Care Homes Brochure for Older People
1st April 2019 to 31st March 2020

Middlesbrough Council
Department of Adult Social Care and Health Integration
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<td>Aster Care Home</td>
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<td>Dalby Court Care Home</td>
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<td>Delamere Lodge Care Home</td>
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<td>Elizabeth House</td>
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<td>Evergreen Court</td>
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<td>Fountains Court</td>
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<td>Kirkley Lodge Care Home</td>
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<td>Linthorpe Nursing Home</td>
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<td>Middlesbrough Grange Residential Care Home</td>
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<td>Montpellier Manor</td>
<td>46 - 47</td>
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<td>Nunthorpe Hall Care Home</td>
<td>48 - 49</td>
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<tr>
<td>Nunthorpe Oaks Care Home</td>
<td>50 - 51</td>
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<tr>
<td>Ormesby Grange Care Home</td>
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<td>Parkville Care Centre</td>
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<td>Roseleigh Care Home</td>
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<td>Stainton Lodge Care Centre</td>
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<td>Stainton Way Care Home</td>
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<td>The Gables Care Home</td>
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<td>The Willows</td>
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<td>Tollesby Hall Nursing Home</td>
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<td>Victoria House Care Centre</td>
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<td>Westmoor View Care Home</td>
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<td>Windermere Grange Care Home</td>
<td>74 - 75</td>
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</tbody>
</table>

## Useful Contacts

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**Introduction**

This brochure is about Care Homes in Middlesbrough. It will help you choose a Care Home either for yourself, a family member or someone you care for. The information in it is correct at the time of printing but things may change. If you want to check if the information has changed you can look at the brochure on the Council webpage (www.middlesbrough.gov.uk), or look at what the homes say about themselves on Middlesbrough Matters (www.middlesbroughmatters.co.uk).

We want to make sure that when you are looking for a Care Home you have enough information to help you decide which one you would like to live in or recommend to someone you care for.

**Quality and Standards**

**Middlesbrough Council’s Quality Star Rating**

The way the Council decides what Quality Star ratings a home gets is changing. For some homes you will see the old system which looks like this:

For those homes that have gone through the new system you will see this:

<table>
<thead>
<tr>
<th>Standards</th>
<th>Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Person Centred Care Planning</td>
<td>6. Recruitment</td>
</tr>
<tr>
<td>2. Nutrition and Hydration</td>
<td>7. Training &amp; Development</td>
</tr>
<tr>
<td>5. Medication Management</td>
<td>10. Safe &amp; Clean Environment</td>
</tr>
</tbody>
</table>

The annual assessment takes account of the above performance against 10 specific standards.

Unlike the previous system the new rating a care home is given will be changed in the electronic version of this brochure (which can be found on the Council website) throughout the year instead of having to wait until the new printed version is available. All Care Homes subject to the quality star rating process will have an unannounced annual monitoring visit which will now take into account 10 specific standards. The number of standards met will determine the overall star rating, which also determines the Council's weekly contribution.

**Star Rating**

All standards met will determine the overall rating score that will identify a star rating as detailed below:

<table>
<thead>
<tr>
<th>Standards</th>
<th>Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 to 2</td>
<td>*</td>
</tr>
<tr>
<td>3 to 4</td>
<td>**</td>
</tr>
<tr>
<td>5 to 7</td>
<td>***</td>
</tr>
<tr>
<td>8 to 9</td>
<td>****</td>
</tr>
<tr>
<td>10</td>
<td>*****</td>
</tr>
</tbody>
</table>
The Care Quality Commission

The Care Quality Commission (CQC) inspect each Care Home. In this brochure we will show the results of the most current inspection, as published by CQC. You can go onto the CQC website to check if this information has changed since publication.

When carrying out these inspections the CQC ask 5 questions:

1. Are they safe?
   Safe: you are protected from abuse and harm
2. Are they effective?
   Effective: your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence
3. Are they caring?
   Caring: staff involve and treat you with compassion, kindness, dignity and respect
4. Are they responsive to needs?
   Responsive: services are organised so that they meet your needs
5. Are they well-led?
   Well-led: the leadership, management and governance of the organisation make sure it’s providing high quality care that’s based around your individual needs, that it encourages learning and innovation and that it promotes an open and fair culture.

Services are then awarded scores for each of these questions which then relate to an overall score.

Key to CQCs latest checks on standards:

**Outstanding** - the service is performing exceptionally well

**Good** - the service is performing well and meeting expectations

**Requires Improvement** - the service isn’t performing as well as it should and has been told to improve

**Inadequate** - the service is performing badly and enforcement action has been taken against the provider

**No rating/ under appeal/ rating suspended** - some services can’t be reviewed or might be under appeal from the provider. Suspended ratings are being reviewed by CQC and will be published once resolved.

A service will have a comprehensive inspection at the following frequencies:

- **Services rated as good and outstanding** - normally within 30 months of the last comprehensive inspection report being published.

- **Services rated as requires improvement** - normally within 12 months of the last comprehensive inspection report being published.

- **Services rated as inadequate** - normally within 6 months of the last comprehensive inspection report being published.

- **Services that are no longer dormant** - the first comprehensive inspection will normally be scheduled between 6 to 12 months from the date the service starts operating again.

- **Newly registered services** - for brand new services, the first comprehensive inspection will normally be scheduled between 6 to 12 months from the date of registration. If a service was previously operated by another provider, or at a different address, the inspection will be normally be scheduled based on the location’s last inspection report publication date and rating or within 12 months of registration, whichever is the later date.
## Actual Results

<table>
<thead>
<tr>
<th>Name of Service</th>
<th>Safe</th>
<th>Effective</th>
<th>Caring</th>
<th>Responsive</th>
<th>Well Led</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple Mews</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>24/04/2019</td>
</tr>
<tr>
<td>Ascot</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Outstanding</td>
<td>Good</td>
<td>21/07/2017</td>
</tr>
<tr>
<td>Aster</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>17/05/2019</td>
</tr>
<tr>
<td>Cleveland View</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>10/05/2019</td>
</tr>
<tr>
<td>Dalby Court</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>24/08/2019</td>
</tr>
<tr>
<td>Delamere Lodge</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>New Registration</td>
<td></td>
</tr>
<tr>
<td>Elizabeth House</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>27/04/2018</td>
</tr>
<tr>
<td>Evergreen Court</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>15/01/2019</td>
</tr>
<tr>
<td>Fountains Court</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Outstanding</td>
<td>Good</td>
<td>02/08/2018</td>
</tr>
<tr>
<td>Kirkley Lodge</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>17/11/2017</td>
</tr>
<tr>
<td>Lavender Court</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>20/04/2017</td>
</tr>
<tr>
<td>Linthorpe</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>05/10/2019</td>
</tr>
<tr>
<td>Longlands</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>17/07/2019</td>
</tr>
<tr>
<td>Loxley Chase</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>09/02/2018</td>
</tr>
<tr>
<td>Middlesbrough Grange</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>22/05/2019</td>
</tr>
<tr>
<td>Montpellier Manor</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>30/01/2019</td>
</tr>
<tr>
<td>Nunthorpe Hall</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>10/03/2018</td>
</tr>
<tr>
<td>Nunthorpe Oaks</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Outstanding</td>
<td>Outstanding</td>
<td>23/05/2017</td>
</tr>
<tr>
<td>Ormesby Grange</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>08/11/2018</td>
</tr>
<tr>
<td>Parkville</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>22/11/2018</td>
</tr>
<tr>
<td>Roseleigh</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>02/10/2018</td>
</tr>
<tr>
<td>Stainton Lodge</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>05/03/2019</td>
</tr>
<tr>
<td>Stainton Way</td>
<td>Good</td>
<td>Good</td>
<td>Outstanding</td>
<td>Good</td>
<td>Good</td>
<td>24/05/2019</td>
</tr>
<tr>
<td>St Mary’s</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>New Registration</td>
</tr>
<tr>
<td>The Gables</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>Good</td>
<td>Requires Improvement</td>
<td>Good</td>
<td>21/03/2019</td>
</tr>
<tr>
<td>The Willows</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>05/09/2017</td>
</tr>
<tr>
<td>Tollesby Hall</td>
<td>Good</td>
<td>Good</td>
<td>Outstanding</td>
<td>Good</td>
<td>Good</td>
<td>01/12/2017</td>
</tr>
<tr>
<td>Victoria House</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>Good</td>
<td>04/05/2017</td>
</tr>
<tr>
<td>Westmoor View</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>New Registration</td>
</tr>
<tr>
<td>Windermere Grange</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>Requires Improvement</td>
<td>22/03/2019</td>
</tr>
</tbody>
</table>
Middlesbrough Council Environmental Health
Food Hygiene Rating Scheme

In Middlesbrough, food businesses are routinely inspected by Environmental Health Officers from the Council’s Public Protection Service. They check that hygiene standards meet legal requirements and will issue a hygiene rating based on the standards found. The ratings range from ‘0’ which means urgent improvements are necessary, to ‘5’ for very good hygiene standards.

Up to date Hygiene ratings are available on the Food Standards Agency’s website at www.food.gov.uk/ratings and businesses are given a hygiene rating certificate and window sticker to display on their premises. For more information you can also telephone 01642 728272 or email EHTS@middlesbrough.gov.uk or ring 01642 726001 (Switchboard).

The numbers show the standard of hygiene, so:

Services Offered

All Care Homes are registered to provide residential care. Some homes are also registered to provide additional services:

- **Residential Care Home** - people who live here are given help with things like personal care such as washing and dressing, but the staff do not give nursing care. Nursing care would come from people such as district nurses who visit the home.

- **Nursing Care Home** - people who live here have more complex health care needs. A Registered Nurse is at the home at all times.

- **Dementia Residential Care Home** - people who live here sometimes need special services to meet their needs. If someone has dementia it does not always mean that they need to move into a specialist home. However, the type of dementia they have will affect the service the person needs and some people with dementia will need specialist care.

- **Dementia Nursing Care Home** - people who live here have more complex mental health needs because of their dementia. A Registered Mental Health Nurse is at the home at all times.

- **Respite Care Homes** - gives a carer a break from their caring role. Any home can offer respite care. Each Care Home will be able to explain to you how they will give respite care.

