

# Castleview

Care Home



# Welcome to *Castleview*

Located in beautiful Alnwick, Northumberland, Castleview is a luxury residential home for older people, family-run and with an outstanding reputation for taking care of our residents, their families and indeed our own staff.

Our team of dedicated and expertly trained staff members ensure Castleview is a peaceful home that specialises in providing person centred care for our residents.

With 46 single bedrooms and one double room, residents of Castleview are guaranteed to be part of a warm community, within the peaceful Alnwick surroundings.

As well as residential care, Castleview offers dementia care, nursing, end-of-life care and bespoke day care for non-residents.

All our staff members are highly trained, with experience and knowledge in all aspects of care.

Our staff are professional, friendly and caring and ensure that every one of our individual resident's needs is at the centre of what we do.

Family and friends of those that live here can feel assured that they will be receiving the care and support their loved ones both need and expect.



## In the heart of *Alnwick*

Castleview has been a fully dedicated residential care home since 1999, run by a highly committed team with over 30 years' worth of experience in the care industry.

The home sits 0.3 miles outside of historic Alnwick's town centre, away from the hustle and bustle of town life, but close enough to still enjoy all the leisure facilities it can provide.

Residents can enjoy the local shops and food providers in Alnwick, or visit Alnmouth and the Northumbrian countryside for day trips.

Those more adventurous have the advantage of close public transport links from Alnwick town centre and Alnmouth's train station, as well as our own private minibus to use at their disposal.



# *Your private bedroom*

Castleview hosts spacious bedrooms with the benefit of en-suite toilet and sink facilities, some with direct access to the courtyards.

Each private room can be designed to your individual style, with the option of choosing one of our beautifully furnished rooms or bringing your own furniture and decorations to create your very own home.

All rooms have telephone points with connections at the resident's own cost.

A television point is provided in each room and on-loan TV's are available for the residents to borrow temporarily.

Lift facilities are available to access all floors.



## *High quality care services*

The staff at Castleview pride themselves on delivering the highest level of care. With care provided 24/7, residents can feel comfortable knowing there will be someone there to help with whatever is needed.

The care assistants have all been trained to the highest standard, with knowledge and experience in all aspects of care. Staff are regularly trained to keep their certificates updated and each hold an in-date, valid and enhanced level DBS checks.

Regular feedback from residents, family members and staff is always welcome as we strive to continually improve the care and services we provide.




# *Respite and day care*

For those who require short-term accommodation outside the home, Castleview offers respite care for a temporary stay, perfect for anyone needing a peaceful and secure place to stay on a short term basis.

Our highly trained staff will be on hand to support temporary residents with appropriate care and supervision.

Castleview also provides day-care at the chosen times of individuals.

Day-care clients will receive the same benefits as residents, with access to the home's facilities, services and daily activities, allowing their own long-term carers to have peace of mind knowing their loved ones are receiving the right care and support they need.



*“People living with dementia should receive a care service that is person-centred and takes into account their unique and changing individual, mental, physical and emotional needs”*

This scheme supports each care home to achieve an outstanding focus on dementia care and external organisational accreditation in person centred care, experience and speciality trained staff, activities and alternative therapies, the environment as well as in nutrition and hydration.

## *Dementia care*

Along with our five sister care homes run by Ascot Care, Castleview is working towards developing a 5-star Specialist Dementia Care Accreditation scheme.

Castleview's staff members are receiving training to enhance their personal knowledge and competencies alongside improving the dementia care environment and interactions between people living with dementia, fellow staff, relatives, friends and supportive health professionals.

# Luxury leisure facilities



Residents and clients of Castleview have access to special facilities.

The conservatory and quiet room provide peaceful places to relax, and when the British weather is at its best, our 3 courtyards are picturesque and very tranquil spaces to enjoy the sunshine.

The dining rooms deliver high-quality meals throughout the day, and our lounges offer brightly decorated and spacious areas, perfect to socialise with residents and relatives.

All our residents have access to a computer and library room, allowing them to learn new skills, keep up-to-date with the modern times and get in touch with distant friends and family.



Castleview has its very own salon, open at any time for the residents' own hairdressers to visit, and with an Ascot Care visiting hairdresser fortnightly.

This space provides our residents with a range of beauty services and luxury products to keep them feeling pampered and beautiful.



# Bespoke activities

A wide range of activities are always on offer at Castleview.

Residents have access to the communal areas where they can socialise with fellow neighbours, visiting relatives and staff members.

Residents can enjoy watching their favourite programmes together or play a range of board games to entertain in communal spaces.

Special visitors are invited along regularly to bring something unique to Castleview, along with activities to enjoy and learn something new, including anything from arts and crafts to pamper sessions and flower arranging.

Our brand new minibus has been designed especially for days and weekends away. Equipped with television screens and plenty of leg-room, our minibus ensures our residents have a comfortable journey for days out. A built-in electric lift has been specially installed, so trips can be enjoyed by everyone.

Castleview's activity co-ordinators will be on hand to plan day and weekend long trips. Wherever residents wish to go, our Castleview team will make it happen!



# Our staff

Castleview is part of the Ascot Care Group which has 6 care homes altogether across the North East and our own in-house training, compliance and recruitment team.

This team comprises an experienced agency dedicated to providing the best care assistants and giving them a high standard training within the care industry. This in turn helps to ensure they can continue to provide the best quality of care to our residents.

We are lucky to have long standing staff members providing appropriate care to residents.

Castleview is managed by our highly experienced and outstanding Manager, **Stephen Dunn**, who has 30 years experience in the private care sector and local authority.

Stephen has been with Ascot Care for 5 years focusing on providing exceptional person centred care to the residents and their families.



# Our qualifications

Castleview, and our other 5 care homes also part of the Ascot Care Group, is registered with the Care Quality Commission as approved providers of residential care, day care and respite care.

Ascot Care is regularly inspected by external and internal bodies and we are very proud to have received a rating of 'GOOD' within all our care homes across the North East.



The Ascot Care Group has been nominated in over 10 different categories in The Great British Care Awards, 2018/2019, including:

- The Care Employer Award
- The Care Home Registered Manager Award
- The Care Team Award
- The Good Nurse Award
- The Outstanding Contribution to Social Care Award

# Ascot Care



*At Ascot Care our residents always come first.*

*We have three core values that underpin everything we do: we pride ourselves on being caring, reliable and professional.*

*We are a family-run company and have over 30 years experience in care across two generations.*

*First and foremost, we strive to ensure that every resident knows, our home is their home*



## *Castlevue Care Home*

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