



# FLORENCE HOUSE



*"The care of my mother in law has been very good. It is a warm and friendly atmosphere where residents are treated as individuals, with dignity and respect."*

# A WARM-HEARTED HOME FROM HOME

Florence House is our warm and welcoming Care Home in the town of Newcastle-under-Lyme. Although we are a medium sized care Home, we have created a cosy and homely feel, with care staff who will always go the extra mile to make sure our residents are comfortable, happy and entertained.

We are proud to be CQC rated 'Good' overall, but we're equally delighted to 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.



*"I knew nothing of what to look for in a care home but instinctively I have a feel when I walk in a place and Florence House was right immediately. The Manager was so welcoming and helpful. Not only are the staff wonderful with the residents but they are so compassionate with the family concerned."*

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## OUR FACILITIES

At Florence House 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:

- 36 bedrooms, all refurbished to a high standard
- Wall mounted flat-screen TVs and DVD players in all our bedrooms
- A beautifully designed, secure outside/garden area where residents can sit and socialise, enjoy the plants or get involved in some gardening
- Our own beauty salon for pamper sessions and hairdressing
- Light, bright communal spaces, with smaller seating areas as well as seating areas for larger group activities.
- We are also planning to add a café and pub area in 2023

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 FLORENCE HOUSE

At Florence House 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 Florence House when our residents join us for residential care, respite care or day care.



# MEAL TIMES AT FLORENCE HOUSE

Meal times are at the heart of our life at Florence House. 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.

*I'm very happy with the service provided. Knowing that my brother is safe, secure and well looked-after by friendly staff.*

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## VISITING FLORENCE HOUSE

We like to create a friendly and lively atmosphere at Florence House, 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.

*Both of my cousins are happy and settled. They have improved physically since being in Florence House as they are well looked after and their nutrition and hydration is monitored. I feel they are in a safe environment.*

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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 Florence House, just contact us anytime.

You can call us on **01782 637 354**, email us at **info@florencehousestaffs.co.uk** or visit our website for more information **www.safeharbor.co.uk**.

*My mother-in-law has been exceptionally cared for over the difficult times of late Covid. The Manager has always got time to speak to us and is so caring to all the residents that are in her care. Very lovely staff members as well and the improvements that have recently been done are excellent.*

carehome.co.uk review





**SAFE HARBOR**  
Residential Care