



*Fulfilled living in later life*

# at Luff House, Walton-on-the-Naze



For more than 200 years Pilgrims' Friend Society has been helping older people to live fulfilled lives in their later years through residential care and independent living.

# About Luff House

## Luff House is a 28-bed residential care home in Walton-on-the-Naze, Essex.

We offer **residential care for the elderly**, including for those who are **living with dementia**. We can provide **respite care** to those who need it and we are able to offer **care at the end of life**. Our rooms are available on two floors, the ground floor and the first floor.

At Luff House, all rooms have en-suite toilets and basins, with a mixture of assisted baths and an open-plan shower wet room also available for use. All rooms are fully furnished, with aerial TV and telephone access points. We believe it is important that residents enjoy a feeling of homeliness, so each resident is encouraged to personalise their room with their own belongings.

Residential  
care





At Luff House we have lounges and dining rooms on both the ground and first floor, which can be accessed by the passenger lift.

There is a pleasant garden with patio, accessible by both foot and wheelchair from the lounge room and a further garden at the rear of the home.

Residents and families can meet in any of our lounges and there is also a quiet lounge for privacy if required. This lounge opens up to the patio area and summer house and can be

enjoyed by all. Two of the lounges have facilities for visitors to make drinks if they wish.

We have a fully equipped hair salon and a hairdresser who visits once a week.

We have a call system with call points installed in each room and throughout the building for both general and emergency use.

# *Caring and highly trained staff*

The Care Manager, who is registered by the Care Quality Commission, and Business Manager are responsible for the dedicated team of over 75 staff members.

Typically, Luff House has up to five carers and one senior carer on shift every day, alongside a Hummingbird. Hummingbirds support those living with dementia by offering company and support, often reading with the residents, singing with them and praying with them. There are three carers on shift overnight.

We also have a Social Activities Coordinator, Maintenance Officer and Catering Manager/Cook and three housekeepers who work in different parts of the home cleaning and providing a laundry service. This team ensures that the home is always clean and well-presented and that those who live with us have a well-laundered wardrobe.

We are supported by a central team consisting of Operations, Property Services, Finance, Marketing and Communications, and Human Resources.

Pilgrims' Friend Society is an 'Investor in People', having achieved the Silver Award, and puts in place excellent staff training including from Altura, a Centre of Excellence with a suite of training courses covering a wide range of topics. To keep those who live with us safe, we also provide all care staff training in Manual Handling to Level 2 which is accredited by the Royal Society for the Prevention of Accidents (RoSPA).

Our own unique training programme, **The Way We Care**, is attended by all staff working at Luff House and focuses on seeing the individual person first before seeing any form of illness or disability. This is especially relevant when caring for those living with a form of dementia – seeing the person, not the disease, is the biggest priority of The Way We Care.





## Whole person care in a family atmosphere

Our concern is for the welfare of the whole person – emotional, physical, mental, social, and spiritual. At Luff House we have an active social life in which residents can take part or follow their own pursuits. Planned together with residents and our dedicated volunteers, a programme of in-house and external activities, led by the Social Activities Co-ordinator, takes place every month. Our activities include singing, flower arranging, armchair exercises, coffee mornings, crafts, and lots more. We have smaller lounges where various activities take place, and we can take the activity to a person's room as needed.

Bible study groups meet regularly, and we have main devotions in the lounge which are led by local ministers and staff, and we also provide support for personal devotion and prayer. Trips out, as well as involving local schools in craft activities, life histories and singing keeps those who live with us in touch with their local community.

We meet regularly with those who live with us to talk about the activities and social life of the home, and their views are sought on every aspect of life in the home as part of our Quality Assurance system.

# *Our person-centred* **approach to care**

It is important to us that those who live with us lead fulfilled lives through the excellent care and services we provide. Therefore, before someone comes to live with us, we meet with them to complete a full and comprehensive care needs assessment to identify what the individual care needs, interests and choices are, and to ensure we are able to meet them.



Once someone has moved in, a senior member of the care team will discuss their needs with them (and/or their advocate) and create an individually tailored electronic Care Plan which is easy to understand and covers everything relating to their personal care, including their social interests, personal relationships, hobbies, and emotional, spiritual and cultural needs.

