



# Primrose Residential Care Home

Type of care we provide

Residential | Dementia | Respite | Nursing

Call us on 01914950585  
2 Crowhall Lane, Felling, Gateshead NE10 9PU  
[www.churchlakecare.com](http://www.churchlakecare.com)







## Welcome

Situated in Felling, Gateshead, Primrose House Care Home offers residential and nursing care for up to 65 adults. With an experienced and compassionate team, residents receive personalised care designed around their individual needs and requirements. The team strive to create a positive and welcoming environment, aiming to ease residents and their loved ones into life at the home.

Inside Primrose House there are well presented bedrooms and spacious living and dining areas. Outside there is a garden space for residents to enjoy as well as ample parking for visitors.

## The right care for you

One of our principal values is to treat each of our valued residents as an individual, responding to their unique needs.

This is particularly important for those living with dementia and the physical effects of increasing age - our approach to person-centred care planning is designed to develop, sustain and, wherever possible, improve both mental and motor skills. For us to do this, each member of our team is carefully chosen for their caring capabilities, qualifications, understanding and the ability to bring out the best in those in their care.



## What's Included

- All care and support including a monthly review of care plans.
- A dedicated key worker for each resident.
- All meals, snacks and drinks freshly prepared every day by our catering team.
- Access to gardens.
- Activities programme.
- All utilities and other accommodation costs.
- Housekeeping and laundry services.
- Wi-Fi internet access.

**Please note:** the weekly fee does not include hairdressing, chiropody or other healthcare visits or appointments not covered by the NHS, toiletries, newspapers, or magazines, any over the counter medications that a GP would not normally prescribe such as paracetamol and indigestion relief, and any other privately arranged healthcare.

## Testimonials

I am so grateful to all of the staff for the kind and compassionate care they have given to my aunty over the last 15 months - they have given her a whole new lease of life. She has thrived since she came into Primrose House - and the way her face lights up when members of staff come into her room says everything about the quality of care they provide. The management and senior staff are very responsive to any issues raised and I can't thank them enough for the efforts they have made to help me stay in touch via video calls. Thank you.- John. H. (Nephew of Resident)

## Bedroom Features

- 65 single bedrooms
- 10 rooms with ensuite WC
- All rooms are furnished
- Phone points in every room
- Nurse call system in every room

## Facilities

- 4 dining rooms
- 4 lounges
- Enclosed courtyard
- Care staff available 24 hours a day
- Home cooked food

## Requirements on admission

To confirm your admission, we will ask you to provide details of your plans to fund your residency. If you are unable to confirm funding availability, we may not be able to proceed with your admission, unless someone is able to act as your guarantor.

We request a direct debit mandate to be set in place at the commencement of your residency. You will also be required to pay:

- Four weeks' advance payment. Subsequent payments are due monthly in advance.
- Two weeks' deposit which will be held by us for the duration of your residence, Your deposit will be safeguarded and will normally be refunded within 28 days of the end of your residency, subject to our right to deduct from it non-payment of fees or damage to property.

## Funding options

We accept self-funders and local authority funded residents. Where a top-up fee is payable, the local authority should pay us for the full cost of care and collect the top-up from you directly.

We may be able to accept NHS continuing healthcare funding for people with severe or complex health needs, subject to agreeing our fees with the relevant NHS Clinical Commissioning Group. NHS teams will undertake regular assessments of your needs to determine whether you qualify for this type of funding.

**Trial period:** Your first 28 days is considered a trial period, during which either you or we can end the contract after 7 days of serving written notice on the other. We will only end the contract during the trial period if we are unable to meet your needs.







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