

Francis Court

Copthorne

Welcome to your
beautiful new home



A Care UK home



Step inside

Set foot inside Francis Court, our purpose-built home, and be prepared to leave the typical view of care homes behind.

At Francis Court you'll find dedicated, experienced staff delivering a range of quality care for older people in luxurious surroundings. We provide nursing, residential and respite care, through to specialist care for people living with Alzheimer's and other forms of dementia. From the building's design, to the members of our care team, and even the activities we plan - you'll find we give every thought to ensuring your loved one enjoys the best care while getting the most out of every day.

of the country's leading independent providers of health and social care services. At Care UK we're proud of our reputation for exceptional standards of care, and at Francis Court these standards are evident in everything we do.

Our team is highly qualified and experienced. Above all their excellent standards of care are underpinned by a level of warmth and compassion that's truly impressive.

Trust us to care

Francis Court is one of a number of state-of-the-art care homes opened across Britain by Care UK, one

**"Our dedicated team provides a
wide range of care services"**









Let us care for you

We understand that having a loved one move into a care home can be a big change for all the family.

That's why we provide help and advice if you need emotional or practical support, or if you want to discuss ways of continuing to play a key role in your loved one's day-to-day care.

We believe in supporting each resident and their family in any way we can, especially if their needs or abilities change over time.

A designated member of the team works with each new resident, taking time to get to know them and understand their likes and dislikes in order to design a unique care plan that's personalised to their exact needs.

All the members of our care team receive regular training to ensure that they are up-to-date with good care practice, including the latest techniques in supporting people living with different forms of dementia. Our compassionate team have the utmost respect for residents and do all they can to protect their privacy, dignity and right to personal choice.

**“It's the people who really
make the difference”**

We offer 24/7 telephone access and you can visit at any time of the day or night. We are as keen as you to create a happy, fulfilling life for your loved one.





Making every meal a treat

The chefs at Francis Court pride themselves on producing fresh, seasonal and delicious meals every day.

What's more, there's always a good selection of tasty snacks and cakes on offer throughout the day - or night.

Good food with great friends

Meal times are always a big event at Francis Court. They're a chance to savour the tasty, always changing menus put together by our dedicated chefs - and to chat with friends or family.

Our chefs pride themselves on creating varied seasonal menus using carefully selected, fresh ingredients, with a focus on choice and nutrition, but above all, taste. We've plenty to tempt the most fastidious of appetites and our chefs meet with all new residents to discover more about their personal preferences.



Our chefs are trained in meeting the health and nutritional needs of every resident and catering for any specific dietary requirements. We can also meet the needs of people living with dysphagia - a condition which makes it hard to swallow - and prepare meals that are not only easier to swallow, but also look visually appealing.

Our care team ensure that all residents are provided with regular drinks and snacks. However if residents would like to prepare their own drink or snack, then that's not a problem, our care teams can support residents to use the kitchen areas or coffee shop themselves, whenever they wish.

