



 **ENGELHARD  
LODGE**  
OUR FAMILY CARING FOR YOURS





# Welcome to Engelhard Lodge



## Our Family Caring for Yours

Engelhard Lodge Care Home is a family-run business that strives to provide every resident with as normal a life as possible. We ensure everyone in our care enjoys dignity and privacy in a warm, welcoming environment. Our comprehensive respite and end-of-life care helps people to enjoy what little time they have left in comfort and surrounded by people who care.

Everyone who lives at Engelhard Lodge Care Home is part of one big happy family

## Get in Touch

Whether you're looking for your next home or searching on behalf of a loved one, we want to hear from you. We're here to answer any questions you might have.

Call us on 01603 380830 or drop us an email at [info@engelhardlodge.co.uk](mailto:info@engelhardlodge.co.uk).

"Our Family Caring for Yours". It's not just a slogan — but an ethos we hold close to our hearts. We understand how difficult it can be to entrust the care of a loved one to strangers. That's why we do everything in our power to become family instead.

We provide a safe haven for the elderly, helping them to live with dignity and independence during their golden years. We specialise in respite care, dementia care and end-of-life care — using our experience and specialist knowledge to ease the suffering of people with terminal conditions.

Located in the heart of Cawston in Norfolk, Engelhard Lodge is a purpose-built, single-storey care home around 13 miles from Norwich. Our rural setting provides the perfect backdrop for relaxation and around-the-clock care for elderly residents.

At Engelhard Lodge, we take great pride in making our elderly residents feel like they're part of something much bigger. While we offer a fantastic selection of elderly care services and healthcare options, what makes us different is our commitment to creating a family unit.

Your loved one is guaranteed a clean, comfortable and safe environment in which to spend their golden years. But that's the minimum you should expect. We have created a home that's filled with friendship, love and... yes... lots of fun.

Dignity and privacy are at the heart of everything we do. Whether our guests need around-the-clock care or just day-to-day supervision, our fully trained and experienced carers do everything they can to encourage independence — when it's safe to do so.

Should you choose Engelhard Lodge as your loved one's next home, rest assured we'll make it our mission to make them comfortable, safe and happy. After all, there's nothing more important in life than family.



# Our Mission Statement

## *Our Family Caring for Yours*



At Engelhard Lodge Care Home, we are passionate about providing a loving, caring home that prioritises safety, quality care, dignity and independence. We strongly believe that everyone, no matter their age, should be treated as an individual. That's why we always listen to our residents and their families. Our team of committed care staff will always put the best interests of residents first – and that includes making individual choice a pillar of our approach.

We want to enhance the life of residents during their golden years. We believe that fun, socialising and human connection are essential for quality of life. We'll always champion these objectives, but we'll never do so at the expense of a resident's care needs.

Whether we're providing a long-term home or specialist respite care, our team always puts compassion, dignity and respect at the heart of our care plans. And our end-of-life care ensures our residents can spend their remaining time in comfort and surrounded by people who care.

In order to ensure the core message of our Mission Statement is upheld by everyone at the Engelhard Lodge dementia care home in Norwich, we train all our care staff to adhere to the following values:

### **Dignity**

Every resident has the right to be treated with dignity and respect. Elderly residents in need of care are valued members of society, and they should be treated as such.

### **Support**

We commit to providing all our residents with physical and emotional support, depending on their specific needs and wishes.

### **Independence**

It is the right of every patient to make their own decisions without referring to anyone else. However, we always monitor the actions of residents to ensure their safety and wellbeing.

### **Privacy**

The right of every resident to live as they see fit without intrusion or interference is sacrosanct. The private affairs of every resident will remain private unless our team has been granted permission to provide advice or guidance.

### **Equality**

Every resident is guaranteed a clean, safe and comfortable place to live in a homely environment, regardless of their religion, race, culture, sexuality, sexual orientation, political affiliation, marital status or disabilities.

### **Purpose**

At Engelhard Lodge, we believe that living in a residential care home is an opportunity to make friends and enjoy new experiences. That's why we're committed to providing all our residents with a sense of significance, belonging, purpose and achievement.





# Our Aims

At Engelhard Lodge, we specialise in a range of care-related disciplines to ensure we can provide a comprehensive and personalised care plan for every resident.

Looking for “care homes near me”? There are a few reasons why your search should end here. We treat every resident as we would treat our own relatives. And we create a happy, comfortable and safe environment. But most importantly, we offer a comprehensive selection of specialist end-of-life and respite care options.

