Burton Court is a well-established care home located in a tree-lined neighbourhood of Burton upon Trent. We care for people with physical illnesses, mental health disorders, dementia, and complex care needs - including behaviours that may challenge.

All of our bedrooms are furnished with a bed, wardrobe, comfortable armchair and bedside table. We encourage you or your loved one to decorate and add personal touches to your room or remove anything you wish. We will do everything we can to accommodate personal preferences, as long as the layout allows us space to nurse in. Any furnishings brought into the home will be subject to health and safety and fire risk checks/assessment.

Burton Court has 20 bedrooms

<table>
<thead>
<tr>
<th>Who we support</th>
<th>Property</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical illness, mental health disorders, dementia, and complex care needs - including behaviours that may challenge</td>
<td>Extensive Victorian property</td>
<td>Nursing</td>
</tr>
<tr>
<td>Older adults</td>
<td>Beautiful enclosed garden</td>
<td>Occupational therapy</td>
</tr>
<tr>
<td>Working age (under 65)</td>
<td>Specialist bathing facilities</td>
<td>Psychology</td>
</tr>
<tr>
<td></td>
<td>Two large communal lounges</td>
<td>Onsite laundry</td>
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<td></td>
<td>Two Large dining rooms</td>
<td>Daily activities and events</td>
</tr>
<tr>
<td></td>
<td>Ground floor patio</td>
<td>Day services</td>
</tr>
</tbody>
</table>

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ABOUT TOWERVIEW CARE

THE BEST OF BOTH WORLDS, WHERE CARE AND CARING COME TOGETHER

Each day at Towerview Care is shaped around the needs of the people we support. Our homes are welcoming, relaxed and happy places to live and make new friends.

We are not a mainstream care home provider. Our caring and knowledgeable multidisciplinary care teams offer specialist care to individuals with dementia, complex behaviours that may challenge, and mental and physical health issues. Towerview Care homes provide care in a person-centred and holistic way. We look after the whole person – their emotional, social and personal care needs. We believe in celebrating life to the full and focusing on what individuals can do, rather than what they can’t.

At Towerview Care, we are committed to providing the highest quality of care and service. We believe that care is something we do alongside and for people, not ‘to’ them. Each person’s needs are assessed before they move in and we regularly monitor individual needs to ensure we consistently provide the very best care.

We do not define you or your family member by situation or age - we are all part of the Towerview Care family. We treat everyone we support as an individual and with dignity, respect and empathy. People are not separated based on their medical conditions. Everyone is encouraged to play an active role in the daily life of their home.

Security and peace of mind are vital when choosing a home for yourself or a loved one. With Towerview Care, you can be assured that there is a robust and sound business behind the superb provision of specialist care.

All our homes are regulated by CQC, and each is subject to our rigorous quality audits.
Dementia poses unique and evolving challenges for those living with the condition, for their families and for their carers. Traditionally, dementia care fixates on the diagnosis rather than the individual. In our experience, this approach can exacerbate problems and often leads to frustration and stress for individuals and their loved ones. Research suggests that people living with dementia respond more positively when their care promotes independence and affords them dignity and respect.

At Towerview Care, we have a wealth of experience in dealing with dementia, early-onset dementia and related issues. We offer care in a calm and caring environment and use person-centred activities to support people with dementia as individuals. The activities we provide are aimed at improving quality of life, encouraging interests, and further enhancing our people’s capabilities.

Our multidisciplinary care staff will work with you or your loved ones to develop a tailored care plan which will be regularly reviewed to ensure the highest level of care.
Challenging behaviour is a catch-all term. In the context of the people we support, it usually includes one or a combination of:

- repetitive talking or shouting
- throwing things
- wandering
- biting
- trying to destroy objects
- agitation and general anger

People can physically attack others or themselves. The terms ‘challenging’ or ‘complex’ behaviour describe any actions by the person that are deemed to be dangerous or disruptive to themselves or others.

Traditionally, treatment has been to control and contain the individual - often using chemical or environmental restraints. At Towerview Care, we do not believe that these approaches are beneficial to the individual, are not supported on ethical grounds and do not have a sound evidence base.

Assessment of challenging behaviour is vital, good observation is essential and establishing the causes and triggers of the behaviour is critical. Our highly knowledgeable and experienced care team favour using non-pharmacological and non-physical methods to de-escalate situations. Our practices lead to a reduction in challenging behaviour and improve quality of life for everyone.
WHAT HAPPENS NEXT

If you are interested in finding out more, please contact us for an initial discussion. Then if you are happy to proceed, we will arrange for our Matron to visit you at home to carry out a full assessment of your or your loved one’s needs and wishes. Matron will then meet with the Registered Manager and clinical team to discuss your potential care.

