



Melford
Court

Melford Court

Melford Court offers premium long-term, respite and convalescent care located in an idyllic setting. Our highly qualified and professionally trained team of staff, including managers, nurses, and carers, pride themselves on delivering a uniquely personal service to each of our residents.

Our team has a genuine passion for nursing and a strong desire to excel with the standard of care they provide. Each resident has a designated key nurse and carer who ensure that his or her personal requirements are met.

Activities and Events For You to Enjoy

We believe in encouraging independent living. Our residents are provided with an interesting programme of events with the aim of providing stimulating activities, promoting individual lifestyle choices, and fostering a sense of well being.

The local community is involved in the events that we host at Melford Court for our residents. Our garden parties, musical events and work with schools are very popular with both our residents and their families alike.



Stunning Setting

Surrounded by the historic “wool town” of Long Melford, with picturesque walks and boutique shops, Melford Court is located at the centre of one of the most beautiful villages in East Anglia.

There are three levels of bedroom suites to choose from in a stunning Grade II Listed building, renovated to provide premium quality accommodation. Superb communal facilities, including a spacious dining room, a choice of drawing rooms, a café, and a salon, provide a wonderful experience for residents and their families.



First Class Accommodation

Melford Court comprises of 46 bedrooms, and can accommodate up to 52 residents, providing a variety of suites for residents to choose from. Each suite offers generous living space and quality furnishings, and a digital television connection. Residents have access to 24-hour nursing care, in-house laundry, regular social functions, and a professionally run kitchen.

Lavenham Suites

Our Lavenham Suites are named after the beautiful local village of Lavenham. Lavenham, like Long Melford, is a historic “wool town”. The Lavenham Suites offer premium accommodation in the main house, and other large rooms, at Melford Court. Our Lavenham Suites provide the home’s grandest bedrooms, all of which are generous enough to accommodate couples.

Cavendish Suites

Named after the noted local village, each Cavendish Suite provides large and well-appointed rooms for our residents. All Cavendish Suites provide either spacious single or comfortable double occupancy accommodation.

Clare Suites

Named after the village of Clare, a famous “cloth town” of Suffolk. Each Clare Suite is able to offer a unique experience for our residents. All Clare Suites provide generous single occupancy accommodation.





Our Facilities

At Melford Court we provide:

- 24-hour nursing or residential care
- Activities programme and regular outings
- Access to secure garden and village walks
- Beauty/hairdressing salon
- Gardening opportunities
- Historic house
- Home cooked food
- Self service drinks, cakes and fruit
- Quiet lounge
- Specialised modern bathrooms
- Digital TV points in all rooms
- Variety of en suite rooms to choose from
- Free WiFi throughout the home



Delicious and Wholesome Food

All our meals are freshly prepared and our professionally run kitchen delivers a high standard of delicious food. The menu is changed daily and residents are able to choose from a variety of dishes.

We cater fully for a variety of dietary requirements and benefit from staff with training in nutrition, who work closely with the care and nursing staff to ensure good levels of nutrition are maintained.



Our Philosophy of Care

Our dedication to the highest quality of care is based on family values. Our team of professionally qualified staff have a genuine liking and affection for our residents and a desire to deliver high quality person centred care to them in all circumstances.

We believe that our residents should receive the best care possible in a luxurious, well-resourced, supportive, and safe environment. We recognise the fact that our residents are often vulnerable and some may not always be capable of caring for themselves or expressing their needs adequately. Therefore, we strive to deliver as much independence as possible, whilst affording complete dignity and respect to all of our residents.



Stow Healthcare



As an award winning family owned and run business, we care about family life and know how important it is to select a care home which will meet your needs and will make you and your family very welcome and comfortable.

Stow Healthcare offers you a truly personal service, with professional staff, first class care, stunning locations and a warm and welcoming atmosphere.

The people who live here are the focus of life in our homes and we ensure all residents are offered the highest standards of privacy, dignity and independence. We also seek frequent feedback from our residents and their families to ensure that we get every detail right.

If you're looking for a beautiful heritage location in the countryside, with unrivalled quality of care for yourself or a family member, then we can help. Contact us today and we will be very happy to offer you a tour of our locations and facilities. With our very personal approach, our residents and their families can be assured that their needs are met and their questions are answered.

We look forward to welcoming you to any of our homes at your convenience, where you will experience at first-hand everything that makes life with Stow Healthcare special.