It should be noted that if a persons needs change and an assessment determines that these needs cannot be met by the Care Home, then the person may need to move to a Care Home that can meet the assessed needs of that person.
Paying for Care

You may be able to get financial help from the Council to pay for your care. We would decide this by doing a financial assessment carried out by a member of Council staff. You can ask for a financial assessment at any time. To request a Financial Assessment, please contact the Department for Social Care and Health Integration – contact details listed on Page 76.

Some Care Homes charge a Third Party Contribution (Top-Up fee) for things such as larger rooms or a room with a view. These fees are in addition to what the Council has agreed to pay following your assessment. You have the right to choose the Care Home you want to live in but it is important that you understand what you, your relatives or representative are agreeing to if deciding to pay extra. If a Third Party Contribution (Top-Up) is to be paid all parties (Provider, Third Party Payee and the Council) must enter into a Third Party Contribution Agreement. Further details can be found in the Third Party Contributions (Top-Up) Policy and from the Department of Social Care and Health Integration.

Two leaflets you may find useful are ‘The Cost to You – Care Home Accommodation’ and ‘How to get the Support you need’. 
Safeguarding

Protection of Vulnerable Adults

Adults may be vulnerable because they are frail or have ill health, a learning or physical disability. They may be unable to protect themselves against abuse. Abuse occurs when a person is harmed, mistreated, exploited or neglected.

We all have a duty to protect vulnerable adults from harm and neglect. If you are concerned about a vulnerable adult who is being abused you can tell someone who works with you in your home, family, a friend, a social worker, your doctor or a community nurse, the police or an advocate.

Adult protection procedures are in place to safeguard adults who are more vulnerable to abuse and neglect, and are co-ordinated by Middlesbrough Department of Social Care and Health Integration. Any concern or allegation will be taken seriously. We will listen to you about what has happened, record your concerns and look into them. The main aim is to help people stay safe. You can contact Middlesbrough Department of Social Care and Health Integration. Contact details can be found on page 76.

The Deprivation of Liberty Safeguards (DoLS)

The Deprivation of Liberty Safeguards (DoLS) were introduced in April 2009 to safeguard people in Care Homes and hospitals who cannot consent to their care, treatment and accommodation because they lack the mental capacity to do so.

In March 2014, the Supreme Court decided that when an individual lacking capacity is under the continuous or complete supervision and control of others and are not free to leave, they are being deprived of their liberty. This is referred to as the ‘acid test’.

In most cases, the care and treatment is necessary and is being delivered in their ‘best interests’ under the Mental Capacity Act 2005, but a DoLS assessment, completed by Health and Social Care professionals, will determine whether the person’s care plan, although restrictive, is necessary to protect them from harm. A Best Interests Assessor will also explore and may recommend less restrictive options if necessary. Authorisation, to make the deprivation of liberty lawful, must then be sought from the Local Authority or in some cases the Court of Protection to secure the person’s rights (Article 5, European Convention on Human Rights).

If you have any concerns or queries or would like further information on this area of the Law, please do not hesitate to contact the Middlesbrough Council Deprivation of Liberty Safeguards/Best Interests Assessors’ Team on 01642 729 057.
Reviewing Your Care

If you live in a Care Home, you will get a review of your care needs if you have financial help from the Council. If you pay for your own care you can request one. You can contact Middlesbrough Council’s Department of Social Care and Health Integration to arrange a review (contact details can be found on page 76) or, if you have any questions about your care, you can ask a Social Worker to visit you.

Making a Complaint, Compliment or Comment

We welcome complaints, compliments and comments. We use them to help us improve our services to you.

If your complaint, compliment or comment is about a Care Home you should use their complaint, compliment or comment process. If you are unhappy with the outcome you may be able to use our Complaints Procedure.

The following leaflet is available from Middlesbrough Council. We can provide all our leaflets in other languages, large print, Braille and on CD or tape. Please contact the Department of Social Care and Health Integration - details can be found on page 76.

The online complaints, compliments and comments form can be found at:

www.middlesbrough.gov.uk/comments

How to contact the Complaints Manager:
PO Box 503
Town Hall
Middlesbrough
TS1 9FX
Telephone: (01642) 729815 or 729817 or 729707
Your Guide to a Successful Move

The one-week countdown to your move

- Make sure you arrange to have your mail redirected. Pick up the form from the Post Office.

- Pay all outstanding home bills, such as milk, newspapers or window cleaner. Don’t forget the gardener or domestic help if you have them.

- Look after your pets by using proper pet-carrying boxes for them to travel in. The RSPCA sells low cost cardboard carrying cases for pets.

- Remember to send out your change of address cards. Better still, turn them into invitations for a visit!

Who you need to notify you have moved

- Your Landlord, if your current home is rented.

- Council Revenues and Benefits Department (Council Tax).

- Building Society and/or Bank.

- Insurance companies: your Care Home may not have insurance that covers your personal belongings. Make sure you have insurance cover for your belongings.

- Credit card companies.

- Rental companies.

- Hire purchase companies.

- National savings and premium bonds.

- Electricity, gas and water companies.

- Telephone companies.

- Post Office for redirection of mail.

- GP.

- Department of Work and Pensions.

- Any social care/health professionals you get help from.
Middlesbrough Council Adult Services

Advice, Information and Advocacy Charter

All care providers have been asked to sign up to the following charter on a voluntary basis:

The service provider will provide information and advice to citizens and/or their carers who may have social care needs:

- How they can get the care and support that they need.
- How to signpost the person to get support around financial matters.
- How to raise concerns about the health and wellbeing of a service user or their carer.
- Provide information that they need or ask for and not to give them unnecessary information.
- Let them know if information about them is going to be shared with other organisations to improve public services - and give them the right to say no.

In addition the service provider should align with Middlesbrough Council's Customer Strategy Charter as follows:

- The customer will always be our focus.
- We will give the customer the capability and support to 'Do it Online'.
- Give us your information once and we'll always do our best to remember it!
- We will keep it simple.
- We aim to get it right the first time.
- We will treat the customer fairly and with honesty.

And explains how in turn, our customers can help us, by:

- Treating our employees appropriately.
- Providing us with all the information we need in order to help you; informing us as soon as possible where there are any changes in circumstances.
- Helping us to improve by offering feedback and suggestions.
CARE HOMES IN MIDDLESBROUGH

Please note that all content for the following homes is supplied by the Care Home itself and any reference to ‘we’ refers to the Care Home and NOT the Council.
# Care Homes Checklist

To help you choose a home mark YES/NO and/or 0-10 for each home you visit

## First Impressions

<table>
<thead>
<tr>
<th>HOME NAME</th>
<th>HOME NAME</th>
<th>HOME NAME</th>
<th>HOME NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are staff warm, friendly and respectful?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Do the residents seem happy, active and sociable?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Is the home fresh, clean and comfortably furnished?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
</tbody>
</table>

## Accommodation

<table>
<thead>
<tr>
<th>HOME NAME</th>
<th>HOME NAME</th>
<th>HOME NAME</th>
<th>HOME NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can you decorate and arrange your own room?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Can you bring your own furniture and TV?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Can you lock your room/is there a secure place for valuables?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Is there a separate dining room/bar?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Are the grounds/gardens attractive and/or quiet?</td>
<td>YES/NO</td>
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</table>

## Life Within the Home

<table>
<thead>
<tr>
<th>HOME NAME</th>
<th>HOME NAME</th>
<th>HOME NAME</th>
<th>HOME NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can you choose when to get up and go to bed every day?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Are residents in the home involved in decisions on life in the home?</td>
<td>YES/NO</td>
<td>YES/NO</td>
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</tr>
<tr>
<td>Can you make and take telephone calls in private?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Is alcohol served or allowed?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Are there smoking and non-smoking areas?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Can you handle your own money?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Does a hairdresser/chiropodist visit?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Do staff have appropriate language skills/knowledge?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Are visitors welcome at all times?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Can they stay overnight?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>May visitors join you at meals?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>How much choice do you get about meals?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Is the food varied and interesting?</td>
<td>YES/NO</td>
<td>YES/NO</td>
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</tr>
<tr>
<td>Can you have snacks and drinks at any time?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Can you eat in your room?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
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<tr>
<td>Can you continue to do your hobbies?</td>
<td>YES/NO</td>
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<td>YES/NO</td>
</tr>
<tr>
<td>What activities and entertainment are organised?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Are outings and holidays arranged? At what cost?</td>
<td>YES/NO</td>
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## Fees and Contract Terms

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<th>HOME NAME</th>
<th>HOME NAME</th>
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<th>HOME NAME</th>
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</thead>
<tbody>
<tr>
<td>How much are the fees?</td>
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<td>YES/NO</td>
<td>YES/NO</td>
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<tr>
<td>Are there top ups?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Do they cover all services?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
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<tr>
<td>Under what circumstances do the fees alter?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
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<tr>
<td>Can you have a short stay or trial period?</td>
<td>YES/NO</td>
<td>YES/NO</td>
<td>YES/NO</td>
</tr>
<tr>
<td>Are all procedures clearly spelt out?</td>
<td>YES/NO</td>
<td>YES/NO</td>
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CARE HOMES ALPHABETICALLY

Map of Care Home Locations

<table>
<thead>
<tr>
<th>Map ID</th>
<th>Name</th>
<th>Map ID</th>
<th>Name</th>
<th>Map ID</th>
<th>Name</th>
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<tbody>
<tr>
<td>1</td>
<td>Apple Mews Care Home</td>
<td>11</td>
<td>Lavender Court</td>
<td>21</td>
<td>Roseleigh Care Home</td>
</tr>
<tr>
<td>2</td>
<td>Ascot Nursing Home</td>
<td>12</td>
<td>Linthorpe Nursing Home</td>
<td>22</td>
<td>Stainton Lodge Care Centre</td>
</tr>
<tr>
<td>3</td>
<td>Aster Care Home</td>
<td>13</td>
<td>Longlands Care Home</td>
<td>23</td>
<td>Stainton Way Care Home</td>
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<td>4</td>
<td>Cleveland View Care Home</td>
<td>14</td>
<td>Loxley Chase Care Home</td>
<td>24</td>
<td>St Mary’s Care Home</td>
</tr>
<tr>
<td>5</td>
<td>Dalby Court Care Home</td>
<td>15</td>
<td>Middlesbrough Grange Residential Care Home</td>
<td>25</td>
<td>The Gables Care Home</td>
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<tr>
<td>6</td>
<td>Delamere Lodge Care Home</td>
<td>16</td>
<td>M ontpellier M anor</td>
<td>26</td>
<td>The Willows</td>
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<td>7</td>
<td>Elizabeth House</td>
<td>17</td>
<td>Nunthorpe Hall Care Home</td>
<td>27</td>
<td>Tollesby Hall Nursing Home</td>
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<td>8</td>
<td>Evergreen Court</td>
<td>18</td>
<td>Nunthorpe O aks Care Home</td>
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<td>Victoria House Care Centre</td>
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<td>9</td>
<td>Fountains Court</td>
<td>19</td>
<td>Ormesby Grange Residential Care Home</td>
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<td>Westmoor View Care Home</td>
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<td>10</td>
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<td>Parkville Care Centre</td>
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<td>Windermere Grange Care Home</td>
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<td>74</td>
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</tr>
</tbody>
</table>
General Introduction

Apple Mews is a purpose built Care Home operating over 3 floors. The Home has undergone a full program of refurbishment which has improved the atmosphere and the ambience of the home.

