

THE PLACE UP HANLEY



*"Staff are excellent, nothing is too much trouble,
the environment is caring, welcoming, friendly and
a proper home from home."*

A HOMELY FEEL IN LUXURIOUS SURROUNDINGS...

At The Place Up Hanley we aim to create a really friendly, welcoming and homely feel in our beautifully refurbished Home.

We have created an environment where new friendships flourish, lives are lived to the full and every resident receives high quality care tailored to their specific needs.



“Absolutely amazing home, my Nan is well looked after and cared for. Good food, good communication between the staff and family. The weekly doctor's round gives us family members peace of mind knowing regular checks can be made, if needed. My nan is happy and settled and we wouldn't change the staff for the world!”

carehome.co.uk review



OUR FACILITIES

At The Place Up Hanley we hope to provide everything you could need to live a full, sociable and enjoyable life, which is why we have a variety of socialising areas and some wonderful facilities.

Our facilities include:

- 47 luxury bedrooms, each with TV/DVD players
- Our own on-site pub, where our residents meet for social gatherings and pub-lunches
- An on-site Café, for coffee mornings and social occasions
- A corner shop on site, which stocks treats and snacks as well as toiletries and daily essentials
- A secure enclosed garden, for sitting outside, chatting with friends and gardening
- Beautifully designed, light, bright communal spaces, with smaller seating areas as well as seating areas for larger group activities.

We are equipped and our staff are fully trained to be able to provide for the following types of care:

Residential Care | Respite Care | Dementia Care | Day Care

LIFE AT THE PLACE UP HANLEY

At the Place Up Hanley respect, maintaining dignity and independence and person-centred care are at the heart of everything we do.

Activities are a key part of our Home life, and we have a monthly calendar of activities to keep our residents entertained, engaged and socialising together.

Some of our recent activities and events have included: arts and crafts days, animal handling visits, singalongs and visiting performers, a Harvest Festival service and Remembrance Day with a visit from the local school choir, bowling, theme days, gardening, board games, quizzes and bingo activities, pamper sessions and national events and celebrations.

Although we have group activities, we understand that some of our residents enjoy keeping up with their own hobbies and interests and we do everything we can to help them continue with these, whether it's playing a musical instrument, gardening, knitting or something more unusual!

As well as activities within our Home, we organise regular days out where our residents are supported by our care staff and volunteers to go on trips to local attractions such as Gladstone Pottery, Brampton Museum, Hanley Museums, Stafford Arboretum and Trentham Gardens.

We also offer transport services which allow relatives to take their loved ones on day trips as well as providing transport to Agnes and Arthur when our residents join us for residential care, respite care or day care.



MEAL TIMES AT THE PLACE UP HANLEY

Meal times are at the heart of our life at The Place Up Hanley. As well as food being part of our social life, we also understand how important good food and nutrition are to the overall wellbeing of our residents.

Every resident is offered a hearty breakfast, mid-morning snack, lunch, afternoon tea and an evening meal. We use fresh produce rather than frozen (where possible) and our menus are varied and change regularly.

All our residents are encouraged to join the community in the dining area at mealtimes, however, if they wish their meals can be served in the comfort of their own room.

Along with all our healthy meals we also have fun with themed suppers, such as Pie and Pint Night, Fish Supper Evening and Olde World Foods.

Our other important special events are our residents' birthdays. These are always celebrated with a birthday cake and a sing song to help make their day special.

Dad came into The Place for respite care when Mum was in hospital. He received the kindest care and understanding. He was not eating or drinking when he came in, but on leaving he was a different person.

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VISITING THE PLACE UP HANLEY

We like to create a friendly and lively atmosphere at The Place Up Hanley, so we are as flexible about visiting as we possibly can.

We believe that friends and family should be as much a part of our home life as possible, so we do everything we can to encourage regular visits and calls/video calls as well as keeping you updated through our social media pages and newsletters.

We also run a number of events throughout the year that are open to friends and family.

“My mum stayed in The Place Up Hanley and she absolutely loved it. The staff were so helpful and caring. The manager is always trying all his best to help.”

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GETTING IN CONTACT

If you would like to talk to us about your care, or the care needs of your loved one, or would like to come and visit us and see home-life for yourself at The Place Up Hanley, just contact us anytime.

You can call us on **01782 219888**, email us at **info@theplaceuphanley.co.uk** or visit our website for more information **www.safeharbor.co.uk**.

I cannot fault the care provided to my mum by The Place Up Hanley during her respite stay. It has been so reassuring for us to have her looked after so well whilst we had a break. Mum has been so agitated and unsettled on respite stays in the past, however, when we pick her up today she has had nothing but praise. Thank you.

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SAFE HARBOR
Residential Care