



# Welcome to **Weston House**

Care home in Whitchurch, Shropshire

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Weston House is situated near the centre of the small market town of Whitchurch. The home is a sympathetically-converted Georgian town house, which has been sympathetically converted to create a blend of period character and modern convenience. A garden to the rear provides a lovely outside space, and shops and other amenities (including the local library) are close by. A friendly family atmosphere helps new residents feel at home fast.

## The types of care we offer

Personal care in a residential setting for those whose main health care needs are age-related. This includes dementia care and end of life care.

We offer long term placements plus respite, short stays, and day care.

“The staff are super nice, always stopping to talk to me and asking how I am and are very caring with me”



# Our Facilities

## Bedrooms

Weston House has 26 single rooms and 5 doubles. Some have ensuite facilities, and most have views either over the town or across the gardens.

All rooms have a nurse call system and a TV aerial point. Freeview is installed, and we can also arrange Sky or other TV options at your own cost. Some rooms have phone points. We can arrange connection, with costs billed directly to you. Sensor equipment is used where needed to keep people safe.

You can use our bedroom furniture, or you can bring your own (as long as it meets fire regulations), and you can make the room homely with photos and other personal items.

If you use any walking aids, then please bring them with you.

## Communal facilities

- 3 lounges, including quiet lounge
- 2 dining rooms
- Conservatory for catching the sun
- Attractive gardens with secure area
- Free WiFi
- Laundry service
- Lift

## Smoking

Smoking is not allowed indoors, and there is no designated outside smoking area.

## Extra services\*

We also offer the following additional services to help you enjoy your stay:

- Chiropody
- Physiotherapy
- Hairdressing
- Newspaper delivery
- One-to-one care not already agreed in your care package
- Chaperones to hospital appointments

\* Not included in home fees

**“I like it here -  
it runs very well”**

## Moving in

**Moving into a care home is a big step, and we find that the more homely the new bedroom, the sooner people settle in. Taking time to choose what personal belongings to bring can really help.**

If you are helping a loved one to move, find photos of friends and relatives that will remind the person they are loved and evoke positive memories. Make sure you put the photos where your loved one can see them easily.

Another good idea is to bring a favourite bedspread or blanket. This brings comfort and familiarity, helping create a room “just like home”, rather than a completely new and unfamiliar space.

“I need help walking, and the staff are always encouraging me to keep moving so I don't seize up”

Memory boxes filled with personal treasures and trinkets can also be a lovely way to help people handle the change. Making the box is a valuable activity to do together as a family, and the box then provides a focus for conversations and for remembering happy times.

Please do not bring in expensive items such as jewellery, however, as they won't be covered by our insurance policy.



## Life at Weston House

At Weston House, you choose how to spend your day. It's your home, and you're free to get up when you want, to come and go as you please, and to receive visitors just as you always have done. Visitors are welcome at any reasonable time, and you can entertain people either in the communal areas or in your own room.

If you want to take part in activities, you'll find plenty to get involved with – but there's never any pressure to join in. If you want to sit quietly in your room, potter in the garden, or simply watch TV, that's absolutely fine. Those able to get out and about can stroll around the town, and, of course, there's always time to meet and chat with new friends.

# Keep mind and body active

To help you keep mind and body active, you'll find a wide variety of activities on offer, indoors and out, here and further afield. Activities are resident-led – and suggestions are always welcome!

Our staff are always happy to help residents try new things or do something they haven't been able to manage before because of health or mobility issues.

## Activities within the home

- Exploring your creative side at arts and crafts sessions
- Baking cakes and treats
- Taking part in exercise sessions
- Playing board games, dominoes, and bingo
- Enjoying visits from outside entertainers
- Having fun at special events such as coffee mornings and summer and Christmas fairs
- Competing in quizzes
- Taking part in faith-based activities (the minister from our local Anglican church visits once a month and ministers from other faiths are always welcome).
- Family and friends are welcome at social events and activities.

"They are all very nice to us here, and it seems well organised in everything they do for us"

"The food here is excellent, you can't fault it. You always get a choice and they always ask what you want"

## Trips out

Springcare have their own minibus and drivers, which means we can offer minibus trips out regularly, usually once a month. There's something for everyone: Bridgemere garden centre, beauty spots such as Alreford Lake, tea rooms, garden centres, shopping, local places of interest and more. We also take residents for walks around the town and surrounding areas, and to events at Whitchurch Civic Centre.