It has 2 large patio areas which open out from each of the ground floor lounges. It has large airy lounges and dining rooms offering home cooked food.

Apple Mews is run and operated by a small provider that believes in providing high quality care in a homely, warm, safe environment with the emphasis on person centred care.

Please note that all content for the homes is supplied by the Care Home itself and any reference to ‘we’ refers to the Care Home and NOT the Council.
Within the Home

Entertainment
We offer the usual activities such as bingo, cards, dominoes and local entertainers but we like to arrange activity plans around the needs of those living in the home. We have a full time activities co-ordinator that gets to know each and every resident whether they like to join in communal activities or have a more personal one-to-one activity.

Facilities
The home has recently gone through extensive refurbishment, which remains on-going and the communal facilities are now both fresh and homely.

We offer home cooked meals and regularly review our menus to suit the choices and needs of those living here.

The home is attended by a local hairdresser, a podiatrist and access to an optician and dentist.

The home has a variety of bathing facilities and the added benefit of a bathroom with sensory lighting that creates a relaxing mood.

Within the Grounds
The home offers adequate car parking with easy access for wheelchairs users. There is a patio garden area with outside furniture so that residents and families can enjoy the summer weather. The Home also has a separate entry for the Residential suite on the lower ground floor.

Nearby
It is situated on the outskirts of Middlesbrough in the area of Acklam, about a mile from the town centre and readily accessible by public transport. Local shops are within easy reach and close to both the A19 and the popular Teesside Park.

There are several churches nearby including Linthorpe united reform church and a Roman Catholic church.

Local bus route just outside the home.

POPULAR TRAVEL OPTIONS

<table>
<thead>
<tr>
<th>Destination</th>
<th>Distance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Middlesbrough Train Station</td>
<td>2.5 miles</td>
</tr>
<tr>
<td>Durham Tees Valley Airport</td>
<td>11.5 miles</td>
</tr>
<tr>
<td>Middlesbrough Bus Station</td>
<td>1.9 miles</td>
</tr>
</tbody>
</table>
General Introduction

Within Ascot there are well-furnished lounges and an elegant dining room, all of which provide attractive meeting places for residents to relax and entertain guests. All 33 bedrooms are tastefully decorated and furnished to a high professional standard. Modern safety features are fitted in each room and include a 24-hour call system, protective radiator guards and smoke detectors. Additionally there is a central lift providing easy access to the upper floors. In order to ensure rooms feel as much like home as possible, residents are actively encouraged to bring personal items with them such as ornaments and pictures. We are proud of the appetising home cooked meals that are prepared by our Chef. They are prepared daily using fresh produce and are served in the home’s elegant dining area. Meals can also be taken in the resident’s own room, should they wish a change. There is always a varied menu choice providing a balanced and nutritious diet and special dietary needs can also be catered for. At Ascot, we can offer care to suit individual needs. Long-term, short-term and respite care are all catered for, and we can also accommodate residents with a wide variety of needs.
Within the Home

Entertainment
Activities taking place include bingo, dominoes, jigsaws, cards, and arts and crafts. Regular activities are arranged by our Home Manager to suit both individual and group needs. We actively encourage residents to continue with existing hobbies and assist in developing new areas of interest. Our residents also derive great pleasure from the various entertainers who visit us on a regular basis. Our activities programme includes taking trips out to local places of interest and to visit nearby shopping centres. Additionally, links with the local community are developed to allow residents to become involved with community groups, schools and churches. We will endeavour to make sure that you are able to observe and practise your particular religious or cultural beliefs during your stay with us.

Facilities
All bedrooms are single rooms and some have an en-suite wc.

Within the grounds
Externally there is an enclosed garden area with attractive patio which offers our residents a delightful place to relax and enjoy a sunny afternoon. A small amount of car parking space is available at the front of the home for visitors.

Nearby
Ascot Nursing Home is situated in the attractive period residential area of Linthorpe Village and is owned and operated by a local family with many years of Healthcare experience. We offer residents an easily accessible and popular location one mile from Middlesbrough town centre, within close proximity of all local amenities. The area of Linthorpe is serviced well by a variety of bus routes to the town centre. There is a local church nearby. The nearest pub is the Linthorpe Hotel and a Post Office is located close by.

Please note that all content for the homes is supplied by the Care Homes itself and any reference to ‘we’ refers to the Care Home and NOT the Council.
Aster Care Home

**STAR RATINGS**

<table>
<thead>
<tr>
<th>Middlesbrough Council Quality Rating</th>
<th>★ ★ ★</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQC</td>
<td>Refer to page 5 for details</td>
</tr>
</tbody>
</table>

**OVERALL RATING:** Requires Improvement

---

**General Introduction**

Aster care Home is a purpose built care home built over 2 floors. Middlesbrough Re-ablement Unit is also based within Aster Care Home providing an additional 15 beds for the purpose of short-term re-ablement.

Our aim at Aster Care Home is to provide care with expertise, to allow all residents to live a happy, interesting life in a safe, warm and clean environment. We aim to enhance the quality of life of our residents by making sure skilled nursing care, based on individual care plans, is delivered to meet the individual's needs. There is a Nurse Call System in all bedrooms and communal rooms. The home provides 24 hour nursing care by Registered General Nurses and care assistants. We also provide a computer room and free access to Wi-Fi.

*Please note that all content for the homes is supplied by the Care Home itself and any reference to 'we' refers to the Care Home and NOT the Council.*
**Within the Home**

**Entertainment**  
Activities play a huge part of life at Aster and we employ activity co-ordinators who between them run a packed weekly schedule including entertainment in the Home and trips out to local events and shops. A regular choice of activities is available including social outings and entertainment.

**Facilities**  
Appropriate laundry facilities are in place. Hairdressing is offered for a minimum charge. Hoists are available on both floors to assist in the mobility of clients.

Payphone facilities are present.

**Within the grounds**  
Aster is set in grounds which are accessible to residents and provides car parking facilities for visitors.

Aster Care Home has accessible gardens, which are well stocked, and has plenty of garden furniture for use by residents and their families.

The garden also has bird feeders and boxes, which attract the local birds and squirrels. Summer garden parties are a weekly activity, which allows the residents to enjoy the outdoors.

**Nearby**  
Aster Care Home is ideally situated off Marton Road on Belle Vue Grove and adjacent to James Cook University Hospital. There is a hotel and a pub a short walk away. The nearest train station is the James Cook Station, situated behind the hospital.

Aster is located near one of the main routes to Middlesbrough and so is served very well by many bus routes.

It is close to all amenities, such as a pharmacy, post office and local shops. There is a choice of local churches in the area.

**PO PULAR TRAVEL OPTIONS**

- James Cook Train Station 0.7 miles
- Middlesbrough Train Station 2 miles
- Durham Tees Valley Airport 13.3 miles
- Middlesbrough Bus Station 2.1 miles
General Introduction

Our caring team provides 24-hour individualised care to our residents. We offer full domestic and laundry facilities. The chef and kitchen staff prepare nutritional and balanced diets and cater for special dietary needs.

Other facilities include disabled access, spacious corridors, a lift, specialised baths, TV, telephone points in bedrooms and smoking facilities.

We aim to provide a friendly and calm atmosphere where residents can relax and feel comfortable in a homely environment with the knowledge that all the care they require will be provided. Friends and relatives are welcome at all times.

We provide links with the community in order to allow residents to continue to participate in community life. Residents’ views regarding life within the home are considered and regular resident and relative forums are held.
Within the Home

Entertainment
A full and varied activities programme including outings, theme days, entertainments and performances are regularly held. Cleveland View provides links within the community therefore allowing residents to have the opportunity of participating in community life.

Facilities
The home offers regular chiropody, hairdressing, optical and dental services. Religious services are held regularly and can be arranged on request. A mobile library service is also available.

Within the grounds
Garden and patio areas are available at the home to enhance residents’ well being and giving enjoyment to residents’ family and friends.

There is a landscaped garden to the rear with a paved area and generous car parking.

Nearby
The home is situated in the heart of the community with easy access to all amenities and public transport as well as the Thorntree Hotel. There are 2 post offices nearby as is the Church of Jesus Christ of Latter Day Saints. There is a small shopping area in the town of Ormesby close by.

Please note that all content for the homes is supplied by the Care Home itself and any reference to ‘we’ refers to the Care Home and NOT the Council.

PO PULAR TRAVEL O PTIONS

Middlesbrough Train Station 2.5 miles
Durham Tees Valley Airport 14.1 miles
Middlesbrough Bus Station 3 miles
General Introduction

A purpose built Care Home situated at the centre of Coulby Newham surrounded by gardens and benefiting from a large sheltered inner courtyard garden. All bedrooms are of generous size with large en-suite facilities. Respite or convalescence care are available.

The home consists of two units, the Bluebell Unit is on the ground floor for residents with dementia and the Poppy Unit is on the first floor for residents with Dementia. Both units have separate dining areas and seating areas. There is a large air conditioned conservatory at the front of the building.

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Within the Home

Entertainment
Entertainers come into the home and regular trips out take place. Other activities such as motivational afternoons, bingo, quizzes and reminiscence sessions take place.

Facilities
Dalby Court has a mini bus available for residents use. There is a hairdresser salon with a weekly hairdressing service. Access to first floor is by means of a large passenger lift.

Within the grounds
The main courtyard garden, which is central to the home, is attractively landscaped and well maintained. It provides a spacious well laid out area with lawn, flower and shrub beds, walkways, pond, pergolas and large patio area.

Outdoor seating is provided so that residents can enjoy the garden.

