THE CROWN

RESIDENTIAL CARE HOME

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Providing Support

The Crown offers comfortable accommodation for individuals who require personal care, with specialized services designed to support a range of needs.

We cater for residents across several categories, including:

- People with learning disabilities & associated mental health conditions
- Those with physical disabilities or sensory impairments
- Residents requiring health support including mobility assistance
- Those in need of complex care such as PEG feeding & stoma care

A Warm Welcome

The Crown is a newly established care home, located in the vibrant center of Bedford Town. Housed within a thoughtfully restored historic pub, the facility seamlessly blends modern convenience with the charm of its heritage architecture. Every aspect of The Crown has been designed with accessibility in mind, featuring wide, open spaces and a spacious, state-of-the-art lift that provides effortless access to all floors, ensuring that it is fully wheelchair accessible.

- Service users are our top priority
- Every client deserves dignity and respect at the core of their care
- We promote choice, independence & a personal centered approach
- We prioritise and invest in our staff, ensuring they are well-trained

and equipped to deliver high-quality, safe, and responsive care.

Owned and run by The Alex Davis Care Group, the team believes that everyone deserves a home where they feel valued and cared for. We are passionate about providing top-notch, person-centered care, and creating an environment where residents not only feel supported but also truly at home. Their focus is on making sure each person's individual needs and preferences are met, ensuring everyone receives the care they deserve, with dignity and warmth.

This structured approach allows us to maintain high standards of care, ensuring that each resident receives the right support at the right time, day or night.

At The Crown, we use a comprehensive care planning and review system to ensure that every resident receives personalised, well-rounded support. Each service user undergoes a thorough assessment, and based on this, an individualized care plan is developed.

We value the input of everyone involved in the service user's life-family members, healthcare professionals and other support networks-working together to create a plan that addresses all aspects of their well-being, from medical needs to emotional and social care.

This care plan is a living document, regularly updated to reflect any changes in the resident's needs or preferences. We hold monthly reviews, where all parties involved in the care process are encouraged to participate, ensuring the support remains tailored, relevant, and effective.

This collaborative approach ensures that each resident's care evolves with them, ensuring their comfort and quality of life.

Our Team

Our dedicated team is led by Registered Home Manager Fardoucy Uddin, whose contact information is available on the front cover. The staffing structure at The Crown ensures that each resident receives the appropriate level of care and support. This includes:

- A Registered Home Manager overseeing all aspects of care delivery
- Senior Support Workers who bring expertise and leadership to the team
- Support Workers who are available around the clock, working on a 24-hour shift rotation to provide consistent care
- Sleep-in staff and wake-night provisions, activated as needed to ensure continuous supervision and support
- A 24-hour on-call system to provide immediate assistance and support to staff, ensuring residents' needs are met promptly and efficiently.

Designed With Care

The Crown has been thoughtfully refurbished to create a welcoming and supportive environment for seven residents, ensuring that every aspect of the home is fully adapted for wheelchair and hoist accessibility.

Each spacious room is designed with the unique needs and preferences of potential service users in mind, promoting comfort and independence. Every studio flat features a kitchenette tailored for more independent residents, allowing them to prepare meals while ensuring safety with individually controlled appliances. All rooms come equipped with en-suite facilities, blending convenience with privacy.

The personalised bathroom areas in each unit include a wet room, shower or bath, toilet, and hand wash basin, designed to provide a comfortable and functional space for daily routines. Three of the bedrooms are specifically designed for wheelchair users, featuring large wet rooms that enhance accessibility and ensure that residents can maintain their dignity and independence while using the facilities. This careful attention to detail reflects our commitment to creating a supportive and accommodating home for all residents.

Trained & Qualified

At The Crown, we are committed to ensuring our staff are highly trained and qualified to provide the best possible care. All members of our team hold, at minimum, the Care Certificate, with ongoing opportunities for further professional development, including NVQs and additional qualifications. We actively encourage and support staff in pursuing these certifications to enhance their skills and expertise.

To maintain a high standard of care, all staff, including management, participate in mandatory annual training. This covers essential topics and client-specific needs and is delivered through a blend of online learning and in-person classroom sessions. This comprehensive approach ensures our staff stay up-to-date with the latest care practices, legislation, and techniques

As part of The Alex Davis Care Group policies and procedures, all staff receive 3 monthly supervisions, annual appraisals and staff competency checks completed by a member of the management team.

In line with the Alex Davis Care Group's policies, staff are provided with regular support and development opportunities. Every team member receives supervision every three months, along with annual appraisals to discuss their progress, goals, and any areas for growth. Additionally, competency checks are performed regularly by management to ensure that all staff continue to meet the high standards we expect, maintaining consistency in the quality of care provided to our residents. This robust system of training, supervision, and appraisal guarantees that our team is always prepared and supported in delivering compassionate, professional care.

Client Interaction

At The Crown, we are dedicated to leading our service with the wishes, choices, and preferences of our residents as our top priority.

To foster an inclusive and supportive environment, we offer several initiatives designed to encourage resident participation and feedback:

Monthly Service User Meetings: We hold regular meetings focused on the theme of "We Said," where residents can voice their opinions, share experiences, and suggest improvements. These gatherings are a platform for collaboration and empower our residents to shape their living environment.

Menu Planning and Review: We believe that mealtime is an important part of daily life, which is why we involve residents in planning and reviewing our balanced and nutritious menus. Their input ensures that we cater to all dietary requirements and preferences, making every meal a pleasurable experience.

Attention To Detail

To enhance accessibility, a spacious lift has been installed at The Crown, allowing residents & staff to move comfortably between all floors. This lift is designed to accommodate wheelchair users, providing ample space for both residents & staff. A large push-button system enables residents to use the lift independently, promoting autonomy & ease of access.

The Crown features three floors, each thoughtfully designed to cater to the needs of our residents. The basement level houses a welcoming lounge, a dining area, two fully equipped kitchens to meet diverse dietary requirements, and staff offices, creating a supportive environment for both residents and caregivers.

On the ground floor, residents will find the main entrance to the building, complete with a ramp for easy access to our beautiful garden. This floor includes four spacious resident rooms, as well as a laundry facility, ensuring convenience and comfort. Additionally, there is access to the enclosed back garden, providing a safe and serene outdoor space for relaxation and enjoyment.

Accessible toilets are conveniently located alongside the lift on all levels, ensuring that residents have everything they need for comfort and ease. At The Crown, we take pride in maintaining high standards of cleanliness and safety throughout our environment, creating a secure and welcoming space where residents can thrive.

The Alex Davis Care Group

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