We provide long-term and respite care for people with a range of care needs, including:

- Dementia
- Crisis care
- Respite care
- Adults over 65
- End-of-life care
- Physical disabilities
- Sensory impairment
- Residential services without specialist care
- Palliative care for people with a terminal illness

While we take our responsibilities as healthcare professionals very seriously, we never lose sight of the fact that we're here to make the world a better place for our residents. That's why we're one of the most respected residential care homes in East Anglia.

*It's very much a case of Our Family Caring for Yours.*

## Keywords:

- Care home
- Elderly care
- Respite care
- End of life care
- Care homes near me
- Dementia care home in Norwich



# Services

*Elderly Care That Empowers People to Live Their Best Life*

## A Holistic Approach to Services

At Engelhard Lodge Care Home, we believe that world-class healthcare and leisure services are rights, not privileges. We are determined to provide a range of services that improve the quality of life and wellbeing of all our residents.

We're proud to have a multi-skilled retirement home team that works tirelessly for the good of everyone at Engelhard Lodge. That's why we continually review our services to ensure we're providing the best possible care and quality of life for the people we serve.

In order to provide a safe, comfortable and enjoyable environment for our residents, we work in partnership with healthcare providers and local businesses. As well as ensuring everyone gets the medical care they need, we're keen to make sure being one of the family at Engelhard Lodge is fun and rewarding. That's why we ensure there's always a wide range of activities and social events to choose from.

Only by combining a range of services can we give our residents the life they deserve.

## Healthcare

All our residents have unique health and care needs. We treat everyone at Engelhard Lodge as an individual to ensure their specific health issues are managed proactively.

We provide access to a myriad of healthcare services, including:

- Dieticians
- District nurses
- Physiotherapists
- Occupational health specialists
- A range of specialist care providers

We enjoy an excellent working relationship with private and public healthcare providers. And our partnership with local NHS service providers is collaborative and highly effective. We facilitate GP visits at our Covid-safe care home, but we can also arrange for our residents to attend appointments at local clinics and surgeries.

If your loved one is registered with a GP in the Cawston catchment area, you're welcome to retain their services. However, we can help you to organise registration with a new GP practice if you or your loved one is new to the area.



## Hairdressers

We understand that many of our residents want to enjoy the luxuries of life they became accustomed to over many years. We're determined to encourage independence and freedom of choice at Engelhard Lodge, which is why we organise a weekly visit by a local hairdresser.

Individual appointments within the weekly visit window can be arranged with our care home staff. However, the cost of this service isn't included in our monthly fee and must be paid separately.

## Chiropodists and Opticians

In keeping with our commitment to maintaining the independence and dignity of all our residents, we regularly invite chiropodists and opticians to visit our welcoming Residential Home.

Individual appointments with chiropodists and opticians can be arranged with our care home staff. However, the cost of this service isn't included in our monthly fee and must be paid separately.

## Activities

We strongly believe in the power of socialising and having fun. It's essential for both the mental and physical well-being of our residents. That's why activities play a significant role in life at Engelhard Lodge Care Home

Our full-time Activities Coordinator is responsible for organising and delivering a busy calendar of activities every week. The most popular activities among our residents include:

- Board games
- Shopping trips
- Arts and crafts
- Special outings
- Music and movement
- Reminiscence therapy
- Baking
- Storytelling
- Exercise classes
- Singing and dancing
- Social and charitable events
- Visits from professional and amateur entertainers

We provide a snack and shop area that sells sweets, crisps, drinks and essentials such as toiletries to our residents and staff



# Covid-19

*Keeping Your Loved Ones Safe During These Unprecedented Times*

## Our Covid Action Plan

We have a designated visitors room which can be accessed from the outside to visit with loved ones in the privacy of their ventilated space where a visit, meals and family occasions can be booked.

We're proud to provide our residents, guest, and visitors with a Covid-safe environment. All of your care workers, managers, administrators and support staff have been double-vaccinated for Covid-19 in full accordance with the UK Government's vaccine mandate for all care home workers.

During these unprecedented times, the safety of our residents is our top priority. That's why we've implemented a stringent set of guidelines to ensure Engelhard Lodge is Covid-safe.

For your peace of mind, we have a thorough Covid-19 action plan in place to minimise the chances of infection.