Our Team There for You

Stow Healthcare was founded by the Catchpole family in 2010 and is run as a family business. The Catchpole family includes Cath, John and Roger Catchpole, and Ruth French. They, along with other members of the Senior Management Team, bring with them a wealth of skills and professionalism, each enjoying particular areas of expertise.

Our Homes benefit from loyal and dedicated staff, many of whom have worked with us for many years and know our residents very well. This means we are able to offer a consistently high standard of care. Our staff benefit from regular professional development and support to achieve additional qualifications to ensure that we continue to deliver excellent levels of care.

We make no apologies for the high standards we expect from our staff and we are very proud of their dedication to their role and to the people who live here.

Your Dignity in Care

At Stow Healthcare we recognise that people's needs vary. As such we work closely with you and your family and friends, to establish an individual care plan that is suited to your specific requirements.

Over time, and as your needs change, we will work with you and your family to ensure that we tailor the care you receive so you get the most from your time in your new home.

Every resident who chooses Stow Healthcare as their care provider is treated as an individual, with regularly updated care plans and customised menus plus activities scheduled to enable our residents to live fulfilling lives.

Our professional, dedicated, highly trained and experienced team will provide you with 24-hour care in a professional and respectful way.

Dining in Style

At Stow Healthcare we recognise the importance of food, not just as a source of nutrition, but for the way in which it encourages our residents to socialise, reminisce and celebrate.

Our meals are freshly cooked, nutritionally balanced and served in gorgeous surroundings to encourage residents to enjoy their mealtimes.

We look to the seasons to inspire change in our menus and take care to prepare dishes that reflect food our residents have been used to enjoying throughout their lives as well as encouraging residents to try something new!

We cater fully for a variety of dietary requirements and benefit from staff with training (up to degree level) in nutrition, who work closely with the care and catering staff to ensure good levels of nutrition are maintained. Food can be enjoyed in your own room should you so choose.

Activities for You to Enjoy

We understand that having a choice of activities is very important for people of all ages and so we place activities at the heart of life in our homes.

We are developing a very strong reputation amongst healthcare professionals and our local community for our range of on-site and community activities. In addition to regular activities such as musical entertainment, games to stimulate the mind, armchair exercise and reminiscence, at Stow Healthcare we go one step further with special events such as garden parties, fairs, school and military visits as well as pub and seaside trips.

We employ Activities Coordinators at each home who plan, initiate and run social therapeutic daily routines for the residents.

We like to try and ensure that we can make the most of technology to help keep our residents connected to the world and their families. Access to iPads and tablets is encouraged and WiFi is available across most bedrooms and communal areas in our homes.

We can help facilitate emailing and communications via Skype or FaceTime for example, which many residents have found very pleasurable.

Families and key members of the local community are very much encouraged to play a big part in life at our homes as well and we are also particularly proud of the way that we connect the generations through work with local schools.

Ruth French C. L. Catchpole R. Catchpole

Guide to Your Care

At Stow Healthcare we know through our own personal experience how important it is to feel well supported in any decision you are making about your own care or that of a loved one. We aim to support you through every stage of that process and to help signpost you to other sources of additional medical or financial support as you need them.

Before moving into a care home we will need to assess the category of care you will require. This is to ensure that the Home is suitable to provide the exact care and services you need.

– Residential Care

Suitable for you if you need some help with everyday living but still want to maintain a certain level of independence. We are able to help you as much as you wish and can support you in your choice of accommodation, dining and a stimulating social life.

– Nursing Care

Nursing care is provided by fully qualified nurses, 24 hours a day, and is suitable for you if you need the reassurance of full time care for a medical condition.

– Dementia Care

We are able to support residents with dementia, dependent on need. We are able to help many residents suffering with various degrees of memory loss, and our ability to care for a potential resident would be assessed prior to admission to ensure our facilities are appropriate.

– Respite Care

Respite care is suitable for you if you need a short break from your home after an illness, operation, or to give your carers a break. We welcome those who may wish to try one of our homes for a period of respite to see if they might like to stay with us on a permanent basis. Respite contracts are subject to a minimum stay.

Referrals and Admissions

On referral to a care home, the Home Manager or another senior member of staff will come to visit you to assess your needs and ensure the home you have chosen can meet your needs sufficiently. We encourage you to visit your preferred home as well as one or two other homes so that you feel utterly confident in your choice.

Your referral into care is dependent on the means of payment. If you are likely to require help from the local authority then you should contact them in advance and they will be able to help you find an appropriate home.

If you are funding your own care, or can provide a top up to basic local authority fees, then you can make your own decision as to where you would like to go and you can make contact with our homes at any time to request an assessment.