Nearby
Dalby Court is situated opposite the Parkway Shopping Centre in Coulby Newham where a variety of services are provided including shops, post office, chemist, doctor and dentist, as well as bus links at Coulby Newham Bus Terminal (100 metres away).

St Mary’s Roman Catholic Cathedral is also located beside Dalby court.

Leisure facilities, restaurants and the Lingfield Farm Pub are also close at hand.

PO PULAR TRAVEL O PTIONS

Middlesbrough Train Station  5 miles
Durham Tees Valley Airport  12.7 miles
Middlesbrough Bus Station  5 miles
General Introduction

Delamere is situated in Middlesbrough. It has local shops on its doorstep and very strong local community links. Delamere Lodge is a purpose-built care home close to the town centre and James Cook hospital. It has great links with train and bus services which are only a few minutes walking distance. We specialise in care for people living with dementia. We provide: Nursing Care, Dementia Care, Residential Care and Respite Care. We are equipped for treatment of disorder or injury.

As with any large family it is important that each person is treated individually and therefore at Delamere we try to offer as much choice as possible. Some people like big group activities and some like one to one interaction. Many like both depending on their mood on the day. The key is that we offer both every single day to every single person. As long as you are happy, stimulated and eating a healthy nutritious diet, the way you do it is your choice. Our inhouse chefs will tailor your food to your taste.

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Within the Home

Entertainment
To meet everyone’s needs we offer both 1:1 and group based activities. Activities include: Clubs such as gardening, chess, reminiscence, dominoes, book club and bridge club. Regular exercise programmes which encourage stretching and walking.

We have regular entertainers such as singers, musicians, and pantomime production teams. We have a regular visit from dogs. We have events such as Strictly Come Dancing and the Great British Bake Off in the home. We have our own minibus for regular trips out to shops, beach, cinema, bingo and other events.

We also have pet therapy with resident finches.

Facilities
Delamere Lodge has four spacious lounges, one of them being a cafe and another used as a specific activity lounge. We have two spacious dining rooms with their own kitchenette. Other facilities include therapy, hairdressing, large gardens front and back with plenty of seating areas, wet rooms and specialist bathrooms. All rooms are very spacious with amazing countryside views, all with en-suite facilities.

We have in house nurses, senior carers, carers, chefs, housekeepers, well-being managers, administrators and visiting professionals such as Dr’s, Nurses, Chiropodist, Physiotherapist, Occupational Therapist, Pharmacists and Opticians.

Within the grounds
The home is set in its own grounds with car parking facilities. There is a small garden to the front of the building, which is easily accessible and is a safe environment for residents. A large lawned area is located to the rear of the home and is often used for walks, family time, summer activities and fetes.

Nearby
Delamere Lodge is located in the Park End area of Middlesbrough. It is very close to local shops, a community centre, pubs, churches (Catholic & Methodist), parks and other amenities.

The home is on the local bus route to Middlesbrough town centre. The home is within easy reach of the Park End Hotel. As well as the main train station in Middlesbrough, Delamere Lodge is 0.4 miles from Marton train station, which covers the Esk Valley Line.

POPULAR TRAVEL OPTIONS

Middlesbrough Train Station 2.9 miles
Durham Tees Valley Airport 14.4 miles
Middlesbrough Bus Station 3.3 miles
General Introduction

Elizabeth House Care Home is owned and operated by a local family with many years of healthcare experience and offers care to suit a wide variety of individual needs. Long-term, short-term and respite care are all catered for.

Elizabeth House has been totally refurbished throughout to an extremely high standard with well-furnished lounges and an elegant dining room providing attractive meeting places for residents to relax and entertain guests. We fully appreciate the importance of keeping in touch with friends and family, so our door is always open to them.

All bedrooms are single rooms with an en-suite WC, and most are very spacious rooms and are some of the towns largest bedrooms. Every room has a wall mounted flat screen television with 88 channels and free internet access. Modern safety features are fitted in each room including a new 24 hour call system, low surface temperature radiators and smoke detectors. Additionally there is a central lift providing access to all floors.
Within the Home

Entertainment
Wherever possible we promote a full and active lifestyle. Above all, we recognise that each resident is an individual and therefore is encouraged to exercise choice in all aspects of their care. The friendly and homely atmosphere we have created at Elizabeth House means that everyone continues in their daily life with personal privacy and dignity, coupled with the highest quality care.

Regular activities are arranged by our Home Manager to suit both individual and group needs. Residents are actively encouraged to continue with existing hobbies and assist in developing new areas of interest. Various entertainers visit us on a regular basis and we can also arrange hairdressing and chiropody appointments.

Our activities programme is very comprehensive and provides a regular and wide ranging selection of entertainment and activities for residents to participate in. Additional links with the local community allow residents to become involved with community groups, schools and churches. We will try to make sure that you are able to practice your particular religious or cultural beliefs during your stay.

Facilities
There is a central lift providing access to the upper floor. Professional laundry facilities are offered in our dedicated laundry. A specialist activities room is provided for general craft work and there is also a hairdressing salon with professional hairdressers backwash.

The home manager is RMA and NVQ 4 qualified and is highly experienced in the care of the elderly. We are also proud of our home-cooked meals prepared daily by our chef using fresh produce. Meals are served in the dining room but can be taken into the residents own room if they wish. There is a varied menu choice providing a balanced and nutritious diet and special dietary needs can be catered for.

Within the grounds
There is an attractive dementia garden to the rear offering a delightful place to relax and enjoy a sunny afternoon. Car parking is available for visitors.

Nearby
Elizabeth House is an easily accessible location one mile from Middlesbrough town centre and within close proximity of all local amenities. North Ormesby is well serviced by a variety of bus routes to the town centre. There is a church, Post Office, shops and pharmacy nearby.

Please note that all content for the homes is supplied by the Care Home itself and any reference to ‘we’ refers to the Care Home and NOT the Council.

POPULAR TRAVEL OPTIONS

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General Introduction

Evergreen Court alongside our sister home Lavender Court is a family operated Care Home where the care home provider takes an active roll in the day to day running of the service provision. Our home manager has been in charge since our first day of opening and takes pride in the level of care offered by her team. Within our homely surroundings we offer 24 hour person centred care delivered by compassionate and dedicated staff within a safe and friendly environment. All our staff are part of one team with one goal in mind, to deliver the best possible care to those we have been entrusted with. Our focus is to promote dignity and independence and to encourage a fullness of life for all our residents. The Care Home is a user-friendly single storey 17 bedded residential Care Home situated within its own grounds. Residents are able to bring in their own pieces of furniture for their room creating an environment that they are familiar with. Evergreen Court resembles a very large bungalow, a home from home. The Care Home is bright and airy and is maintained to a high standard. Visitors to the home regularly comment on the friendly atmosphere and dedication of our care staff.

Our Care Home offers all the facilities and amenities found in all homes regulated by Middlesbrough Council and CQC.
Within the Home

Entertainment
Our activities co-ordinator and care staff encourage residents to participate in our daily activities programme, however emphasis is placed on residents own choices. We have regular visits from a variety of entertainers/therapists that are always greatly appreciated and generate resident participation. When possible we may take residents over to our sister carehome Lavender Court for group participation, something that our residents look forward to.

Evergreen Court has links with the local community, welcoming visitors to the home and enabling residents to visit places of local interest. Family, friends and visitor involvement is welcome.

Facilities
As the Care Home is small and on one floor all areas of the Care Home are easily accessible. Evergreen Court has a choice of two lounges. The larger lounge is used for resident activities and socialising at the home. The smaller ‘quiet’ lounge allows residents to relax but at the same time remain involved with others. Our dining room offers an environment that is lively during meal times. We encourage all our residents to sit together and enjoy our homemade meals prepared by our cooks. Meals are varied and are nutritionally balanced, special dietary needs are always catered for. We encourage family and friends to join residents during meal times, meals can be purchased at a subsidised cost.

We provide specially adapted bathing and showering facilities with easy wheelchair access. There is a laundry service on the premises. Appointments are available for the visiting hairdresser, chiropodist, dentist or optician who attend on a planned basis. Ministers of various denominations visit the home each month for in-house religious services.

Within the grounds
Evergreen Court is set within its own grounds with car-parking facilities. There is a secure attractive enclosed garden at the rear with a patio and seating area. Residents can sit out during the summer months and enjoy the safety of their surroundings.

Nearby
Evergreen Court is situated approximately two miles from the centre of Middlesbrough and is within easy walking distance of a small parade of shops. Local buses run close to the home, to Middlesbrough town centre. Local train stations are close by.

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Popular Travel Options

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General Introduction

Fountains Court is a unique purpose built Care Home in Coulby Newham Middlesbrough, providing residential accommodation for elderly ladies and gentlemen with and without dementia.

The accommodation is solely provided at ground level and is unique in that it is the first Care Home in the UK specifically designed around a working period streetscene.
Within the Home

Entertainment
One of the many features of the beautiful newly refurbished interior is the very impressive and completely unique central open courtyard with vintage period streetscene. This is complete with a Newsagents and Post Office, The Book Corner Coffee Shop, The Captain Cook Public House, Bessy’s Vintage Tearoom and The Grand Bistro Restaurant. There is also an American Diner, a small Movie Theatre, a Marilyn Monroe themed Hairdressing Salon and a Nail and Foot Spa. The provision of so many specially interesting and interactive communal facilities is what sets Fountains Court apart from all other Care Homes. Residents have the choice to access a far wider range of communal facilities than would normally be expected and this helps to promote a sense of wellbeing and independence.

The range of communal facilities is easily the most comprehensive in Middlesbrough, and also includes a spacious hotel style lounge, snug area, a TV room with hearing loop and with attractive views over the period streetscene. There is no need of lifts as all accommodation is at ground floor level.

All bedrooms are single rooms with an en-suite WC and provide a flat screen wall mounted TV with multi-channels available. All food is prepared fresh by our experienced catering team whilst Bessy’s Tea Room operates alongside The Grand Bistro Restaurant free of charge to residents, as does the American Diner.

Facilities

Within the grounds
Fountains Court is set within its own secure extensive landscaped grounds with wraparound gardens including a beer garden to the rear of The Captain Cook Pub. There is ample parking available to the front of Fountains Court.

Nearby
There is easy access to the centre of the Coulby Newham Shopping centre and there are excellent bus facilities locally.