## Food and drink

Our tempting home-cooked meals feature fresh, seasonal ingredients. There's always a choice of dishes, and your food will be prepared to meet your individual needs and preferences (including cultural diets). In the unlikely event there's nothing on the menu you fancy, the cook will do their best to find an alternative. You can ask for a hot drink whenever you want one, and you'll have a jug of water or squash in your room at all times.

## Perfectly balanced menus

All Springcare homes feature the same weekly menus, put together by Springcare's Catering Manager. Experienced in catering for the needs of care home residents, the cook plans every dish carefully to ensure a tasty blend of ingredients and flavours and a nutritionally well-balanced diet. We also follow the Shropshire Clinical Commissioning Group's 'Think Food' programme, which ensures people are well-nourished through their meals and don't need to be prescribed supplements.

## Flexible mealtimes

Meals are provided over a span of several hours, so you can keep your normal routine and eat at the times that suit you. Families are welcome to dine with relatives. You can choose to eat in your room if you prefer.

## GP and health services

If you are moving to Weston House from nearby and already have a local GP, you can keep the same doctor. We'll advise on GP services if you need to change. Dentists, opticians and chiropodists visit the home on request (charges apply for these services unless you are entitled to free NHS treatment).

# Our Family Circle philosophy

At Weston House – as at every Springcare home – we follow a strong ‘family circle’ philosophy based on getting to know residents as individuals and treating them as such throughout their time with us.

Before people move in, we start to find out what they like, what they don’t like, and most importantly, who they are as people. We want everyone who comes to us to feel safe and secure, respected for who they are, and valued for their life up to now. We help people maintain as much independence and privacy as possible, and encourage a sense of identity.

We believe in getting the little things right, in being kind, compassionate, and considerate – just as if we were looking after our own loved ones.



## Your life, your care

We’ll talk to you and your family about your care needs and agree a care plan that sets out everything our staff need to know to make sure you get the care that’s right for you. The plan includes everything from your history and background to your preferences around bathing, when you like to get up and go to bed, how you want to be addressed, and what you like to wear and eat.

The plan is an evolving document – you can talk to us about any aspect of your care at any time.

With the plan in place, you and your friends and family can enjoy spending time together in a relaxed environment, knowing your needs are being taken care of.

There is also plenty of opportunity for you and your family to give ideas and input into the running of the home. We have two residents’ champions – one male, one female – to liaise between residents and staff. We also hold regular residents’ and relatives’ meetings as well as using questionnaires to ask for feedback.

## Staffing

Our dedicated staff understand how to care for our residents and look after each person according to their individual needs. Staff spend one-to-one time with residents, making sure they are comfortable and happy. You'll have your own key worker so there will always be one person who knows you particularly well.

All staff are trained to support people with a wide range of health issues including dementia care, and have regular training to keep knowledge and skills up to date. In addition, individual staff take a lead on specialist issues. For complex health issues, we source specialist advice and training for staff.

When residents go out of the home environment, they are usually accompanied by staff. Keypads at all doors mean we can keep people safe in the home where needed.

## Trial visits

With a trial visit, you can experience life at Weston House first-hand. Come for a morning, afternoon or even a full day, take part in an activity, and join us for lunch. A family member or friend is welcome to come along too.

## Financial information

All our homes welcome residents who choose to either fund their own care or to top up their government entitlements to ensure they have the very best care and support.

The cost of your care and accommodation will depend on your situation. The Weston House Manager will be happy to discuss this with you.

With changes to the way social care entitlements are calculated, many people will not qualify for government support to fund care home costs. You may be able to get help with funding if your assets are less than the 'upper capital limit' set by the government. The Age UK website at [www.ageuk.org.uk](http://www.ageuk.org.uk) has useful information on the system for paying for residential care.

We also have our Springcare Guide to Paying for Care available on our website.

Our full terms and conditions are available in our brochure pack and on our website.

You will be asked to sign the terms and conditions as well as a contract (if you are paying for any part of your care) before any admission to the home. The contract will include the full details of what is/ is not included in the fees.

