

# *Westoe Grange*

Care Home





*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 *Westoe Grange*

Westoe Grange is our residential care home located in South Shields, we pride ourselves on strong links to the local community. Close to the beach, we enjoy a privileged location next to local shops and with excellent public transport links.

Westoe Grange comprises 40 single rooms with en-suite facilities, residents and their families benefit from a range of services, including:

- Lift and wheelchair access
- Inner courtyard / outdoor seating
- Residents' kitchenette
- Phone point in own room / mobile
- Television point in own room

In addition, and in keeping with our person-centred care

approach we can offer residents the choice of having pets, their own furniture and to continue with their own GP for continuity.

We can offer residential care to dementia patients and those with physical disabilities and sensory impairments. Respite care can be arranged for non-residents whose carers need some hours or days off.

Our staff at Westoe Grange can also offer specialist care for people with Alzheimer's, hearing and speech impairments, deafness and palliative care.



## *Our high quality care services*

The staff at Westoe Grange Care Home 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, Westoe Grange 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.

Westoe Grange 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, Westoe Grange Care Home is working towards developing a 5-star Specialist Dementia Care Accreditation scheme.

Westoe Grange'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 Westoe Grange Care Home have access to special facilities. The inner courtyard and outdoor seating area are an ideal place to relax when the British weather is at its best. They both provide a picturesque and a very tranquil space to enjoy the sunshine.

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.

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



Westoe Grange Care Home also has its very own salon with a trained hairdresser available.

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 Westoe Grange 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 Westoe Grange 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 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.

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



# Our staff

Westoe Grange Care Home 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.

## *Carole Blackett, Manager*

Carole has worked in the care industry for over 25 years, and has NVQ Management Care qualifications. She has been a devoted member of staff at Westoe Grange for 21 years since the home opened in 1997. In 2006, when Ascot Care Group acquired this home, Carole was promoted to Manager due to her impressive knowledge and dedication to the residents.



# Our qualifications

Westoe Grange Care Home, along with our other 5 care homes also part of the Ascot Care Group, is registered with the Care Quality Commission and Darlington Borough 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.



Inspected and rated

Good



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





## *Westoe Grange Care Home*

4 Horsley Hill Road  
South Shields  
Tyne & Wear  
NE33 3DY

Phone: 0191 455 2221  
[westoegrance@ascotcare.co.uk](mailto:westoegrance@ascotcare.co.uk)