

Britten Court

Key facts summary

Key information

Number of rooms: 80 furnished rooms (all with en-suite bathroom), including a flat screen television.

Home manager: Chloe Swarbrick

Regulation: We are registered and regulated by the Care Quality Commission (CQC), the independent regulator of health and social care in England. Our current rating is **Good** (August 2023).

Care types: We provide residential, dementia, nursing, respite and end of life care. There is also a day club adjacent to the home.

Staffing: The home is run by a home manager who is supported by a leadership team, comprising leads in care, maintenance, housekeeping, catering and lifestyle. We regularly review staffing levels and adapt them to resident needs. We use a dependency tool to help us make informed decisions about how many staff we need each day, based on the number and needs of residents. Our home manager can provide further information about staffing arrangements if required.

Services offered

- All care and support including a monthly review of care plans
- All meals, snacks and drinks freshly prepared every day by our chef
- In-house café with homemade cakes, and a variety of speciality teas and coffees
- Use of in-house cinema
- Access to landscaped gardens
- Activities and lifestyle programme
- All utilities and other accommodation costs
- Housekeeping and laundry services
- WiFi internet access

Contents insurance

Your room comes fully furnished, although you are welcome to bring your own small items of furniture. We are unable to accept responsibility for items that are lost or damaged, so please arrange suitable contents insurance for any items you bring with you. We would also recommend creating an inventory list for these belongings.

Safe admissions

We strongly recommend that every new resident who joins us has been vaccinated against COVID-19. We believe vaccinations provide an important level of protection to you, other residents and our colleagues. For the latest information on our commitment to safe admissions and our approach to safety and cleanliness please visit careuk.com/residentsafety

Our full terms and conditions are available in our admission agreement which is published on our website. The home is controlled by the Welltower Inc. group but is managed and staffed by Care UK Care Services Limited.

