

Introduction

from our Owner and Managing Director



Rhencullen Care Group.... Our family caring for yours.

Welcome to the Rhencullen Care Group family. I founded our group 8 years ago and am incredibly passionate about our family-based ethos and the impact our culture has on our ability to provide exceptional care for those who choose to live in our homes.

I hope this brochure will provide you with all the information you need to make an informed decision about your loved one's care as I understand that finding a care home for your loved one can be a very emotional time for you and your family.

At Rhencullen Care Group my team can reassure you that we will provide individualised care and a true 'home from home' experience for those in need of dementia care and care for older people. Our care homes are not a place of work for our staff but a home for our residents in which the staff are welcomed every day to support our residents to live a full and meaningful life.

I have tried to answer many of the questions you will have within this brochure, but if after reading this you still have any queries my team would be delighted to speak with you and help in any way we can.

You can contact us at info@rhenculencaregroup.co.uk or via telephone 01603 714703.

Mandy Croshaw,
Owner and Managing Director

A Rhencullen Care Home

At Rhencullen we pride ourselves on providing both care and a home. Often in care the main focus is for people to be only physically safe and secure, and this can override the need for a person's emotional wellbeing.

When you step in to a Rhencullen Care Home you won't find staff wearing uniform or badges, instead they pride themselves on being part of our family.

You might be surprised to find a relaxed, happy atmosphere with staff and residents talking freely and sharing stories. Many people are at first confused when they see residents getting involved in the daily tasks (such as dusting, polishing, cooking and laundry) but we believe that this is our residents' home, and everyone has the opportunity to make themselves at home and belong. It is clear in our homes that residents enjoy being involved with the carers – clearly strengthening the bond between them.

Throughout our homes you will notice interesting items. Boxes full of items, rummage chests and objects on shelves and hangers are always a source of interest. Sensory activities are also very beneficial: activities which allow residents to touch, taste, smell, hear and see – it may be easier for people with dementia to relate to these. The walls are brightly coloured, and the residents' doors have vibrant name boxes on them with their own letterbox and door knocker.

There is minimum structure to our day and the staff go with the flow wherever possible responding to residents wishes as and when they arise. This means stopping for tea breaks at the residents' requests, the days of the 'tea round' have long passed!

We truly hope all of our homes will allow you to feel part of our family. We know that together we can really help people feel at home and help to boost their wellbeing. For us it is about far more than caring for people in a safe and secure environment, it is about allowing individuals to feel fulfilled, relaxed, and happy in a place they are happy and proud to call home. A sign of true person-centred care is when people living in the home are happy, relaxed and engaged with others and the environment. A person-centred care home will be calm and staff will respond positively and effectively to the needs of people who live there; comforting, helping and supporting.

That is why the Rhencullen way is based on person-centred care that is true and real.



Person-Centred Care

The term “person-centred care” appears to be interpreted in many different ways. Here at Rhencullen we believe wholeheartedly that person-centred care is the best way of providing care to our

residents. The explanation we would use is that person-centred care is a holistic approach to care that is focused on each resident’s own unique qualities.

Key points to this include:

- Looking to the individual first and then their specific care requirements – we never judge someone purely by their medical needs in the same way we would never judge a book by its cover.
- Taking time to understand the individual’s own personal history. To us this means looking at the world from the person’s point of view and appreciating how they might be feeling.
- We aim to encourage social involvement and activity that brings out the best feelings an individual can have.
- It is certainly NOT treating all people with care needs as if they are the same.
- Encouraging residents to do as many things as possible for themselves.
- Treating a person as you would wish to be treated yourself.
- Fostering an atmosphere based on freedom, not control.
- Empowering people to feel part of the community and carry on with lifelong hobbies and interests.
- Be a friend and work together rather than seeing tasks carried out.
- Allow choice and flexibility wherever you can.
- A home that allows residents to feel safe and secure both physically and emotionally.



Rhencullen Care Group

Meet the Family

The Rhencullen Care Group is a family-owned and managed group of care homes in Norfolk. Mother and daughter team, Mandy and Leah, lead our excellent team to provide the very best care to our residents and we look forward to welcoming you into our homes and our family.



Mandy Croshaw
Owner and Managing Director

I have over 25 years’ experience in the care home industry, both in care delivery and strategic management. I have a passion for dementia care that is real and makes a positive difference to the people we care for. I have a hands-on approach and am proud to say we deliver award winning outstanding care, driven by our amazing staff team who give their very best every day. I have grown the group to three care homes (Belvoir House, Kevlin House and Tamar House) and with my team we will go from strength to strength. In my spare time I love nothing more than spending time with my family, our children and growing number of beautiful grandchildren. I also enjoy cooking, gardening, and travelling.



