

St Anne's

Care Home



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.



Welcome to *St Anne's*

Located on the seafront in Whitley Bay, St Anne's is a care home providing residential care for the elderly and people with dementia, as well as specialist palliative care.

Respite care and day care can be arranged for non-residents providing their full-time carers with respite.

Residents have access to our well maintained private garden and terrace to the front of the property, which offer ideal facilities to spend some time relaxing and enjoy barbecues and other activities whilst taking in the stunning, uninterrupted coastal views.

For the more active residents, the home has access to a well maintained bowling green, only a short 10 metre walk

from our own front door.

St Anne's comprises 40 single rooms, 25 of which are en-suite, and enjoys a privileged location close to local shops and public transport links. Residents and their families benefit from a range of services, including:

- Lift and wheelchair access
- Private garden and terrace
- Phone point in own room / Mobile
- Television point in own room

Additionally, the following services can be arranged by request:

- Resident's own GP
- Resident's own furniture
- Pets



Our high quality care services

The staff at St Anne's Care Home pride themselves on delivering the highest level of care. With care provided 365 days 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 their own home, St Anne's 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 assistance.

St Anne's 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"

Dementia care

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

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.

This is supported by a specially designed training scheme which will allow all St Anne's staff members to receive training to enhance their personal knowledge and competencies. Which will in turn improve the dementia care environment and interactions between people living with dementia, fellow staff, relatives, friends and supportive health professionals.

Your private bedroom

St Annes's Care Home host spacious bedrooms with the benefit of en-suite bathrooms, and some of which have walk in wardrobes and private wet rooms.

Each private room can be designed to your individual style, with the option of bringing your own furniture and decorations to create your very own home.

Residents have plenty of storage for their belongings as well as luxury toiletries and a television provided in each room.



Luxury leisure facilities

The dining room offers a brightly decorated and spacious room, perfect to socialise with residents and relatives, whilst delivering high-quality meals throughout the day.



Testimonial

“Thank you so much for looking after Dad during his time at St Anne’s, cannot thank you enough for the dedication of care. All staff we spoke to were always caring, kind and friendly nothing was to much trouble. We would have no hesitation in recommending your care home to others.”

- The W Family

Bespoke activities

A wide range of activities are always on offer at St Anne's Care Home. Day-to-day, residents have access to the communal areas where they can socialise with fellow neighbours, visiting relatives and indeed staff members.

Each room has their own television as well as in communal spaces so residents can enjoy watching their favourite programmes together or play a range of board games to entertain. Special visitors are invited along regularly to bring something unique to St Anne's Care Home, 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 is operated 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.

St Anne's activity co-ordinators will be on hand to plan trips, ensuring that wherever residents wish to go, St Anne's team will make it happen.



Our Staff

St Anne's Care Home is part of the Ascot Care Group which has 6 care homes altogether across the North East and our own inhouse training, compliance and recruitment team. This team comprises an experienced agency dedicated to providing the best care assistants and giving them a high standard of 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.

Kara Coulthard, Manager



Our Qualifications

St Anne's Care Home, along with our other 5 care homes also part of the Ascot Care Group, is registered with the Care Quality Commission and the local Council 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



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