



Croft Dene Residential Care Home

Type of care we provide

Residential | Dementia | Respite | Palliative

Call us on 01912633791

Threap Gardens, Off Simonside Avenue, Wallsend NE28 7HU

www.churchlakecare.com





Welcome

Croft Dene Care home is in the Wallsend area of North Tyne side and offers care both general and dementia residential and Palliative care. They carry out a robust preadmission assessment before admission to the home and all residents receive personal care plans that are reviewed and updated on a monthly basis or as required. They encourage residents and their families to be involved in their care plan and hold 6 monthly care reviews. A variety of social and outdoor activities are offered as part of the home's drive to improve the physical and mental well-being elderly in long-term care. The location has a number of travel benefits, including convenient bus routes, and there are a number of historical sites to enjoy, including a Roman Fort. The Silverlink shopping centre and Royal Quays is close by and trips can be arranged when requested.

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.
- Visits to local church

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,

Testimonials

When I call at the care home to visit my mother, I find the staff kind, considerate, understanding, compassionate and always with a little humour and a twinkle in their eye. Just enough to make the residents feel at home without offending. Nothing seems to be too much trouble. The rooms are spacious and well-kept. My mother is happy here with all her new friends. .- C.G. (Son of Resident)

Bedroom Features

- 43 single bedrooms
- All rooms with ensuite WC + Shower
- All rooms are furnished
- Nurse call system in every room
- TV aerial point in every room

Facilities

- 3 Dining rooms + Coffee room
- 2 Lounges and a conservatory
- Enclosed garden
- 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 Commission 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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