



# Welcome to the Jawa Group

  
**THE JAWA GROUP**  
touching lives





## WELCOME

We are a small, family-run business with many years of experience in the care industry. We aim is to deliver the highest standards in healthcare with special attention to detail and the more personal aspects of care and without the feeling of an institutional environment. We provide the utmost comfort, support and satisfaction to residents in all of our three homes, Oatlands, Homelands and Oatleight.

### What we offer

Our family-owned and managed care company has been providing top quality specialist dementia residential care in the London borough of Bromley for over 20 years.

The original building was constructed as a surgery for Dr. Grove.

1880

### World War II

Dr. Grove opened his home to people made homeless by devastating bombing in Anerley.

1984

Regulatory legislation introduced. Nurse call systems, fire-fighting equipment and lifts installed, registered care managers appointed and improved staff to resident ratio.



1947

Oatlands officially registered as a home for the needy people of Penge.

1985

Roy and Sherine Jawaheer, both professionally qualified in mental health nursing, with extensive experience in management of day hospitals, commissioned Homelands Care Home in Beckenham.

# OUR HISTORY

## WE ARE COMMITTED TO:

A safe and stable environment

Bespoke level of service, enhancing quality of life

Maintaining rights at all times

Effectively trained and supported staff

Professional care, sensitive to individual needs and wishes

Choice, dignity and independence

Innovative surroundings tailored to individual needs and preferences.

Access to a wide range of services and recreational facilities.

Relaxed surroundings, varied social life and leisure pursuits with our in-house activity coordinator

First-class food and en-suite accommodation, we are dedicated to making our residents' lives both appealing and rewarding.

Old main building demolished and construction of Oatleigh began.

**2010**

Finalists in the 17th Annual National Care Awards

**2015**

**1991**

Purchased Oatlands. Commissioned a modern annexe to supplement the accommodation.

**2011**

Commissioned Oatlands & Oatleigh Care Village in 2011.

Homelands residents and staff moved from Beckenham to a unit within Oatleigh the same year.



## OUR TEAM

This family-owned and run company is headed up by Roy, Sherine and their son Rishi. It combines practical nursing and care expertise with business and people management skills.

All our care staff are qualified to a minimum of NVQ / QCF Level 2 standard and many are pursuing higher qualifications. All care staff are proficient in the use of keyboards, IT skills and English language.

Standards are constantly monitored in a recognised and acknowledged manner and we constantly analyse the care provided so we can reduce the risk of accidents.

We have dedicated housekeeping and laundry staff whose contribution to the smooth running of the homes is invaluable. Our experienced kitchen team cater for residents daily to a high standard. They can also be booked for private family celebrations within the home, such as birthdays and anniversaries.

We place great value on the continuity of care provided by our high calibre staff, who are recruited on a permanent, full-time basis. We do not use the services of agencies. The company holds 'Investors in People' and 'Disability Two Ticks' accreditation. Jawa Group has its own training consortium for staff.



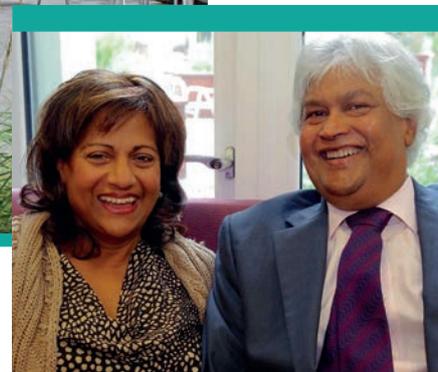
## OATLANDS & OATLEIGH CARE VILLAGE

Both Oatlands and Oatleigh have a unique atmosphere. Our home-from-home ambience makes us stand out from the chains of care homes, where individual needs can often get lost behind company bureaucracy.

Oatleigh, adjacent to Oatlands, includes care for service users and facilities for the wider community involved with our establishment.