The Care Plan is regularly reviewed by the senior care staff, together with the resident (and/or their advocate), to discuss any changes needed and to make sure all the resident's current needs are being met. We want those living with us to be involved in decisions and be able to discuss their affairs, alongside their relative or representative, knowing that information is kept strictly in confidence.

We support those who live with us to remain as independent as possible but our care team also provide support with activities such as bathing, dressing and mealtimes for those who need it. Residents can specify male or female care staff and, depending on the gender mix of the team, we will aim to meet this request.

Alongside the network of healthcare professionals, and with input from our specialist Care Leads and Catering Manager, a range of special diets and needs are catered for. We also have regular visits from a chiropodist, and we can escort residents to appointments.

Relatives and friends are welcome to visit at any time during the day and there is the opportunity for them to purchase a meal in the home if they wish to do so, by prior arrangement. A guest bungalow is available for visitors with two single beds, a wet room, a fridge and microwave. A small fee is charged for the use of this facility.

Luff House is rated **Good by the Care Quality Commission**. For more information, you can find the report on the CQC website or at [www.pilgrimsfriend.org.uk/luff](http://www.pilgrimsfriend.org.uk/luff)



# About Pilgrims' Friend Society

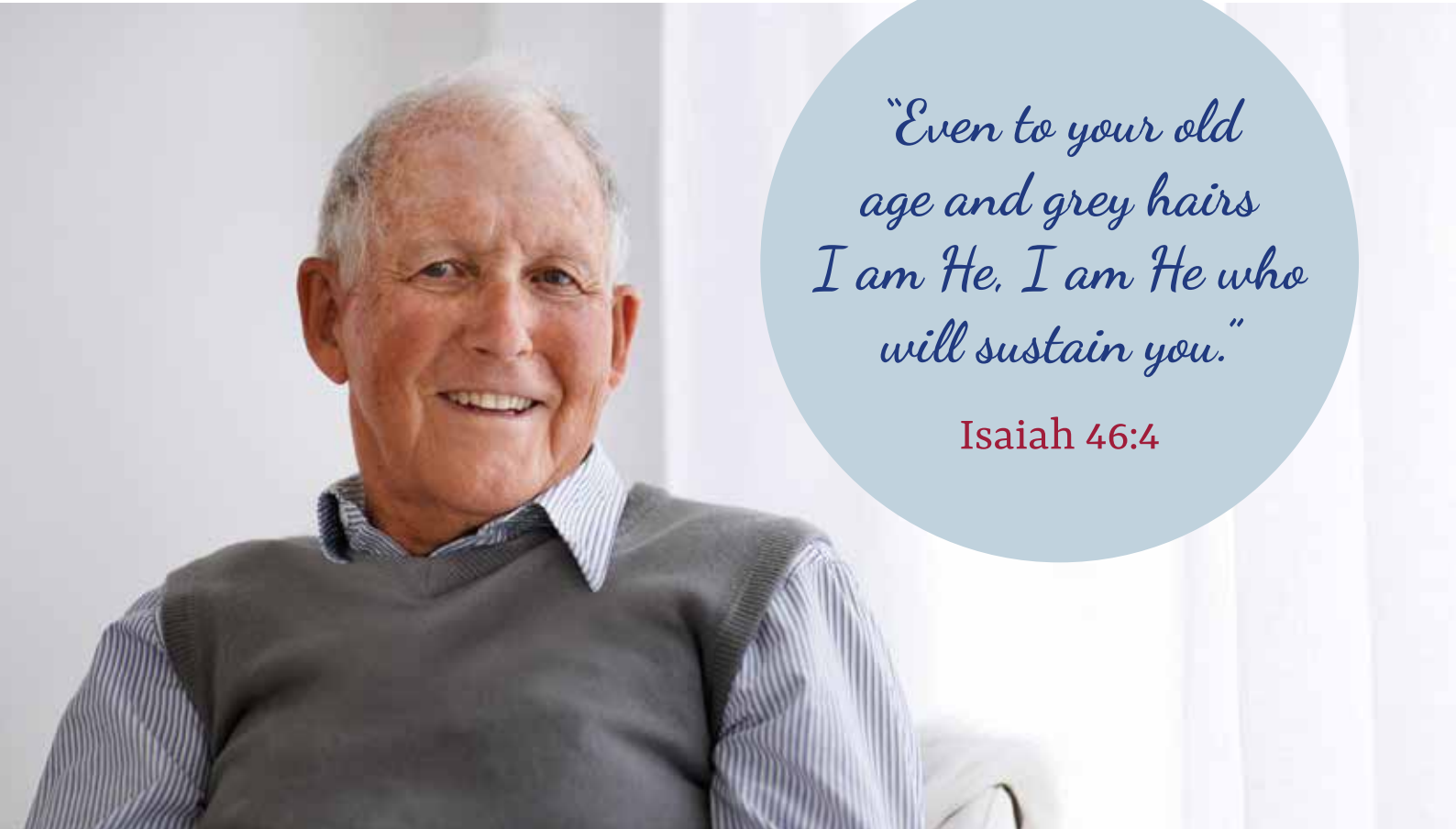
Rooted in our Christian faith, at Pilgrims' Friend Society we believe that as well as providing secure, comfortable homes and professional care, older people can be supported and encouraged to spend the later part of their lives contributing to the world around them, growing and enjoying fulfilling lives.