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Popular Travel Options

- Middlesbrough Train Station 5 miles
- Excellent nearby bus routes
- Durham Tees Valley Airport 15 miles
- Middlesbrough Bus Station 5 miles
Kirkley Lodge Care Home

General Introduction

Our Care Home helps older people live safely and securely in a comfortable, caring and friendly environment. We promote independence, dignity and choice by tailoring our services to individual needs.

Kirkley Lodge is a purpose built home, providing residential care for up to 47 older people varying from residents who have physical disabilities to those who have dementia or similar needs. We also provide care for residents who now find that they need some practical and personal care. Staff are on hand 24-hours a day to provide care and support.

All rooms are fitted with call alarms. The upstairs unit has a dining room and two lounges.

CQC registration and Hospitality Assured Accreditation.

Provider: Anchor Trust
Dalby Way, Coulby Newham, Middlesbrough, TS8 0TW
Tel: (01642) 599080
Fax: (01642) 590291
Web: www.anchorhomes.org.uk
Email: AH.kirkleylodge@anchor.org.uk

**STAR RATINGS**

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**MIDDLESBROUGH COUNCIL QUALITY RATING**

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<td>Representative &amp; Residents</td>
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**AT A GLANCE**

- 47 capacity
- Elderly dementia places
- 24 places for elderly without nursing care
- 11 places for physical disabilities
- 2 floors
- En-suite rooms
- TV point and connections for digital and satellite TV
- Visiting hairdresser
- Visiting clergy
- Gardens
- Visiting library
- Pets allowed
- Shops nearby
- Church nearby
- View on-line
Within the Home

Entertainment
Stimulating & wide-ranging activities including arts and crafts, day trips, exercise classes.

Facilities
There is a hairdressing service and excellent home cooking with a choice of menus. Special dietary requirements are also catered for. There is a visiting doctor, nurse and library.

The home has a main kitchen and well-equipped laundry to meet residents’ needs.

There is a bar on the first floor.

Within the grounds
The home has attractive large garden areas and ample car parking.

There are outdoor facilities with patio areas, a gazebo, water feature and a sensory garden.

Nearby
The Home is located in a convenient position with local shops, services and recreational facilities within walking distance and close to bus routes.

Kirkley Lodge is within walking distance from St Mary’s Roman Catholic Cathedral as well as the Parkway Shopping Centre, post office and the Lingfield Farm Pub.

Please note that all content for the homes is supplied by the Care Home itself and any reference to ‘we’ refers to the Care Home and NOT the Council.

PO PULAR TRAVEL O PTIO NS

Middlesbrough Train Station 4.9 miles
Durham Tees Valley Airport 12.5 miles
Middlesbrough Bus Station 5 miles
Lavender Court

**STAR RATINGS**

**Middlesbrough Council Quality Rating**

1 1 1

(200/300)

**CQC**


**Overall Rating:** Good

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**MIDDLESBROUGH COUNCIL QUALITY RATING**

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**General Introduction**

Lavender Court is a family operated care home where the Care Home provider takes an active roll in the day to day running of the service provision. Our home manager has been at the home since our first day of opening and takes pride in the level of care offered by her team. Within our homely surroundings we offer 24 hour person centred care delivered by compassionate and dedicated staff within a safe and friendly environment. All our staff are part of one team with one goal in mind, to deliver the best possible care to those we have been entrusted with. Our focus is to promote dignity and independence and to encourage a fullness of life for all our residents. The Care Home is a user-friendly single storey 18 bedded residential Care Home situated within its own grounds. Residents are able to bring in their own pieces of furniture for their room creating an environment that they are familiar with. It has been said we resemble a very large bungalow, a home from home. The Care Home is bright and airy and is maintained to a high standard. Visitors to the home regularly comment on the friendly atmosphere and dedication of our care staff.

Our Care Home offers all the facilities and amenities found in all homes regulated by Middlesbrough Council and CQC.
Within the Home

Entertainment
Our activities co-ordinator and care staff encourage residents to participate in our daily activities programme, however emphasis is placed on residents own choices. We have regular visits from a variety of entertainers/therapists that are always greatly appreciated and generate resident participation. Our spacious garden room is regularly used for arts and crafts, painting being a definite favourite. When possible we may take residents over to our sister Care Home Evergreen Court for group participation, something that our residents look forward to.

Facilities
As the Care Home is small and on one floor all areas of the Care Home are easily accessible. Lavender Court has a choice of three lounges. The larger lounge is used for resident activities at socialising at the home. The smaller ‘quiet’ lounge allows residents to relax but at the same time remain involved with others. Our garden room offers a relaxing light filled environment, a favourite place during the summer with its direct access to the garden. The dining room is directly opposite the main lounge where our cooks serve our homemade meals. Meals are varied and are nutritionally balanced, special dietary needs are always catered for. We encourage family and friends to join residents during meal times, meals can be purchased at a subsidised cost.

We provide specially adapted bathing and showering facilities with easy wheelchair access. There is a laundry service on the premises.

Appointments are available for the visiting hairdresser, chiropodist, dentist or optician who attend on a planned basis. Ministers of various denominations visit the home each month for in-house religious services.

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Within the grounds
Lavender Court is set within its own grounds with car-parking facilities. There is a secure attractive enclosed garden at the rear with a patio and seating area. Residents can sit out during the summer months.

Nearby
Lavender Court is situated approximately two miles from the centre of Middlesbrough and is within easy walking distance of a small parade of shops. Local buses run close to the home and to Middlesbrough town centre. Local train stations are close by.

POPULAR TRAVEL OPTIONS

Middlesbrough Train Station 2.5 miles
Durham Tees Valley Airport 11.7 miles
Middlesbrough Bus Station 2.3 miles
General Introduction

Linthorpe Nursing Home is one of the oldest established nursing homes in Middlesbrough. The home itself is a very homely and inviting place in which we offer a high standard of care tailored to each individual’s needs. We have trained nurses on duty 24/7 and experienced health care staff to provide high quality care to all residents. We provide care for patients who are terminally ill, have long term illness, and respite patients. Internally there are 2 communal lounges, 3 dining rooms, and an activity room. All our rooms have a nurse call system installed and most have en suite facilities.
Within the Home

Entertainment
We have a delegated activity coordinator who conducts a wide range of activities such as jigsaws, arts & crafts, cooking, gardening, and games. A professional entertainer comes once a month as well as on special occasions and sings hits from the 50’s, 60’s, 70’s, and 80’s. In addition to this we have Motivation & Co come into the home and hold an armchair aerobics class. We have a range of events such as the summertime fete held annually as well as Coffee mornings. A mobile library is available at all times for all residents. We also organise trips to the Little Theatre, local parks, retail outlets, and days out at the sea front. An open visiting policy and pet friendly environment mean friends, family, and pets can visit at all times.

Facilities
We have a range of professionals that visit the home including a hairdresser, a dentist, an optician, and a chiropodist all of whom visit regularly. Holy Communion is offered weekly and our highly experienced kitchen staff offer a wide variety of healthy food, they account for special diets and offer snacks in between meals. Meals can be served in the dining room or brought to the individual in their room. Residents can always bring sentimental items into the home with them to make their rooms more homely.

Within the grounds
The home has gardens to the front and rear of the building and private parking spaces available for staff and visitors. The back garden of the home has a wide range of plants and flowers as well as a lawn for outdoor activities.

Nearby
Linthorpe Nursing Home is situated at the heart of Linthorpe Village with easy access to bus routes, shops, local parks, churches, cashpoints, betting shops, restaurants, and takeaways. The nearest Post Office is in Linthorpe Village.

Please note that all content for the homes is supplied by the Care Home itself and any reference to ‘we’ refers to the Care Home and NOT the Council.

POPULAR TRAVEL OPTIONS

- Middlesbrough Train Station 1.8 miles
- Durham Tees Valley Airport 12.1 miles
- Middlesbrough Bus Station 1.6 miles
General Introduction

Longlands Care Home offers excellent care facilities for residents, we offer high standard of care proven through our inspection reports. Our resident’s independence and happiness are of paramount importance to us. Longlands is renowned for its homely and friendly atmosphere.

All staff are NVQ qualified or working towards the award. Longlands Care Home is able to offer care for elderly frail people who need help with day to day living but who do not require full time nursing care. We also offer day care and respite care.

Communal lounge and dining areas are situated on the ground and first floors of the home, a passenger lift is available to access the first floor also. Longlands Care Home has been extensively refurbished to provide the highest standard of accommodation.
Within the Home

Entertainment
The home employs 2 activity co-ordinators and offers a range of activities including motivational therapy sessions, regular day trips and outings to the local theatre and parks, pamper sessions and regular fund-raising events within the local community.

In house activities are available such as bingo, dominoes, reminiscence videos and gentle exercise. Residents have a meeting every three months to discuss upcoming events.

Facilities
There are telephone points in all of our rooms. We also have hairdressers, dentists, optical and chiropody services that visit the home regularly. Residents also have access to a newspaper delivery service. Our fully trained catering staff offer an extensive menu of fresh home cooked meals which cater for individual needs, our attentive staff will ensure that every individual resident has an enjoyable dining experience in a relaxed atmosphere.

Within the grounds
Our facilities include en suite rooms and a conservatory which looks out onto our well established gardens. There is a paved area to the front of the home and well maintained gardens to the rear.

Nearby
The home is situated on the outskirts of central Middlesbrough and is close to local shops including a hardware store and Tesco express, and is situated between 3 post offices.

We have access to a local bus service which passes by into town every 15 minutes, St Joseph’s Church is just a few miles away and they also visit the home regularly.

Please note that all content for the homes is supplied by the Care Home itself and any reference to ‘we’ refers to the Care Home and NOT the Council.

PO PULAR TRAVEL O PTIONS

Middlesbrough Train Station 1.3 miles
Durham Tees Valley Airport 13 miles
Middlesbrough Bus Station 2 miles
General Introduction

Loxley Chase Care Home is situated in the attractive period residential area of Linthorpe Village and is owned and operated by a local family with many years of healthcare experience. At Loxley Chase, we can offer care to suit individual needs. Long-term, short-term and respite care are all catered for, and we can also accommodate residents with a wide variety of needs.

Loxley Chase has just been totally refurbished throughout to an extremely high standard and there are well-furnished lounges, an elegant dining room, and a dedicated activities room, all of which provide attractive meeting places for residents to relax and entertain guests. We fully appreciate the importance of keeping in touch with friends and family, so our door is always open to them. We have our own attractive private garden to the front of Loxley Chase and a rear patio garden, both of which offer our residents a delightful place to relax.