**“I don't think they have ever just gone and done things without talking to me first”**

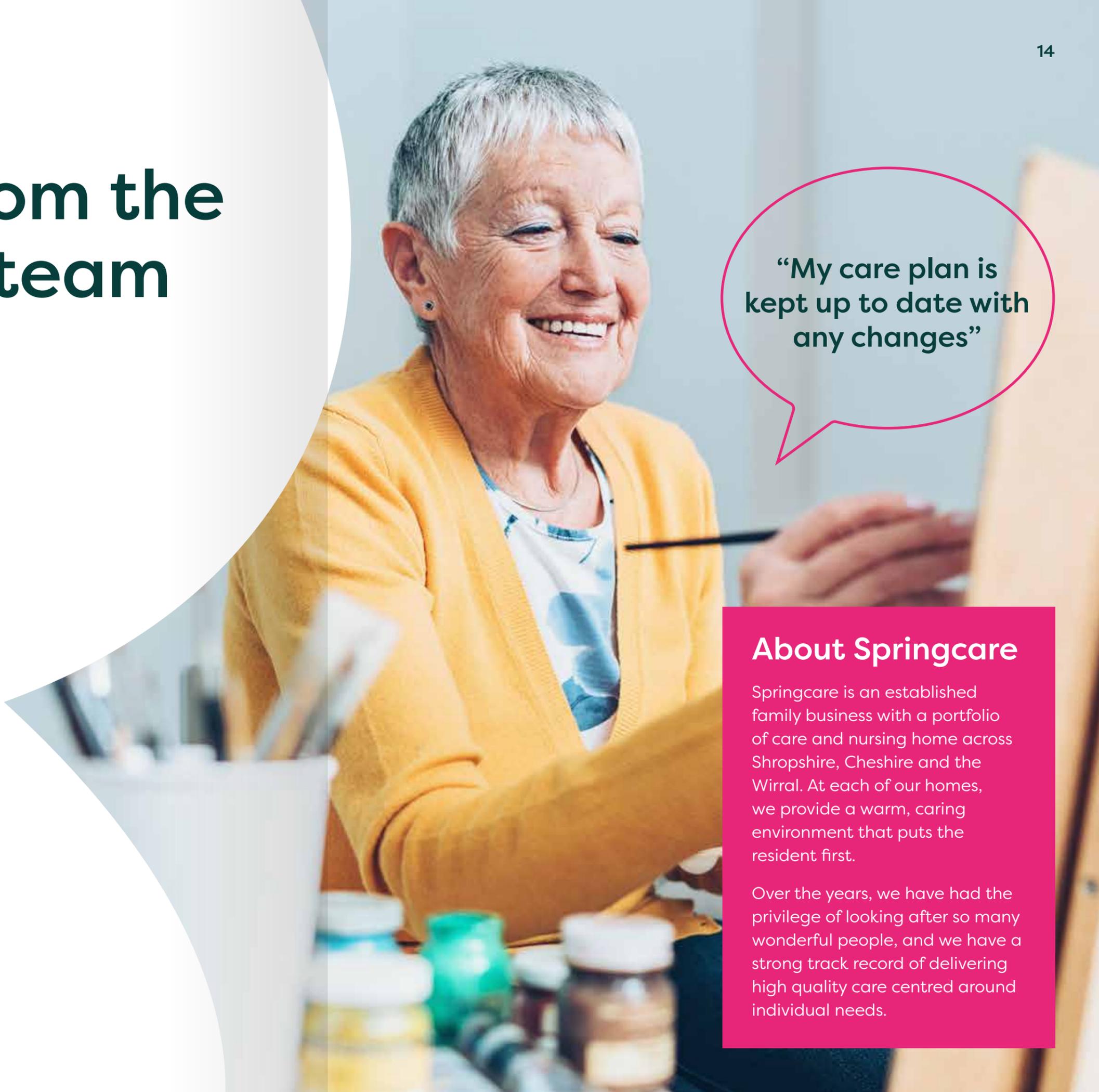


# Welcome from the Springcare team

**We would like to offer you a warm welcome to Springcare.**

We understand how difficult choosing the right home can be, and we hope you will find the information in this brochure helpful. To help you take the next steps, the manager and team at Weston House are always happy to answer questions and discuss concerns. You can call and talk on the phone, or ask to come and see round the home. If you like what you see, then we'd be happy to welcome you for a trial visit to help you make your mind up.

We hope you'll decide Weston House is right for you – and if you do, we promise to make your wellbeing our priority.



**“My care plan is kept up to date with any changes”**

## About Springcare

Springcare is an established family business with a portfolio of care and nursing home across Shropshire, Cheshire and the Wirral. At each of our homes, we provide a warm, caring environment that puts the resident first.

Over the years, we have had the privilege of looking after so many wonderful people, and we have a strong track record of delivering high quality care centred around individual needs.



# Get in touch with Weston House

To get in touch or book a visit, please use the details below:



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