We have been supporting older people to flourish for more than 200 years, since a group of Christians concerned about "the aged and infirm Christian poor" established the Aged Pilgrim's Friend Society in 1807. We started off by providing pensions and support through volunteer visits before developing housing and care schemes for older Christians.

Today we continue that legacy by running residential care homes and retirement housing schemes around the UK, providing environments in which older people are comfortable and

secure whether they need care or are living independently. In recent years we have started to use our experience as a springboard for inspiring and equipping churches, and other people who work in the community with older people.

We are committed to developing the work to support fulfilled living in later years through our Renewal Programme which will see six brand-new, state-of-the-art residential homes built around the UK over the next decade.



*"Even to your old age and grey hairs I am He, I am He who will sustain you."*

**Isaiah 46:4**



# What we believe

## Pilgrims' Friend Society is a Christian charity, rooted in the Bible.

We believe that there is one God in three persons, Father Son and Holy Spirit.

The good news of the gospel is that, although men and women are sinners, God has taken the initiative to save people from every tribe, tongue and nation. We believe that God will bring about the redemption of all things.

God sent Jesus Christ, His Son, to be our Saviour. Jesus became fully human and, at the same time, remained fully God.

Jesus came to buy us back from sin and death by living a perfect life, having no sin, and dying in our place on the cross.

But God's grace did not stop there. When Jesus ascended to heaven, the Holy Spirit was given by God to continue His work on earth.

It is this Holy Spirit who gives us new birth and brings us to repentance and faith in the Son. When the Spirit has begun such a good work in someone, He will bring it to completion.

At the time appointed by God, Jesus will return to earth in glory. He will raise the dead and judge all people. He will banish those not known to Him and He will take His people to be with Him in eternal glory in the new heavens and earth.

# Where to find us

Walton-on-the-Naze is about 30 minutes from the A12 and less than a mile from Frinton train station.

## *Contact us*

0300 303 1495

[luffhouse@pilgrimsfriend.org.uk](mailto:luffhouse@pilgrimsfriend.org.uk)

[www.pilgrimsfriend.org.uk/luff](http://www.pilgrimsfriend.org.uk/luff)



## Luff House

Luff Way  
Walton-on-the-Naze  
Essex  
CO14 8SW

Walton-on-the-Naze



Further details on our levels of care provision and fee structure can be found on our home website.

Information correct at time of publication.

This information in this brochure and accompanying literature sets out a general outline of what we offer and is for guidance only. The information does not in any way form part of a contract or warranty.



## Pilgrims' Friend Society

175 Tower Bridge Road, London SE1 2AL

T: 0300 303 1400 | E: [info@pilgrimsfriend.org.uk](mailto:info@pilgrimsfriend.org.uk)

[www.pilgrimsfriend.org.uk](http://www.pilgrimsfriend.org.uk)

 @pilgrimsFS  @pilgrimsFS  @pilgrimsfriend

Pilgrims' Friend Society is a registered charity and a company registered in England and Wales. Charity No: 1045920 Company No. 3027071