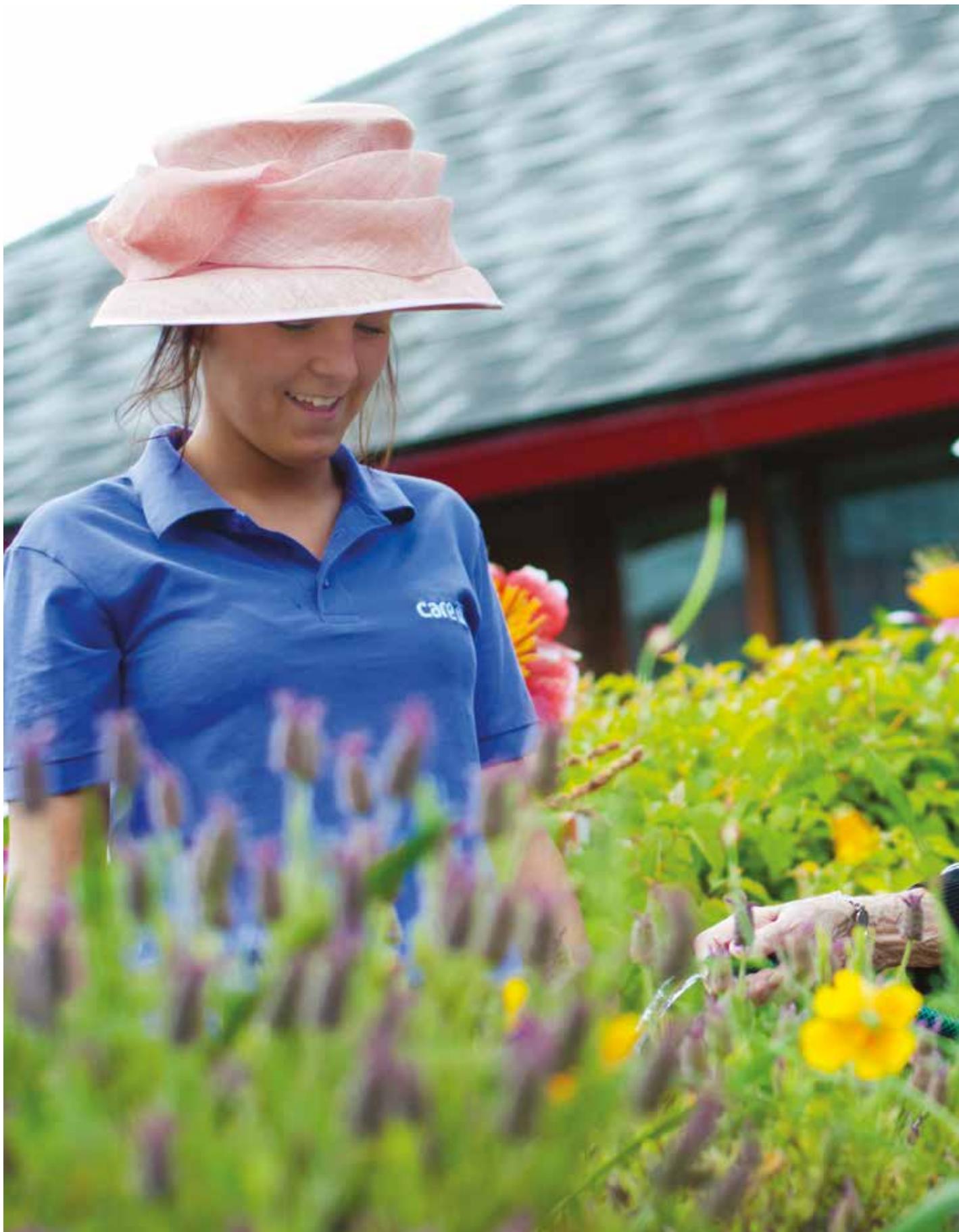
Dining with dignity

Our dining experience enables residents to maintain their independence and includes the option of specially designed crockery and cutlery for those with any dexterity challenges.

Mealtimes are also an opportunity for socialising and residents are encouraged to invite close friends or relatives to dine with them if they wish. Our chefs are always cooking up something special to celebrate a birthday, anniversary or occasion - big or small.

"Everyone looks forward to meal times"









Luxury living for your loved one

Throughout the home you'll spot lots of little touches designed with your loved one's comfort, relaxation and entertainment in mind.



There are cosy, intimate lounges and sitting areas where they can relax and spend time with you.

Francis Court also has dedicated activity areas where residents can enjoy activities such as painting and listening to music, or take part in the many activities that our care teams have planned each day.

Dementia-friendly environment

By using the very latest thinking and research we have created an environment at Francis Court that best supports people living with dementia. This is evident not only in the design of the building but in the choice of decoration, furnishings and the state of the art technology we've installed.

Contrasts and comfort

We've also used contrasting colour schemes around the home. As well as creating a bright and colourful atmosphere, this helps residents who are living with dementia to understand where they are and to feel more comfortable in their surroundings.

Other details around the home help to do the same, including memory boxes placed outside residents' rooms. These can be filled with objects familiar to them, so they can see at a glance that they've found their room. It also makes for great reminiscences with carers and friends.







Creating a sense of place

Francis Court has its own hair salon and a cosy friends and family room - all designed to enable residents to continue enjoying a great lifestyle.



There's always something happening around the home. Our spacious lounges are the ideal place to catch up with visitors over a cup of tea, or the whole family can get together in the friends and family room.

Residents who like getting out and about will love our location close to Crawley, and they're very welcome to continue visiting the local clubs and societies they belong to.

Part of the community

The community often comes to us too, including members of local clubs, charities, local schoolchildren and performers who pop in to entertain residents. Everyone gets a warm welcome.



We also believe in playing our part in supporting people in the local community who may be caring for loved ones at home. Throughout the year we run lots of free events at the home and welcome friends, family and the wider circle of the community to come along and join us. Keep an eye on our website or get in touch with us to find out when we're holding the next event.

**“There are lots of little
features around the home
that make you smile”**



Make yourself at home

The home has an attractive, contemporary design with large windows that fill the home with light.

Each floor - or suite - has its own lounge and dining area to create the feel of a small community and the home is fully accessible for wheelchair users.

Choice, space and luxury

All our dining rooms and lounges are individually decorated and themed, and some of the bedrooms have been decorated differently to give new residents lots of choice.

All our bedrooms are spacious and designed to the highest standards, with luxurious furnishings and fittings. Everyone likes to have their own familiar things around them. That's why we encourage

residents to bring in personal items and pieces of furniture so they can make their rooms more homely and familiar.

Each bedroom has an en-suite wet room, flat-screen television, adjustable profile bed, 24-hour nursing call system, plus phone and internet connection points. There is also Wi-Fi throughout Francis Court for residents and visitors to use.

A beautiful outlook

Our bedrooms have beautiful bay windows to let in plenty of light and provide a view of the landscaped garden.







Keeping active and having fun

We call it Activity Based Care. It's at the heart of everything we do at Francis Court.

It's simply about helping residents to stay active and independent and continue making decisions for themselves - whether about their care, the activities we do, or even the meals we serve.

Get involved or happy to watch?

Every resident at Francis Court is encouraged to carry on enjoying the hobbies and interests they love. Of course, we're guided by residents, and wouldn't dream of making someone do anything they don't want to.

However, those who do join in often discover new talents or just enjoy getting to know other residents through the many individual and group activities laid on by our resourceful care teams.

You name it, we do it: from baking and cake decorating to cinema evenings and a variety of arts and crafts. We also organise regular reminiscence sessions, singalongs, games and quizzes.

Residents can enjoy the fresh air in our beautiful landscaped gardens, which features a fish pond. The garden is a great place for residents and visitors to relax on the patio, enjoy a stroll on our wide lawn or help tend to the flowers. Our outside space is fully accessible to wheelchair users and has plenty of seating areas.

We like getting out and about too, and exploring local places of interest. Naturally we welcome residents' ideas and suggestions for exciting things to do, and do what we can to make them happen.





We're here to help

We hope you like the sound of what Francis Court has to offer but appreciate that there's lots to think about. Get in touch with us to find out how we can help.

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