All bedrooms are singles and are tastefully decorated and furnished to a high professional standard. Every room has been recently decorated and fitted with new furnishings, carpets and curtains and every room has an en-suite WC, a wall mounted flat screen television with 88 channels available and free internet access is provided.
Modern safety features are fitted in each room and include a new 24-hour call system, low surface temperature radiators and smoke detectors. Additionally there is a central lift providing access to all floors.

Within the Home

Entertainment
Regular activities are arranged by our Home Manager to suit both individual and group needs. We actively encourage residents to continue with existing hobbies and assist in developing new areas of interest. Our residents also get great pleasure from the various entertainers who visit us on a regular basis. We can also arrange hairdressing and chiropody appointments. Our activities programme includes taking trips out to local places of interest and to visit nearby shopping centres. Links with the local community are developed to allow residents to become involved with community groups, schools and churches. We will try and make sure that you are able to observe and practise your particular religious or cultural beliefs during your stay.

Facilities
There is a central lift providing access to upper floors. Professional laundry facilities are in place in our dedicated laundry. Additionally we provide a specialist activities room for general craft work and hairdressing area. Loxley Chase is managed by a Home Manager who is RMA and NVQ 4 qualified and highly experienced in the care of the elderly. We are also proud of the appetising home-cooked meals that are prepared by our Chef. They are prepared daily using fresh produce and are served in the home’s elegant dining area. Meals can also be taken in a resident’s own room, should they wish a change. There is always a varied menu choice providing a balanced and nutritious diet and special dietary needs can also be catered for.

Within the grounds
We have our own attractive garden to the front of Loxley Chase, which offers our residents a delightful place to relax and enjoy a sunny afternoon. There is also a small rear patio garden. Car parking is available for visitors.

Nearby
We offer residents an easily accessible and popular location one mile from Middlesbrough town centre, within close proximity of all local amenities. The area of Linthorpe is well serviced by a variety of bus routes to the town centre. There is a Church nearby as is a Post Office and local shops and a pharmacy.

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Popular Travel Options

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General Introduction

Middlesbrough Grange is a purpose built home registered to take people over 65, plus up to 5 places for people over 55 who need residential care only.

There are 45 single rooms with en-suite facilities, 3 communal lounges, 3 dining rooms, a bar as well as various sitting areas. The home is split into 3 separate units a 21 bed residential unit on the ground and on the first floor we have a 14 bed dementia unit and a 10 bed all male unit.

Couples who live at Middlesbrough Grange have one room as a double bedroom and one room as a sitting room.

The Manager, deputies and most of the staff have several years experience working with the elderly and all staff receive training beyond statutory requirements. 75% of staff already have NVQs and newer staff are enrolled to do level 2 as soon as they are ready.
Within the Home

Entertainment
There is a varied daily menu with plenty of choice and a full activities programme. Clergy from St Cuthbert’s Church visit regularly.

Facilities
There are 3 dining rooms, a laundry room, a hairdressing salon, a well equipped kitchen, and newly opened pub, The Netherfield Arms. Pets allowed at the managers discretion.

Within the grounds
There is a courtyard at the back with seating, planters and window boxes, where residents like to sit out in nice weather.

Enclosed landscaped garden.

Nearby
It is situated in Netherfields with local shops, community centres, schools and bus stops nearby.

Middlesbrough Grange is also close to The Parklands and The Fountain Public House. The Church of Jesus Christ of Latter Day Saints is nearby.

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PO PULAR TRAVEL O PTIONS

Middlesbrough Train Station  3.5 miles
Durham Tees Valley Airport  15.1 miles
Middlesbrough Bus Station  4 miles
General Introduction

Montpellier Manor is a Residential Care Home and a Registered Charity. The home is managed by Methodist Homes for the Aged (MHA) and the Home Manager is RMN MSC registered, a very experienced Manager and a handpicked passionate and caring team of staff. The home supports residents who are residential and residential dementia and are registered for 85 single ensuite bedrooms.

The environment is of an extremely luxurious standard and combined with a high quality of care is much sought after.
Within the Home

Entertainment
The home also has a full time activity co-ordinator who provides both 1:1 and group activities as well as themed events and outings.

Facilities
The home provides personalised care which incorporates music therapy and a chaplaincy service for residents and their families. The 3 storey new build comprises of 3 suites, 2 for residential and 1 for dementia. Each suite accommodates luxurious large spacious dining rooms and lounges with beautiful and tasteful décor. There are 3 designs of bedrooms which include ground floor patio bedrooms and double aspect bedrooms with the option of 4 colour ways of soft furnishing which include lockable bedside cabinets and large integral wardrobes. All bedrooms include wall mounted TV’s and BT points for personal telephones if required.

Within the home there is a personal hairdresser and a beauty therapist and visiting dentist, optician, chiropodist and gym instructor. The dementia suite accommodates many themed areas such as a village store, theatre, garden area, art gallery, bar, hat shop, flower shop and post office as well as many tactile activities to meet the needs of the residents.

Within the grounds
The hub of the home is the large garden café which is managed by the butler service to provide families with a relaxed and friendly environment. The external grounds comprise of outside spaces which include a focal point to view and pagoda area as well as many tables, chairs and benches for families to sit in quiet areas and enjoy the outside spaces and gardens as well as well spaced parking areas.

Nearby
The home is supported by all local Methodist Churches and welcomes all families from any denomination. The home is very accessible to local shops and local bus routes. Commuting families will find the hotel opposite and A19 within easy access.
General Introduction

Nunthorpe Hall is a former stately home that dates back to the 1600’s which has been totally refurbished to provide the highest standard of accommodation possible. The hall provides comfortably the most spacious communal rooms locally and offers high quality residential accommodation for ladies and gentlemen who require varying degrees of care.

Nunthorpe Hall provides an extensive social calendar and a comprehensive activities programme that residents can choose to participate in if they wish. The hall also provides an excellent and varied menu selection whilst our chef is also able to cook meals to order if preferred.

Within the Home

The Hall has very luxurious exceptionally spacious communal rooms in which the decor and furnishings are to a very high standard. The facilities include the grand hall which leads through to the beautiful main lounge where residents can watch television, read, or listen to music.
There is also a very impressive residents library. The dining room is large and offers very comfortable surroundings in which to enjoy the comprehensive menu selections. All food is freshly cooked by our experienced chef-led team who can also cater for special dietary needs or simply provide something different if a resident requires. Nunthorpe Hall also provides its own marmadukes tea room where residents and their families and friends can enjoy regular cream teas.

Facilities
The home has an independent hairdresser and chiropodists that come and offer their services to the residents.

The Vicar from St Mary’s church comes each month to hold a service in the home.

A selection of books from our local library are delivered on a regular basis enhancing our own library collection of books.

Nunthorpe Hall also has its own chapel of St. Marys for any residents or families that may want to use it.

Within the grounds
The Hall has extensive grounds totalling over 6 acres which offer beautiful lawns with ornamental fountains, wooded walks and our own lake where there is an abundance of wildlife.

Nearby
Although the main train station is in Middlesbrough, Nunthorpe Hall is 1.3 miles away from Nunthorpe Station, which covers the Esk Valley Line.

The village of Nunthorpe is serviced by Middlesbrough and Eston Methodist Church and The Tree Bridge Hotel is the local pub which is within walking distance.

Nunthorpe has a small commercial centre with shops and amenities.

There is also a bus stop immediately outside Nunthorpe Hall which provides a regular service.

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Popular Travel Options

- Middlesbrough Train Station 9 miles
- Durham Tees Valley Airport 15.8 miles
- Middlesbrough Bus Station 6.4 miles
**General Introduction**

A purpose built home central to Nunthorpe in established grounds.

All bedrooms are en-suite. Elegant lounges and passenger lift. Respite or convalescence care available.

Nunthorpe Oaks is able to offer care for elderly frail people who need help with day-to-day living but who don’t need full time nursing care.

A refurbishment of the home including dining areas and communal lounges has just taken place with bedroom decorations ongoing.

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Within the Home

Entertainment
Entertainers visit the home and activities such as motivation, mobility and reminiscent sessions take place as well as quiz and bingo afternoons. Other activities include manicure sessions, arts and crafts and film afternoons.

Facilities
There is a hairdressing salon with a weekly hairdressing service. Each bedroom has the benefit of a direct telephone line. There is also a passenger lift.

Within the grounds
The home is surrounded by mature gardens. To the rear is a south facing lawn surrounded by shrub and flowerbeds with a circular footpath and seating under shaded pergolas.

Nearby
Nunthorpe Oaks is located in the centre of Nunthorpe and is close to Nunthorpe Railway Station (50 metres). There is also a bus service into central Middlesbrough running close-by.

In addition, there are local shops, chemist, doctor and a post office near to the home. The nearest church is the Middlesbrough & Eston Methodist Church.

PO PULAR TRAVEL OPTIONS

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General Introduction

Ormesby Grange is a prestigious purpose built Care Home providing high standards of care and accommodation for 115 residents, including all categories of Residential Care. It is a superb luxury two and three storey development with internal courtyards, extensive lawns, patio and garden areas. The home is decorated to the highest standards to provide the very best accommodation. The large bedrooms all have en-suite facilities, with adjoining rooms for couples, telephone/ TV points and a call care system in all rooms. The home has numerous cosy lounges, dining rooms, reading rooms, with bathrooms and shower rooms on all floors. The home also features a hairdressing and beauty salon and kitchen.

Ormesby Grange has a new general nursing unit within the home.
**Within the Home**

**Entertainment**
The home employs an Activity Co-ordinator who, with her team of helpers, has compiled a large and varied program of activities to appeal to all.

**Nearby**

Ormesby Grange is located on Ormesby Road, Middlesbrough next to The Church of The Ascension and the local Berwick Hills shopping centre. It is located for easy access to all bus routes and there is a bus stop in front of the home.

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General Introduction

Parkville Care Centre has been extensively upgraded and now features a purpose-built Nursing Facility for those living with dementia or a similar condition.

We provide residential care including residential dementia care for up to 54 people in Parkville, and person-centred dementia nursing care for up to 37 people in the Auguste community.

The Auguste Community has been designed using the latest research and furnished to the highest standards. We also have the latest ‘Dutch’ Tovertafel and Snoozelen technology and beautiful secure gardens and walkways.

Prestige Care Group takes its quality and care delivery very seriously and we are here to exceed your requirements and expectations.

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Within the Home

Facilities
Parkville has 54 bedrooms with en-suite facilities and a lift to all floors.