Both homes are designed with a London theme. The ground floor of Oatleigh, which is mainly a service area is called Angel – this consists of a cinema, piano lounge, bistro, coffee bar and shop.

Adjoining Angel we have a sensory garden with features such as musical instruments, water feature, sculpture, raised garden and seating areas. Bedrooms are on the first, second, third and fourth floors, named Bond Street, Covent Garden, Downing Street and Edwardes Square.

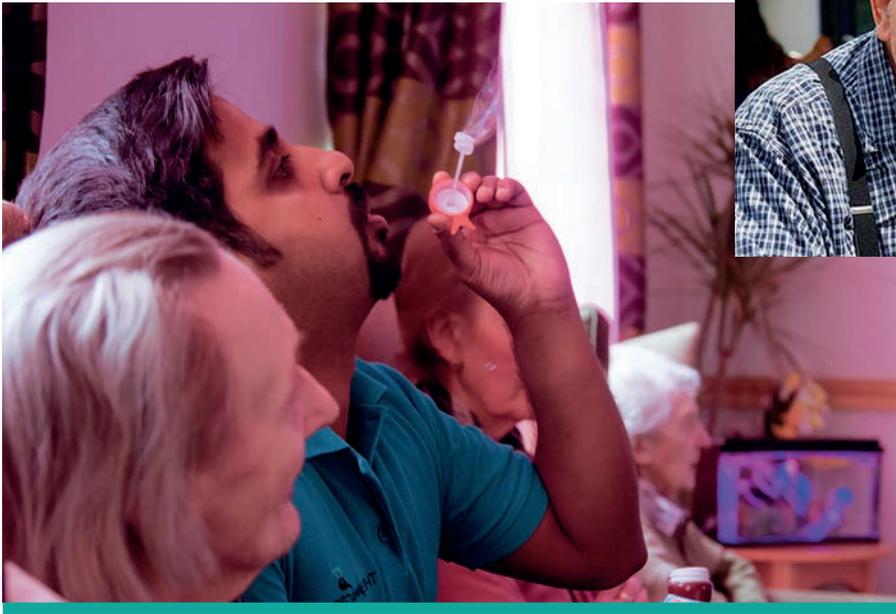


*Roy and Sherine never stand still and are always looking to the future.*



One unit provides service specifically to high dependency sufferers. We also cater for more independent service users who require support with certain activities.

All the floors are designed for elderly service users, including dementia sufferers, and incorporate historical photographs, and artwork. Each floor is colour-coded to aid easy recognition and orientation. We have in particular made great use of visual stimuli to assist service users in making their way about.



*We offer a variety of leisure activities for our residents*

## ACTIVITIES

A vital resource to complement our care team are the dedicated Activity Co-ordinators we employ, creating and developing activities in consultation with the service users. Their role is integral to the home, providing an environment that is not only relaxed, but at the same time stimulating.

We offer a variety of leisure activities for our residents: board games, bingo, chair exercises, table and floor games. In addition we have a small library with a variety of reading material and regular trips to local libraries. Other activities include Namaste Club, Physiotherapy Session, Musical Activities.

“My Life” software is an innovative piece of assistive technology that is powerful and effective for people with memory problems.

Arts and crafts sessions are a regular feature of life in the home and residents are also able to enjoy gardening, cooking, reminiscence and group discussions.

Beauty treatments, hairdressing and physiotherapy sessions are available in our salon, “Maison Lily”. We have a small shop for essential items, toiletries, stationery and confectionery.

We are proud of our varied entertainment programme, which includes parties, singalongs, film shows, music recitals, plays, pantomimes and other performances.



*Afternoon tea at Oatleigh is an established custom*

Afternoon tea at Oatleigh is an established custom and residents choose from an elegant menu of refreshing beverages and dainty cakes and pastries.

We arrange regular outings for those who wish to participate including walks in the local parks and gardening. Parties are regular and popular events.

Assistance is available to help residents use the wide variety of community facilities available, for example, day centre, clubs, cinemas and theatres.