After this initial process, we will provide details of the appropriate service and the associated fees. We aim to ensure that we are upfront and transparent about what we offer and what it costs.

If you choose to become part of the Towerview Family, we will support you so that the transition from living in your current home is as smooth as possible. This will include visits to us to be introduced to everyone and we’ll work together to personalise your or your loved one’s room. We will also support with practical arrangements such as a change in GP, updating of care plans, establishing communication channels and financial support as well as moving personal items.

Everyone is different, and sometimes we need to do things differently. We can be flexible to your needs and offer immediate or urgent placements if circumstances require it.
**WHO PAYS FOR CARE?**

How care is paid for will depend on the individual situation. Who pays is based on an assessment of you or your loved one’s needs and (in most cases) the financial situation. For some people, the local authority or the NHS will pay the fees, and others will need to pay for themselves. In some cases, it can be a combination of these, but if the NHS is paying all or part, no further personal contribution will be necessary.

We aim to ensure that you have the very best advice and guidance as each NHS trust and local authority does things differently. We can advise you on and support you to find funding. If you would like us to help you with this, please contact our registered manager. Contact details can be found on the home insert card, and they will be happy to talk through the process with you. You can also call the National dementia helpline on 0300 222 1122 or speak your local authority or NHS trust directly.
Our Superhero Team

We believe that a thriving community is the foundation of a happy care home and our staff are at the very heart of this ethos.

Each member of our multidisciplinary team possesses a high level of knowledge and experience, which is continually enhanced by our training and development programs. These include training in dementia care, mental health and person-centred planning in line with current dementia-related research and guidelines. Every member of our team is committed to cultivating an atmosphere of trust and confidence. They encourage and enable our ladies and gentlemen to make this their home.

Our homes have a nurse on shift 24 hours per day who is supported by a highly skilled team of senior support workers, activity coordinators, and support workers. There is additional clinical support provided by a matron, clinical psychology team and occupational therapists. Each home also has a support services team which consists of an executive chef, maintenance, kitchen, housekeeping, and admin teams.
Our holistic person-centred approach to care provision supports our people to live happy and fulfilled lives in a comfortable environment.

Food plays an important role in the daily schedule of our homes. Our executive chef has developed a varied restaurant-style dining menu, with meals to suit everyone. He designs nutritious and healthy meals to suit all tastes and preferences, with smaller meals packed with vitamins and minerals for those that require them. We offer home-from-home classics and cater for special dietary requirements as well as for those who suffer with allergies.

Throughout the day, tea, coffee, soft drinks and snacks are readily available. We also have a mobile snack cart filled with treats that our ladies and gentlemen love. We have found that using the snack cart encourages people to make choices, helps with dexterity and promotes memory.

Our ladies and gentlemen feel at home with us in their personally decorated rooms and have the physical space here to enjoy our extensive gardens and large communal spaces. All medical and additional luxury services are available onsite including hairdressing and holistic therapies. We really do provide a home from home in a nurturing environment which we tailor to meet every need.
As part of our person-centred approach, we like to gather information about the person’s background and past. The life story is a vital resource for us. We take the time to talk to you or your loved one to learn about all of the critical events, significant moments and achievements in life. We also record likes and dislikes, tastes, interests and family background. The life story enables us to strike up a conversation or trigger memories which can be invaluable in making you or your loved one feel included and valued. This is hugely beneficial, especially for a person with dementia. It’s something we all enjoy and is a very effective way of connecting with the people we are caring for.

The benefits of life story work are immense and can also be helpful in understanding behaviour. Why people behave the way they do is often difficult to understand, especially if their actions are hostile, aggressive or challenging. Our Psychologist works with the people we support, their loved ones and other professionals to find pathways to support relationships and keep communication open.
NEVER A DULL MOMENT!

We know that one of the best ways to keep our ladies and gentlemen happy and healthy is to keep them active, both physically and mentally. We offer a wide range of activities including organised group events, such as trips to local places of interest, or entertainment such as the cinema. Others are ‘ad hoc’, outings for individuals at their request, or when we feel that a person might benefit from a little time out of the home.

Additionally, people will often suggest ideas to celebrate a special occasion or to mark a significant event and have the opportunity to develop activity ideas with our help. We work with our ladies and gentlemen to plan activities or events around a specific theme which then take place over several days. This can include activities such as shopping or group craft projects.

We encourage people to pursue their interests on either an individual basis or in small groups. Our large garden is popular with our keen gardeners and we also run craft sessions, painting groups and knitting and sewing circles. There are plenty of chances for mental stimulations as well, with our book, puzzle and poetry groups.

Many people revisit hobbies that they have pursued in the past. Some take up new pursuits that are accessible to them now that they have that extra bit of support. Loved ones are often surprised by the new interests that our ladies and gentlemen develop and the increased vitality they enjoy in their new home.