The Auguste Community has 37 bedrooms with en-suite facilities, adapted environments and a lift to all floors.

For anyone requiring specialised environment adaptations or equipment such as wheelchairs, etc. We provide full access to all areas including the secure gardens.

Both centres have nurse call systems in all rooms and communal areas and there are specialised bathing and shower facilities.

At meal times, and across the 24-hour period where required, our chef and kitchen teams provide delicious bespoke homemade meals and snacks, catering for both diet preferences and any medical needs.

Entertainment
There are activity and well-being coordinators at both centres, and we work closely with our charity partners ‘Oomph’ to ensure activities make up a large part of our daily offering and in the Auguste Communities, specialised activity equipment and technology aid this provision irrespective of reduced cognitive or physical ability. We use a life history and life story approach to planning activities meaning the provision is catered specifically to each individual.

Within the grounds
Parkville and the Auguste community offer safe, spacious, separate enclosed gardens, patios, adapted paths and at Auguste Community there is a children’s play area.

Nearby
The home is on the outskirts of Middlesbrough Town Centre where shops and a post office can be found. The Shipmate is the local pub. The home is also within walking distance from Cannon Park Congregational Church.
General Introduction

Roseleigh care home offers high standards of personalised care for our residents. Our Resident's independence and happiness are of paramount importance to us. Roseleigh is proud of its reputation for providing a homely and friendly environment where visitors are always welcome.

The Home is a purpose built home, providing residential care for up to 49 residents. Our service provides care for those who may have Dementia, Physical disabilities, Learning difficulties, and various Mental Health conditions. Roseleigh provides long term and short term care as well as respite and day care.

The Home provides a high standard of accommodation. All of the 49 bedrooms have en-suite facilities, and there are various lounges located throughout the home over two floors, with a central lift providing access to all floors.

All of our care staff are either NVQ qualified or are working towards the award.
Within the Home

Entertainment
Roseleigh Care Home employs 2 Activity Co-ordinators who provide a wide range of activities designed to encourage group involvement but also to meet individual resident needs. Activities include bingo, dominoes, reminiscence, arts and crafts, exercise classes, darts evenings, pamper nights, coffee mornings and outings to local markets and shops and also local places of interest. Our entertainment programme includes visits from local singers, choirs and theatre companies.

We hold regular fund raising events in the home and actively encourage involvement from the local community and schools. Our Summer Fete is particularly popular and helps to support our aim in encouraging residents to enjoy the outdoors as much as possible.

Facilities
Our fully trained catering staff offer an extensive menu of freshly home cooked meals which cater for individual needs. Residents really enjoy our regular themed meal evenings. Our attentive staff will ensure that every individual resident has an enjoyable dining experience in a relaxed atmosphere. A personal laundry service is provided for all residents by our own staff. Roseleigh has a visiting Hairdresser who visits the home on a weekly basis. An Optician, Dentist and Chiropodist are also regular visitors to the home.

Within the grounds
The home has an attractive enclosed large garden, featuring a lovely mural with a paved seating area. The garden has a large summer house which is ideal for coffee mornings and gatherings. Residents are encouraged to be active in tending to the garden and potting plants and flowers.

Nearby
Close to all local amenities, local market and bus routes in to the town centre. A wide range of churches are located around the area. The local pub is within walking distance. Albert Park is also nearby.

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PO PULAR TRAVEL O PTIONS

Middlesbrough Train Station 0.9 miles
Durham Tees Valley Airport 12.5 miles
Middlesbrough Bus Station 1.4 miles
General Introduction

Stainton Lodge Care Centre is a modern purpose-built home with an excellent environment providing 73 bedrooms all with personal en-suite and shower facilities. There are 4 comfortable lounges, 4 designated quiet lounges, 5 dining areas and a large reception lounge with a kitchen area to enable residents, families and friends to access refreshments. There is wheelchair access throughout the home which offers a safe environment including a 24-hour nurse-call system and enclosed well-appointed gardens. The home is decorated to a very high standard and is very spacious. A high spec hair dressing salon is available.

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Within the Home

Entertainment
We offer extensive person specific social opportunities and have activities organisers to ensure that residents maximise their potential. We also use skype and other IT methods to ensure families and friends can stay in touch.

Facilities
3 Activity Coordinators organise an array of activities and entertainment.

Within the grounds
There is private parking to the front and side of the building for approximately 20 cars and an enclosed courtyard and garden.

Nearby
Stainton Lodge is near to a charming village with Public house and shops and also near the Coulby Shopping Centre.

The picturesque Hemlington Lake is a short walk away.

POPULAR TRAVEL OPTIONS

Middlesbrough Train Station  6.3 miles
Durham Tees Valley Airport  10.6 miles
Middlesbrough Bus Station  6 miles
General Introduction

Stainton Way Care Home is a modern purpose built home providing high quality care in an excellent environment. The home provides 65 bedrooms all with en-suite facilities, 5 comfortable lounges, 4 spacious dining areas and landscaped gardens. The bedrooms offer a high degree of comfort and include safety features such as 24-hour nurse call system, smoke detectors and thermostatic radiator; there is wheelchair access throughout the home.

Within the Home

Entertainment

The home employs an activity co-ordinator and has a regular programme of activities and in-house entertainment. We are committed to providing high standards of care and a good quality of life to our residents. There is a bright spacious lounge where you can meet to chat, play board games, watch TV or entertain your guests who are welcome at any time.

Provider: North East Care Homes Ltd

Stainton Way, Hemlington, Middlesbrough, TS8 9LX

Tel: (01642) 599157
Fax: (01642) 596481
Email: staintonway@northeastcarehomes.com
Web: www.staintonwaycare.co.uk

AT A GLANCE

- 65 capacity
- Elderly Dementia, Residential and Respite Care
- Gardens
- Visiting hairdresser
- Visiting clergy
- 2 floors
- En-suite room
- Television and telephone point
- Activity Co-ordinators
- Visiting library
- Pets allowed
- Shops nearby
- Church nearby
Facilities
We have a weekly visit from an experienced hairdresser, a chiropody service and occupational health, optician and dentist visit as required.

There is a comprehensive laundry service and ministers of several religious denominations visit the home regularly and Holy Communion is held in the home.

There is a Garden Room within the home.

3 Activity coordinators organise lots of activities and entertainment.

Within the grounds
There is private parking to the front and side of the building for approximately 20 cars and a large well furnished enclosed garden and seating area.

Nearby
Stainton Way is close to the Church of St Timothy. The local Public House, ‘The Stainton Inn’, is a short walk away. The village of Stainton is a short walk and has a Post Office.

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PO PULAR TRAVEL O PTIONS

Middlesbrough Train Station 6.3 miles
Durham Tees Valley Airport 10.6 miles
Middlesbrough Bus Station 6 miles
General Introduction

St Mary’s is a purpose built nursing and residential home, providing a warm and friendly atmosphere with every modern convenience. The spacious accommodation has been thoughtfully laid out to provide a choice of three communal lounges and a comfortable dining room. The bedrooms are attractively decorated and furnished to a high standard. All rooms have television points and safety features such as smoke detectors and 24-hour nurse-call systems. Residents
are welcome to bring personal belongings and small items of furniture. St Mary’s also offers care for those with physical disabilities and palliative and terminal care.

Within the Home

Entertainment
Daily activities are arranged, and visits from a chiropodist, hairdresser, occupational therapist and physiotherapist are organised. Reminiscence Therapy is available and a religious service is organised. The home has an activities organiser to provide stimulating and interesting activities, taking account of residents’ interests. There is always a varied menu of fresh, nutritious food, but special dietary or cultural needs will always be catered for.

Facilities
There is a residents committee. There is a visitors’ lounge and a separate quiet area for residents. Residents can also make use of the library.

Within the grounds
There is a sensory garden with seating area for residents to enjoy.

Nearby
St Mary’s is within walking distance from the Roman Catholic Diocese of Middlesbrough as well as the Linthorpe Hotel.

The village of Linthorpe has shops, post office, chemist, GP, bank and bus stop within quarter of a mile.

Situated in the village of Linthorpe, St Mary’s is approximately one mile from Middlesbrough town centre, yet only minutes from the surrounding countryside.

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General Introduction

The Gables provides residential, nursing and residential dementia care and specialises in dementia nursing care. The home is designed around four separate 16-bed units that help maintain the intimacy of a small home.

All rooms are tastefully furnished and have en-suite facilities; they are fitted with an electronic nurse call system that ensures that residents can contact staff easily.

We create a person-centred care plan for each resident to ensure that their personal preferences are at the centre of the care we provide.
Within the Home

Entertainment
We offer a comprehensive range of activities and entertainment for residents who are encouraged to maintain their interests and hobbies, and to learn new ones. We hold weekly exercise classes, themed evenings and musical entertainment in the home, and residents enjoy outings to dementia friendly cinema screenings, trips to local museums and events in the community.

Facilities
We have a hairdresser who visits the home weekly and a chiropodist who visits every six weeks (a small charge is made for these services). Regular visits are made by a local dentist and optician as well as regular visits from local GPs and district nurses. We provide a wide range of delicious home-cooked food designed to appeal to all palates; we also cater for special dietary requirements. All meals are nutritionally balanced to ensure that residents enjoy a very healthy diet, and snacks and beverages are available throughout the day. There is a fully equipped kitchenette on each unit where visitors can make their drinks and snacks whenever they wish. Free Wifi is also available to residents and visitors on request.

Within the grounds
Each unit has its own spacious dining room and lounge area equipped with a wide-screen TV, music centre and DVD player. There is also a quiet lounge on each unit where residents and family members can enjoy a quiet cuppa.

We have a lovely enclosed garden with a sunny patio that is accessed from the ground floor lounges. Residents and visitors can enjoy sitting outside and we hold activities in the garden during the summertime.

Nearby
The Gables is designed to provide caring and secure accommodation. It is located on Highfield Road close to local post offices, shops and just off the main bus route into Middlesbrough town centre.

The Highfield Hotel and restaurant are within walking distance of The Gables as are a number of local pubs.

St Joseph’s church is close to The Gables, and for residents who are unable to attend church, communion is held at the home once a week.

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Popular Travel Options

Middlesbrough Train Station 1.6 miles
Durham Tees Valley Airport 13.2 miles
Middlesbrough Bus Station 2.1 miles
General Introduction

The Willows provides residential and nursing care for older people with dementia. Each resident receives very high levels of personalised care and is encouraged to live as independent a life as possible.