Leah Cowley
Finance / Managing Director

I have over 10 years’ experience in the healthcare sector, both in the acute and community settings. My career began at the NHS and I have since moved to the Rhencullen Care Group and enjoy supporting our operational team both financially and strategically to provide the highest quality care to our residents. I enjoy nurturing our ethos to provide a family-based environment to support our staff and residents to thrive within our care homes. In my spare time, I enjoy spending time with my young family and Labrador. We are a family who love being outdoors and often spend our weekends on the North Norfolk coast in our caravan.

Belvoir House

Brundall, Norfolk



When you walk into our home you will be welcomed by our friendly team who will instantly make you feel at home and part of our family. Our residents are loved, cared for and happy to call Belvoir House their home.

Belvoir House is in the popular village of Brundall, close to Norwich and with access to several amenities within the village. This is the largest home in our group with 39 beds.

Our residents enjoy most of their days socialising with our staff and other residents across our two lounges and dining rooms. We believe in providing engaging activities for staff and residents in our social areas, but we also have a quiet lounge for those looking to relax. We are proud to have a hairdressers/barbers, a nail bar, and a pub in the garden for our residents to enjoy many warm evenings over the summer months with our relatives and friends.

We provide both care for older people and dementia care and together with the director team we have implemented a number of small adaptations across our home to provide a calming environment for our residents.

These include a bus stop where we can sit and start many interesting conversations on where we will be going or have been in the past. Murals decorate our external doors, and all of our corridors are themed for example a music corridor to encourage reflection on years gone by which can be incredibly soothing for our residents.

We hope that these pages will provide you with all the information you need on Belvoir House, please do contact us on 01603 714703 so that we can answer any additional questions you may have.



Kevlin House

North Walsham, Norfolk



We are incredibly proud of our team at Kevlin House, who have won several care awards. We are one of a small amount of care homes in the UK who are currently rated as Outstanding by the CQC.

When you enter Kevlin House, you are most likely to be greeted by Bertie, our dog, and our staff will soon follow to welcome you to our home.

15 residents proudly call Kevlin House their home and when walking around you will instantly notice that it feels like any other family home. We have numerous pets including Bertie, Daisy (our tortoise) and a number of chickens in the garden. Many residents enjoy collecting eggs each morning for breakfast!

Person-centred care is the focus of everything we do, our staff know to go with the flow, and we do not believe in routines here.

Our staff are here to allow our residents to live life the way they wish. We are based in North Walsham opposite the garden centre and a short walk from town. We enjoy nothing more than a trip to the garden centre with our residents for a bite to eat

and some shopping for our gardener's club. Day trips are also a regular occurrence at Kevlin House, and we have enjoyed many trips to Cromer and Great Yarmouth sea front.

When spending the day at home, our staff and residents especially enjoy socialising at meals times – our food is as outstanding as our care! We all enjoy eating together in our conservatory surrounded by our beautifully maintained garden with our relatives and friends.

If you have any questions regarding your search for the right care for your loved one, we would love to speak to you. Please contact us on 01692 402355.



Tamar House

Cromer, Norfolk



You will find Tamar House in the seaside town of Cromer, just a 10-minute walk from the beautiful beach and pier and we are home to 21 residents.

Our team is passionate about providing person-centred care to our residents and we particularly enjoy our themed party afternoons in the garden.

Our lounge is the hub of our home, filled with chatting staff and residents enjoying many activities together. The gardening club is very popular amongst our residents and we have recently built a raised flower bed for the residents to access throughout the summer months.

One of our favourite outings is our annual trip to the seaside summer show on the pier, followed by fish and chips on way home – it's such a fun day!

We have recently purchased an interactive table with an extra-large screen. This has been a huge success; we can call loved ones on the 'big screen', play games together such as scrabble and we love nothing more than completing a crossword or word search together.

At Tamar House we just allow the day to unfold, without any routines, we are led by our residents and are just one big family.

If you have any questions at all, please do call us on 01263 514370.





RHENCULLEN CARE GROUP

Our family caring for yours



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Norwich, Norfolk NR13 5NN

Tel: 01603 714703



KEVLIN HOUSE CARE HOME

66-68 Norwich Road,
North Walsham, Norfolk NR28 0DX

Tel: 01692 402355



TAMAR HOUSE CARE HOME

6 Vicarage Road,
Cromer, Norfolk NR27 9DQ

Tel: 01263 514370