- Sanitising stations
- Ventilation measures
- Appropriate use of PPE
- Continuous staff training
- A schedule of deep cleans
- Dedicated spaces for visitors
- Extra staff and hours devoted to cleaning
- Use of technology for online video calling
- Regular cleanliness and Covid audits by management
- Regular infection control using approved cleaning agents



## Recognising the Signs of Covid

While we will always do our best to allow visitors at Engelhard Lodge, the health of our residents will always be our priority. We regularly test our staff and residents for Covid-19, and we might have to temporarily suspend visits in the case of an outbreak.

We ask that all visitors take responsibility for their Covid status before arriving. If you are presenting any of the known symptoms, you should arrange a PCR test and stay away from our care home until you have a negative result. If you test positive, we ask that you stay away until you're free from symptoms and have tested negative.

The most common Covid symptoms to look out for include:

- Fever
- Loss of smell, taste or both
- A new and continuous cough

As you'll appreciate, many of our residents have weakened immune systems. Covid-19 is a deadly infection for the elderly and people with underlying health issues. We respectfully ask you to bear this in mind before and during your visit to our designated visitors' area at Engelhard Lodge Care Home.

# Meet the Team

*Our Care Home Professionals Are Part of the Engelhard Lodge Family*



## Our Family Caring for Yours

At Engelhard, we're enormously proud of our team of experienced nursing home professionals. Many of our dedicated staff possess NVQ qualifications in care-related disciplines — and many more are working towards them.

But what's truly special about our wonderful caregivers is their passion for helping others. We're one big family here at Engelhard. Each of us has a huge part to play in creating a safe, comfortable and rewarding environment for our residents. And we work together to create a nursing home that has family at its heart.

And family is exactly what we are at Engelhard Lodge — literally. We're not a faceless corporation or a cynical investment opportunity. This is our standalone care home; a family-run business that is operated with love, pride and passion.

Our Family Caring for Yours — it's what we're all about.

## Our Team

### Management

**Lynne Damaliti**, *RMA Director and Registered Manager*

Lynne Damaliti has enjoyed a rewarding and successful 26-year career in both the public and private healthcare sectors. During her time as Regional, Peripatetic and General Manager in various organisations and nursing homes, she has achieved a multitude of accolades and milestones. From crisis management and troubleshooting to managing flagship homes, Lynne always approaches every challenge with tenacity and a methodical approach.

Lynne also has vast experience in dementia care, and she's passionate about helping people to live with this crippling ailment. She's determined to ensure everyone in her care receives the compassion, dignity and respect they deserve.

Among Lynne's many skills and attributes are her proven management skills and her attention to detail. Over many years in the care home industry, she has developed a methodical approach to managing residential homes while remaining flexible enough to adapt to changing situations.

Lynne Damaliti's many qualifications include:

- RMA Registered Managers Award Level 4 — March 2007
- Health and Social Care NVQ Level 4 — December 2007
- Palliative Care / Dementia Palliative Care — July 2008
- Alzheimer's Society 3-Day Course and Exam
- Accredited Verification of Death Certificate
- Accredited Body Language Higher Distinction
- A wide range of health and mandatory social care E-learning courses



### **Dimitrios Damalitis, Head Chef**

Our galloping gourmet and Head Chef is Dimitrios Damaliti — an accomplished cook with more than 25 years of experience. Having learned his trade in his native Greece, Dimitrios has earned plaudits for his cuisine in various restaurants and care homes over the years.

As you might expect, Dimitrios has a passion for cooking authentic Greek cuisine. But he's talented and knowledgeable in every aspect of cookery. He insists on cooking all his delicious and nutritious dishes from scratch — with high-quality ingredients from local suppliers.

### **Elisa Damaliti, Nominated person, CMO and Marketing Director**

Elisa Damaliti is the founder of AOG Consultancy and has more than 11 years of experience in several business sectors, including marketing, business development, recruitment, training and project management.

Elisa applies her knowledge, skills and business acumen within the health, wellness and care sectors — and she has a long track record of success.

Results-driven and highly motivated, she has developed a comprehensive network of contacts during her career. Elisa is highly adept at getting the most out of the people she works with. And she has a natural aptitude for helping businesses to identify opportunities for growth.

Well-travelled, honest Prince2-qualified and bilingual, Elisa has been able to use her talents to assist both startups and well-established businesses. Her career has already taken her all over the UK, Europe and the Middle East — but she's always looking for her next challenge.

Elisa Damaliti's many qualifications and accolades include:

- Forbes 30 Under 30 (2020 nominee)
- Forbes 30 Under 30 (2018 Award)
- Forward Ladies National Awards (2017) — Finalist
- Shortlisted for the 'Entrepreneur of Excellence' by the National Diversity Awards (2017)

## **The Engelhard Family**

We're proud to have assembled a team of dedicated and conscientious staff without whom we couldn't operate. Many have worked in nursing homes before, while others are keen to learn. But the one thing they all possess is a passion for helping vulnerable people to live independent and fulfilling lives.