– Paying for Care

We know that one of the most worrying things about moving into care is the cost and process associated with that. We are able to help answer many of the most common questions that you might have, as well as being able to signpost you to some funding that you might not realise you are entitled to and some helpful sources of information. Please do ask us.

– Personal Possessions

Whilst all of our rooms can be furnished fully for your arrival, we feel very strongly that our residents should be able to have as many of their personal possessions around them as possible. With prior discussion, we would hope to be able to accommodate your chosen furniture, and any other personal possessions, to help you feel quickly at home in your new surroundings.

Your Family

As a family run business, you can appreciate that we are all in favour of creating a warm and welcoming homely environment. One that your loved ones will want to enjoy with you. We welcome your friends and family to visit you at any time, and we also encourage you to go out with them for lunch, days out, or even an overnight stay. We just ask that you please let the nurse in charge know if you are planning to head out.

Our homes offer a huge variety of social events and special trips out and we encourage families to take part. We also send out regular newsletters via email or post and have social media pages for our homes so that you can follow the latest goings on.

We help and encourage residents to communicate via phone, email or Skype to help families stay connected. At Stow Healthcare, we know how important pets can be to the wellbeing of residents. Whilst we are not able to care for pets in our homes, we do encourage regular visits.

Our Services

– Chiropody

The chiropodist visits our homes regularly

– Clergy and Churches

The local communities have churches of many denominations and local clergy attend the homes to provide services.

– Dentist and Optician

Dental and optician visits are facilitated on a regular basis.

– Hairdressing

Hairdressing services are provided on a weekly basis. Prices are displayed in the beauty salons for your information. You are also welcome to invite your own hairdresser to the home, if you should so choose.

– Laundry

Your home's own laundry will launder all garments as part of our service to you. It is important that clothes are clearly marked and you will be offered this service upon arrival. Whilst all reasonable care will be taken, we request that any garments that need special handling or dry cleaning must be the responsibility of the resident's next of kin.

– WiFi

You will have free, unlimited access to WiFi in the home.

– Beauty

We have regular visits from a local beautician, which you can enjoy in the Salon or in the privacy of your own room.

Enquiries

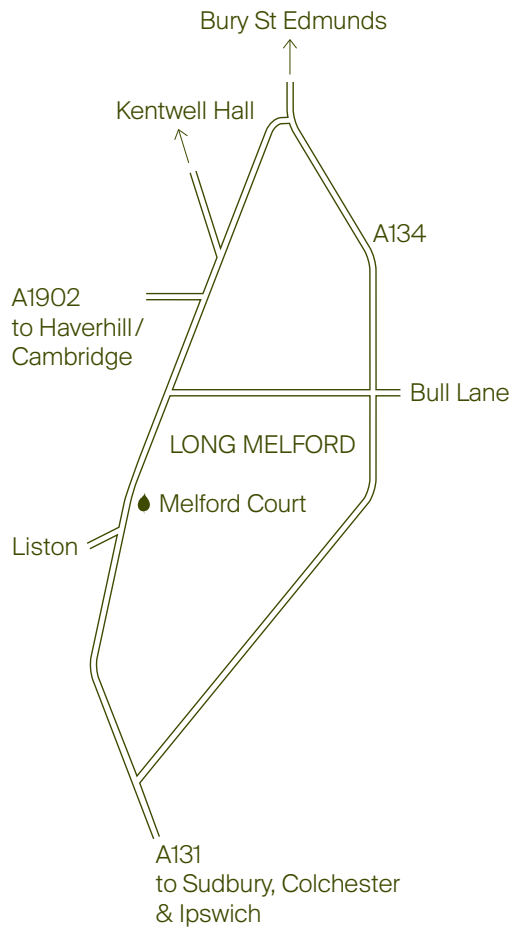
Melford Court is owned by the multi-award winning Stow Healthcare Group, which operates a collection of boutique care homes across East Anglia. We specialise in providing premium care in stunning settings and aim to be the premier nursing care provider in East Anglia.

Melford Court – Hall Street – Long Melford
– Suffolk – CO10 9JA

+44(0)1787 880 545

enquiries@melfordcourt.co.uk

melfordcourt.co.uk



Stow Healthcare
East Anglia's leading private nursing group

The Brew House — Stowlangtoft
Bury St Edmunds — Suffolk — IP31 3JY

+44 (0)1359 300 470
enquiries@stowhealthcare.co.uk
stowhealthcare.co.uk



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