made?
- ☐ Are there any house rules, for example, about visiting times or returns from outings?
- ☐ Is alcohol allowed in the home?
- ☐ Can I bring my pet with me?
- ☐ Can I spend a trial period in the home before I decide?
- ☐ How long is the trial stay?
- ☐ Are there any extra charges for services such as laundry, hairdressing, chiropody?
- ☐ What happens if I become more dependent, for example, ill, incontinent, or lose my sight?

FURTHER QUESTIONS TO ASK

- ☐ Does the home offer day care to non-residents? (some homes do this)
- ☐ What would happen if the home could no longer meet my needs?
- ☐ What happens to my room if I am on holiday or in hospital?
- ☐ What would happen if illness meant that I could no longer manage any stairs to my room?
- ☐ How would I make a complaint?
- ☐ Will I get a transition plan to help me with moving in?
- ☐ What is included in the cost and what is extra?
- ☐ Will someone help me change my address?
- ☐ Can I have a key to my room - and if so, am I free to lock the door?

NOTES: .....

.....

.....

.....

For room enquiries and further information

Telephone: 01609 711120

or register your interest in our home via email at **Kensington@crowncaregroup.co.uk**

www.crowncaregroup.co.uk

Kensington • Finkills Way • Northallerton • North Yorkshire • DL7 8UB

Telephone: 01609 711120 • **Email:** Kensington@crowncaregroup.co.uk
Instagram: @crowncaregroup

www.crowncaregroup.co.uk