The team consists of:

- Registered Care Manager
- Deputy Registered Care Manager
- Receptionist / Administrator
- Senior Care Coordinators
- Care Support Workers
- Handyman and Gardener
- Activities Co-ordinator
- Catering and Domestic Staff

We are fully committed to learning and development at Engelhard Lodge. That's why we provide both comprehensive induction and refresher training to all our staff. We also provide regular in-house E-learning and external training in several subjects related to care and health.

Engelhard Lodge is, first and foremost, a family-run care home. But it's also a business, and running it as such is the key to our success and longevity — both of which benefit all our residents. That's why we're a digitalised care home, using Person Centre software for accurate, real-time care planning.



### **Meet the manager**

I am the registered Manager at Engelhard Lodge and am delighted to be able to bring years of expertise and passion to Norwich. Engelhard Lodge Care Home is a family run business - I have over 26 years experience within the care sector and passionate about delivering high standards of care, and provide a welcoming and happy environment for residents. With exceptional hospitality and lots going on, it's a good place to be.

**Lynne Damaliti, RMA**

# Menu

*Nutritious Food Is the Cornerstone of Our Approach to Health and Wellbeing*

## Good Health Starts with a Good Diet

At Engelhard Lodge Care Home, we believe that a healthy diet is an essential component of a happy retirement. Many of our residents have serious, long-term ailments, and nutritious, well-balanced meals give them the fuel they need to cope and, in many cases, recover.

Our Head Chef is Dimitrios Damalitis, and he's passionate about the healing power of good food. That's why he meticulously plans his menus several weeks in advance.

### *Meal Times*

*Breakfast: 08:00 to 09:30*

*Lunch: 13:00 to 14:00*

*Main meal of the day: 18:00 to 19:00*

Hot beverages with biscuits and cakes are served between 11:00 and 15:00.

Our team of skilled and experienced kitchen staff are available to prepare snacks throughout the day.

## Birthdays

The kitchen staff prepare a birthday cake and a small gift for every resident on their birthday. You're welcome to organise a small birthday party for your loved one. And we can cater for the guests if prior notice is given. Birthday catering is available at an additional cost. Private use of our lounges can be arranged in advance.

## Special Diets

Our kitchen team can accommodate any special dietary requirements. We offer allergen-free options for celiacs and people with food allergies. And we can cater for people on low-fat, low-sodium and pureed diets. We also invite dieticians to Engelhard Lodge regularly to offer dietary advice in line with a GP's recommendation.



## A Sample Menu

We operate a four-week menu rota, but here is a sample of a typical Engelhard Lodge menu:

### **Breakfast**

- Full English
- Toast and preserves
- Yoghurts and fresh fruit
- Selection of eggs with toast
- Tea, coffee and fresh fruit juices
- Selection of cereals and porridge

### **Lunch**

- A selection of fresh sandwiches
- A selection of homemade cakes
- Homemade broccoli and stilton soup
- Chocolate bread and butter pudding with custard
- Cumberland sausage with cheddar mash and gravy

### **Evening Meal**

- Mango or pineapple mousse
- Profiteroles with chocolate sauce
- Tomato and mozzarella salad with basil dressing
- Tender lamb and mint casserole with herb dumplings
- Roast loin of pork with apple sauce and crispy crackling
- Chicken and bacon terrine with onion chutney and toast





## Contact Us

*Let's Talk About the Care Needs of Your Loved One*

### **We Want to Hear from You**

Engelhard Lodge Care Home is a family-run business in the beautiful rural village of Cawston in Norfolk. Our beautiful facility is surrounded by two acres of woodland, and there is a three-bedroomed bungalow that serves as accommodation for the on-site manager.


With adequate parking for visitors, Engelhard Lodge is located on Paul Engelhard Way in Cawston — just 13 miles from Norwich.

Whether you'd like to discuss our care home facilities and the comprehensive dementia care services we provide or arrange an in-person visit (Covid-19 permitting), we'd love to hear from you.

Our team of dedicated care home staff is always available to answer questions and discuss the care needs of your loved one.



Call us on 01603 380830 or email us at [info@engelhardlodge.co.uk](mailto:info@engelhardlodge.co.uk) — and we'll get back to you as soon as we can.




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