Ministers of religion visit regularly and a church service is held twice a month in the home; arrangements can also be made for residents to receive communion and to attend places of worship. We hold monthly residents' meetings where views of the services received are welcomed.



Nightingale Dogs and their handlers deliver entertainment and activity sessions every month. These are uplifting and interactive – everyone who attends has an opportunity to work with and pet the animals.





# Namaste Care

**At Oatlands & Oatleigh Care Village we recognise that our residents with advanced dementia are unique personalities and we want to give them the high standard of care we would like to receive in their situation. The Namaste Care programme enables us to reach out to our residents through loving touch, meaningful activities and our presence. We want them to feel at home here and to be comfortable, calm and peaceful, with pleasure, enjoyment and reassurance as part of their everyday experience.**

The **Namaste Care** programme started here in March 2015 and, led by managers and deputy manager, runs 7 days a week from 10:30h-12:00h in Covent Garden, and Namaste Club in Bond Street from 15:00h-16:30h, however sessions are made available to residents from other units. We offer starter packs to residents that include personal towels, massage oil, toys and sensory activities, and an aromatic basket with seasonal fragrances such as new-mown grass, daffodils, strawberries, autumn leaves, oranges and pine needles.

We have a bespoke playlist of classical music for the beginning and end of each session and relaxing mood music including sensory sounds, along with more uplifting music towards the end of the session.



# Namaste Care

On 27th September 2016 we were privileged to host a visit by **Professor Joyce Simard**, the originator of Namaste Care. Joyce spent a full day with us, observing our Namaste practice, meeting residents and relatives, and training staff in techniques that will enable us to enhance the therapy's effectiveness in our home. She has given us this overview of the programme.

“Namaste Care was developed by me in a small nursing home in Bennington, Vermont, USA It was originally planned for residents with advanced dementia who were no longer able to participate in the home’s activity program. These residents were often isolated in their rooms, sleeping in an activity they could no longer participate in, or placed in front of a television set, usually sleeping. While their medical and physical needs were met, their psychosocial needs were not. I believed that in spite of their advanced dementia these residents could benefit from being a part of a small group.

Our first program was located in a room that we made look warm and inviting. The scent of lavender permeated the space and beautiful music was playing as residents were taken into the room. Meaningful activities for our residents were simply to loving touch them while washing and moisturising their faces, arms and legs. Fussing with their hair, giving men an “old fashioned shave”, made them react with pleasure.

We came to realize that this loving touch approach made amazing changes in our participants. Some who were not talking, began to talk. Agitated residents became calm and even smiled! Families were happy and staff were happy. An article on the program was seen by a publisher and I wrote a book ‘The End-of-Life Namaste Care Program for People with Dementia’, that is now in its second edition.

This program that started in one nursing home is now international, and can be found in Australia, Scotland, Canada, Iceland the Netherlands and throughout the United Kingdom. It can be found in care homes, residential homes, hospice programs and in the UK. Namaste rooms are also appearing in hospitals.

I am delighted to see that Oatlands & Oatleigh Care Village is offering an excellent Namaste Care Program, one of the best I have ever seen.

Thank you, and Namaste!”





All staff receive training in **Namaste Care** during induction and throughout their employment and we our various visiting agencies are informed of the programme in order that they are aware of this preserved time. We are supported by Min Stacpoole of St Christopher's Hospice, who has been integral in our training and development of the programme. Our philosophy is for every staff member, in whatever role, to be involved in Namaste and to recognise the importance of this dedicated time. We emphasise the importance of the Namaste ethos and even when placement reviews or emergencies are taking place we are not prevented from delivering **Namaste Care**.

## BACKGROUND TO NAMASTE CARE

**Namaste Care** is designed to improve the quality of life for people with advanced dementia. Namaste is a Hindu term meaning "to honour the spirit within" and was selected to describe a programme that shows honour to people who can no longer tell us who they are, who they were, or care for themselves without assistance.



