

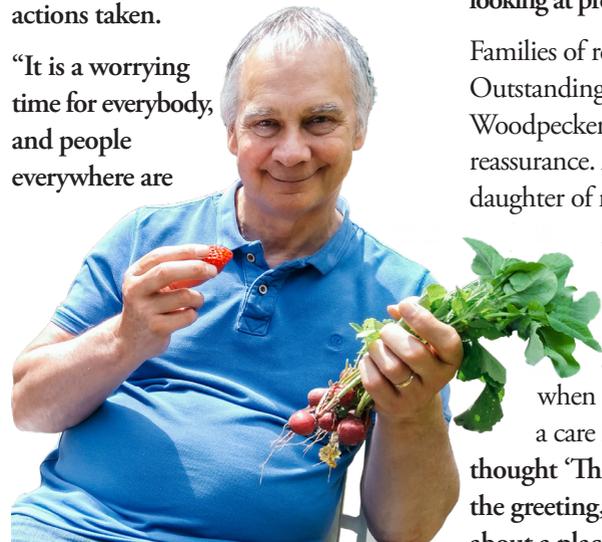
# 'Truly caring and loving': Families praise the Colten Care team looking after their loved ones

Keeping our residents safe, happy and fulfilled is our main goal as we navigate the challenges of Covid. It has meant tough decisions about visiting, admissions and physical distancing coupled with imaginative approaches to staging events and activities. Guided at all times by our professional nursing expertise, the measures we have taken are designed to ensure our homes remain safe havens. Here, three families discuss their reasons for reassurance.

Tracey Tarrant praises what she describes as a 'very high standard of professionalism' among the team caring for her mother Molly at Bourne View in Poole.

"I would definitely recommend Bourne View to others, 100%. The staff set it apart. They are truly caring, loving people who treat your family member as if they were their family member. We have nothing but praise for the proactive and thoughtful actions taken.

"It is a worrying time for everybody, and people everywhere are



John with his entry for the Colten Village Produce Show.

trying to get their heads around the severity of it all, but we have as much peace of mind as it's possible to muster knowing mum is receiving excellent care in a comfortable, safe environment.

"Colten has maintained a strict protocol on admissions and visits all the way through, been proactive in sourcing PPE, and avoided risks while staying true to its very high standards of care and professionalism.

"Some of what I have seen in the national media has made me angry, so many providers have been put in a difficult position. It's an indictment of government rather than care homes. That is absolutely not the case at Colten. I don't see that they have staffing or funding issues. In normal times Bourne View minimises its use of agency staff and this policy has helped tremendously during the pandemic. They are continually looking at procedures and managing it."

Families of residents at Colten Care's Outstanding-rated New Forest home, Woodpeckers, have also spoken of their reassurance. Among them is Jean Keevil, daughter of resident Helen, who has lived at the home for more than four years.

Jean recalls the moment she first visited Woodpeckers when she was initially looking for a care home. "I walked in and thought 'This is it, she's home'. It was the greeting, the room. You get a feeling about a place. I didn't really know what I was looking for

but I knew I had found it.

I was not impressed with other non-Colten homes. Some were too large for mum. At Woodpeckers, it's the set-up and friendliness."

According to Jean, the home's strengths have simply been amplified during the pandemic. "They are doing the best they can under very difficult circumstances and communicating very well. What sets this home apart is that the staff remain the same, there is a very low rate of staff turnover. That is a great plus."

It is a similar experience for families of residents at the Sherborne care home Abbey View. "I have always been very reassured," says Tim Spurry, whose mother Daphne is a resident. "She is comfortable and well cared for. It is very much the right place for her. The staffing ratio is very important and Abbey View is well staffed."

"My impression is that the home is truly a safe haven. That's all down to the professionalism and dedication of the whole team, not only the nurses and carers but everyone involved. They are doing an excellent job."

Son of Resident



Patricia gently handles two newly hatched butterflies.

While each Colten Care home has its own character, one common factor is that all 21 homes are registered to provide nursing care. For relatives such as Tracey, Jean and Tim, this is another essential piece of reassurance.

Jean says: "I'm so glad Woodpeckers is registered for nursing so if mum's needs do change she doesn't have to move somewhere else. I didn't appreciate the availability of nursing at first but it's important to know it's there down the line if you need it."

Tracey agrees, adding: "I didn't want to be in the position of having to move mum if her needs changed so having nursing on hand is a way of future-proofing the situation."

And Tim adds: "It's vital to be registered for nursing. The last thing you want is somewhere where your loved one can't be nursed."

**2 weeks FREE\***

We are now offering the opportunity to come and stay with us and enjoy **two weeks completely FREE.**



\* Terms & conditions apply.



UK's highest rated 'Large Care Home Group' on public review site Carehome.co.uk. (Awarded March 2020)  
† Correct at time of print

**COLTEN CARE**  
*'Cherishing You'*