



Florence House

Safe Harbor



SAFE HARBOR
Residential Care

A Bright and Cosy Home From Home

Florence House offers expert residential, respite, mental health, and dementia care in a safe, welcoming environment.

With 36 en-suite bedrooms, cosy lounges, landscaped gardens, and a dedicated salon, our home is designed for comfort and connection.

Our team provides 24/7 person-centred care, helping every resident live with dignity, independence, and joy.



1.



“Florence House is the best thing that has happened to my friend.”

Care personalised to you.

We provide a variety of care options to suit different needs. Explore our services below to find the support that's right for you:

- Residential Care
- Respite Care
- Mental Health Support
- Dementia Care

Our team delivers 24/7 person-centred care, supporting each resident to live with dignity, independence, and joy. Whether you're looking for respite care in Stoke or long-term support for a loved one, Florence House is here to help.





“The staff’s knowledge and understanding are second to none.”



Our dedicated team creates a warm, community-focused home where residents truly feel they belong.

With expert 24/7 care, enriching activities, and beautifully refurbished spaces, we provide a supportive setting where residents can flourish.

Whether you're looking for long-term care, dementia support, or a short stay, we're committed to well-being, companionship, and quality of life.

5.



“Wonderful place to live.”

Our Facilities

Florence House Care Home combines modern comfort with a warm, welcoming atmosphere.

Refurbished en-suite bedrooms, cosy lounges, and landscaped gardens offer space to relax or socialise.

Residents enjoy freshly prepared meals in our dining areas, weekly hairdressing in our dedicated salon, and a varied programme of activities—all within a safe, supportive environment.





“The staff are very friendly and are really good with my mum.”



Our varied activity programme helps residents stay active, engaged, and socially connected.

From outings and gentle exercise to arts, crafts, and music, there's something for everyone to enjoy.

Every activity is designed to support well-being, independence, and a strong sense of community in a friendly, stimulating environment

9.



“Just meeting the staff lifted a huge weight off our shoulders.”



Meal times are at the heart of life at Florence House. Not only are they a chance to come together socially, but we also recognise the vital role of nutritious, delicious food in supporting our residents' overall wellbeing.

Each day, residents enjoy a hearty breakfast, mid-morning snack, lunch, afternoon tea, and a nourishing evening meal. Wherever possible, we use fresh, seasonal produce, with varied menus that change regularly to keep mealtimes enjoyable and satisfying.



“Life inside is wonderful.”



“The staff are lovely, they are so kind and caring towards the residents and their relatives.

They work so hard and always have a smile on their face. We have attended a party today for residents and their families, which has been fabulous and thoroughly enjoyed by everyone. The activities coordinator and all the staff did a brilliant job.”

Trusted by Families.

13.



**“All staff were polite,
friendly and happy to
help.”**

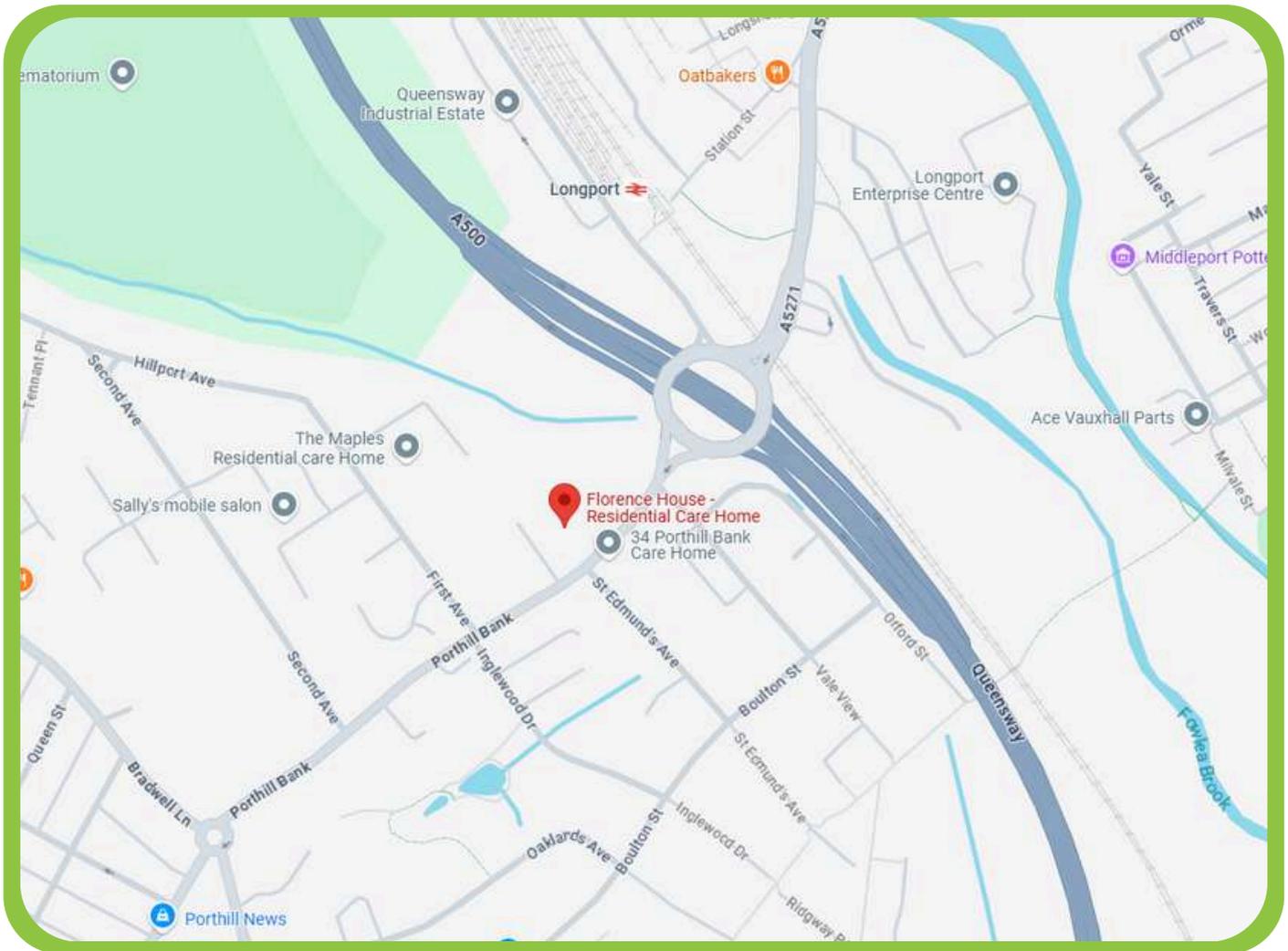
Visiting Florence House

At Florence House, we strive to create a warm, lively atmosphere and are as flexible as possible when it comes to visits.

We believe friends and family play a vital role in our community, so we encourage regular visits, calls, and video chats. We also keep loved ones connected with updates through our social media and newsletters.

Throughout the year, we host various events that welcome friends and family to join in the fun and celebrations.





Finding Us.

Florence House is based in Porthill. With parking available onsite.

Florence House, Porthill Bank, Newcastle-under-Lyme, Staffordshire, ST5

Next Steps.

So you've decided Florence House is right for you, what happens next?

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 or email us at info@florencehousestaffs.co.uk or visit our website for more information www.safeharbor.co.uk.





“My partner has known nothing but kindness and care.”



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www.safeharbor.co.uk