Most people with advanced dementia in the UK live and die in care homes. In the later stages of dementia, people are profoundly physically and cognitively disabled and their psychological wellbeing is threatened by loneliness, boredom and helplessness. People with dementia usually decline gradually, and families and professionals may fail to recognise the terminal phase. At this point active treatments and hospital admissions are almost always inappropriate, as well as distressing and traumatic. Families may feel hopeless and sometimes angry when told that nothing more can be done.

The **Namaste Care** programme was developed in the USA by *Joyce Simards* and seeks to engage people with advanced dementia through sensory input, especially touch, and to enrich their quality of life. Families are supported to acknowledge the progression of dementia in the positive context of seeking to provide quality of life until the end of life.

The **Namaste Care** programme has the potential to put abstract concepts such as ‘person-centred care’ into practice: the structure of the programme supports closer relationships between residents, staff and relatives and deliver dignified, compassionate care to older people with dementia.





## NAMASTE CARE IN PRACTICE

*Namaste Care* takes place in a designated space that provides a safe and comforting environment for all who enter: residents, their families and staff. The programme brings pleasure to people with advanced dementia or other physical or mental impairments, through a wide range of meaningful activities. Hand and foot massage, brushing or combing a person's hair, moisturising ladies' faces with 'Ponds' cold cream, a scent they may remember from their youth, are a few of the ways that bring pleasure when done with a loving touch. Resistance to shaving that many men display disappear when shaving is accomplished the 'old-fashioned' way, with shaving cream and 'Old Spice' after shave lotion.

Scents of the season are used to provide sensory stimulation. Flowers in bloom, such as lilacs in spring, produce smiles, as does the smell of cinnamon in the autumn and satsumas in winter. Who can resist smiling when someone is blowing bubbles or wearing an outlandish hat? Moving arms and legs to music keeps limbs flexible. Nourishment and beverages offered throughout the day afford people with a diminished appetite more opportunities to eat and drink.

If you would like more information on the *Namaste* Programmes, please get in touch.



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## Training Consortium

The Jawa Group Training Consortium was set up in 2015 to provide training and development opportunities to the staff of Homelands, Oatlands and Oatleigh care homes. Headed up by educationalist Paul Fisher, the consortium delivers a first-class programme of mandatory and good practice courses. This gives us the advantage of being able to draw on the skills of professional trainers with knowledge and experience specifically of the residential care sector:

We are pleased to inform other local care providers in the borough of Bromley that they can now access our training programme for their staff.

### The Jawa Group is:

A member of the Association of Healthcare Trainers

Trainers Courses Ltd Approved Centre

Registered with the Social Care Commitment

Accredited by Investors in People

Approved by the Disability Two Ticks Scheme

### Benefits include:

Excellent cost effectiveness

Meets all mandatory training

Opportunities for networking and sharing best practice

Follow-up support

Conveniently located in state of the art care home

Complimentary drinks and refreshments

No penalties for unavoidable non-attendance

We pride ourselves on our responsiveness to trainees' needs and dealing promptly with enquiries on a personal level.

Full details of the consortium's programme and prices are available on request from: [training@jawagroup.co.uk](mailto:training@jawagroup.co.uk) or visit [www.jawagroup.co.uk](http://www.jawagroup.co.uk)

 Training@JawaGroup

Registered with UK Register of Learning Providers.

Accredited & Regulated with:





# Oatlands & Oatleigh Care Village

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[www.jawagroup.co.uk](http://www.jawagroup.co.uk)



[info@jawagroup.co.uk](mailto:info@jawagroup.co.uk)



0208 778 8545

Tel: 020 8778 8545  
Fax: 020 8778 6379  
Email: [info@jawagroup.co.uk](mailto:info@jawagroup.co.uk)  
[www.jawagroup.co.uk](http://www.jawagroup.co.uk)  
210 Anerley Road, Anerley,  
London SE20 8TJ



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