We are part of Woodside Resource Centre which provides a range of community services and facilities for older people. The Willows is a single storey building specifically designed with older people in mind and has wheelchair access throughout. Each bedroom is warm and comfortable and equipped with an en-suite bathroom, television point and 24 hour nurse call button.

The Willows is beautifully decorated to provide a very comfortable and relaxing environment and, to add to this homely feel, is organised into three separate units each with their own dining room, activity room and two intimate lounges. The home also has a quiet room and hairdressing salon.
All our staff are highly trained and are specialists in both dementia care and challenging behaviour.

**Within the Home**

**Entertainment**
There is a wide programme of organised activities at The Willows. These are designed to cover a range of interests, from singing and dancing, to playing musical instruments and reminiscence sessions.

We always extend a warm welcome to friends and relatives into the life of The Willows. That’s why visitors are able to feel entirely at ease when they come here - as if they were visiting their loved one in their own home.

**Facilities**
We have weekly visits from a hairdresser, and a GP calls as and when required. We also arrange appointments with a chiropodist, dentist and optician as needed.

Everyday, our chef prepares home-cooked food using fresh, local produce. Menus are changed regularly to offer a varied, well-balanced diet and our chef enjoys meeting with residents to discuss their personal preferences. We cater for individual dietary requirements and for special occasions will be delighted to arrange something exceptional.

**Within the grounds**
When the weather is fine, residents and their families enjoy relaxing outdoors in our safe and secure gardens, complete with patio, seating areas and walkways. In our enclosed courtyard is a pleasant sensory garden, stocked with plants that have been especially chosen for their fragrance and textures.

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**PO PULAR TRAVEL O PTIONS**

- Middlesbrough Train Station 3.6 miles
- Durham Tees Valley Airport 13.9 miles
- Middlesbrough Bus Station 3.4 miles
General Introduction

We aim to provide a secure, stable and comfortable environment and to provide personal and nursing care for up to 55 people, caring for people over the age of 18 and above, of both sexes. We provide Long Term/Intermediate/Respite care for Nursing/Residential/Dementia clients. We are equipped for treatment of disorder or injury.

Tollesby Hall offers single occupancy accommodation on ground and first floors. The home has 55 bedrooms and is registered for 55 residents. There are 29 bedrooms with vanity sink units and 26 ensuite bedrooms, 18 of which have showers. All bedrooms are equipped with a nursing bed, wardrobe, chest of drawers, bedside lockable cabinet and an easy chair. Although these are provided by the home, residents are encouraged to bring their own furniture, where possible. All rooms have a call bell to summon support from staff as required.
Within the Home

Entertainment
To meet everyone’s needs we offer both 1:1 and group based activities. Activities include:
- Clubs such as gardening, chess, reminiscence, dominoes, book club and bridge club. Regular exercise programmes which encourage stretching and walking.
- We have regular entertainers such as singers, musicians, and pantomime production teams.
- We have a regular visit from dogs. We have events such as Strictly Come Dancing and the Great British Bake Off in the home. We have our own minibus for regular trips out to shops, beach, cinema, bingo and other events.

Facilities
Tollesby Hall has four spacious lounges, one of them being an activity lounge. We have 2 generous sized dining rooms with its own kitchenettes. Other facilities include therapy/beauty salon, very large garden with plenty of seating areas, wet rooms and specialist bathrooms. All the rooms are very spacious, most with own en-suites, showers and amazing views. There is lovely conservatory where residents and family can relax.
- We have in house nurses, carers, chefs, housekeepers, well-being managers, administrators and visiting professionals such as Dr’s, Nurses, Chiropodist, Physiotherapist, Occupational Therapist, Pharmacists and Opticians.

Nearby
The home is located in a quiet residential area close to the golf club and Coulby Newham in Middlesbrough. Access to the home is via A19 by car and public transport with a great bus route. We are with 1.4 miles from James Cook Hospital, 5mins walk from the local garden centre and shops, opposite Middlesbrough Golf course and 3 miles from Middlesbrough City Centre.

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PO PULAR TRAVEL O PTIONS

- Middlesbrough Train Station 3.5 miles
- Durham Tees Valley Airport 12 miles
- Middlesbrough Bus Station 4 miles
General Introduction

Victoria House Care Centre is a 68 bedded facility divided into 5 units providing Nursing care for people with Dementia, Residential care and respite care. Registered Nurse cover is provided 24 hours each day and all staff are trained in Dementia Care. We encourage all our staff to undertake relevant qualifications.

Each unit has a warm, inviting and homely feel and the residents have access to spacious day lounges, dining areas and their own bedrooms. Your family and friends are always welcome to visit you at any time either on the unit where you reside or they can take you along to our cafe, with access to the veranda and gardens, and use the facility to make beverages for you and themselves.

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Within the Home

Entertainment
We have an Activities Co-ordinator and assistant and they provide a choice of daily activities on a one to one basis or as a group. A range of things to do is offered within the programme but they also arrange a weekly event such as sing-along’s, walks in the park and pub lunches in our very own reminiscence pub. They also arrange for external entertainers to come in and perform for the residents. We have an annual summer fete and celebrate religious festivals.

Facilities
Victoria House is an impressive Grade 2 Listed building and all of its resident areas are very spacious. We offer a homely and secure environment set within attractive private gardens and a lift is available to all floors as well as wide staircases. Wheelchair access is available into all areas of the building. Many of our bedrooms overlook Albert Park. We have assisted bathrooms and specially designed shower rooms to meet safety requirements and we ensure that privacy and dignity is maintained at all times. The accommodation is in excess of the national minimum standards. We have a fully equipped unisex hairdressing salon, with nail bar and this is run by our visiting Hairdresser each Wednesday. Our Chef prepares home cooked food daily using locally produced fresh produce, resident choice is paramount and she caters for all dietary needs.

We are exceptionally lucky to have our own magnificent chapel and regular services take place facilitated by local chaplains, covering all denominations. Holy Communion can also be taken. The local community are also welcomed to our religious events.

Nearby
Albert Park is directly opposite our Care Centre on the edge of Middlesbrough. The Town Centre is a short walk away however transport links are very frequent and buses will drop you off on Park Road North where we are located. There are many places of worship in the vicinity including Linthorpe United Reformed Church, Medina Mosque and the Sacred Heart RC Church. There are a number of eating and drinking establishments on Linthorpe Road within walking distance. A Post Office is situated next door.

Popular Travel Options

- Middlesbrough Train Station  1 mile
- Durham Tees Valley Airport  11.9 miles
- Middlesbrough Bus Station  0.9 miles
The original house was built in the 1860’s yet the home still retains many of its original features including a number of wood panelled rooms, original fireplaces and large bay windows. A choice of furnished lounges are available where service users can find a quiet place to sit and read or entertain guests. There are thirty-five private bedrooms for residents, five of which are large enough to be used as double rooms to accommodate couples if requested.

There is a choice of beautiful furnished lounges and many of the communal rooms around the home overlook the gardens. The bedrooms are fully furnished to a high standard.

The home also offers care to those with physical disabilities, Parkinson’s disease, who have had a stroke or require palliative or terminal care. All rooms have television points and safety features such as smoke detectors and 24-hour nurse-call systems. Westmoor View has been awarded Platinum by the Gold Standards Framework for the care given to our residents.
Within the Home

Entertainment
An activities co-ordinator is employed and daily activities are arranged including trips out to local places of interest. Residents also enjoy games such as bingo and board games. Hand massages and manicures are popular and there are weekly activities, such as flower arranging, cinema club and recently a gardening club has been started.

Representatives from different religions regularly visit the home and there is a ‘sing a long’ service on a Sunday. There is always a varied menu of fresh, nutritious food, but special dietary or cultural needs will always be catered for.

Facilities
There is a visitors’ lounge as well as separate quiet areas for residents. Visits by a hairdresser, chiropodist, occupational therapist and physiotherapist can be arranged. Aromatherapy, hydrotherapy and reminiscence therapy can be organised.

There is a library for residents’ use as well as a residents shop and regular religious services.

Within the grounds
There is a garden and patio with wheelchair access. Set within beautiful terraced gardens, Westmoor View is ideally located in the pleasant residential district of Marton.

Nearby
The home is located approximately five miles from the centre of Middlesbrough. The home is close to a nearby shopping centre and other local amenities including a post office and is served well by local transport.

The Southern Cross Pub is only a short distance away from the home. Shops, post office, chemist, library, bank and bus stop are all within half a mile.

St Cuthbert’s Parish Church and Middlesbrough and Eston Methodist Church are both within easy reach.

As well as the main train station in Middlesbrough, Marton Train Station is 3.1 miles away serving the Esk Valley Line.

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Popular Travel Options

- Middlesbrough Train Station: 4.7 miles
- Durham Tees Valley Airport: 14.6 miles
- Middlesbrough Bus Station: 5.2 miles
General Introduction

Windermere Grange Care Home is ideally situated in a quiet residential area of Linthorpe on the outskirts of Middlesbrough. Lying just off the A19 it also provides easy access to Darlington, Redcar and Cleveland. The Home is purpose built offering spacious accommodation with beautifully decorated rooms in homely surroundings with relaxing gardens.

Windermere Grange Care home aims to ensure that our residents enjoy a happy, comfortable and safe environment where independence and personal needs are always considered by compassionate and highly trained staff.

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Within the Home

Entertainment
There is a wide variety of organised daily activities including art classes, bingo, exercise classes, carpet bowls, cinema nights etc. In addition music and regular celebrations are arranged for the residents, their families and friends. There are also regular trips out of the home.

Facilities
Spacious fully furnished bedrooms with en-suite facilities, some rooms have Juliet balconies or French windows overlooking the gardens. Large bathrooms for assisted bathing with specialist equipment. Comfortable communal lounges with facilities for visitors to make their own refreshments. Freshly prepared home cooked food with additional menu choice. A full laundry service is provided. Regular visits from chiropodists, local Clergy, library, hairdressers in our own salon and an onsite pub on the first floor. Lift to first floor.

Within the grounds
There are patio areas with well-planned extensive garden area with block paved walkways and seating area with easy access for the disabled and a large car park.

Nearby
There are many places of worship in the area surrounding Windermere Grange including Avenue Methodist Church and Church of God. The Home is a short distance away from the village of Linthorpe which offers a post office, cafes, shops, medical centre and parks. Middlesbrough has a variety of local pubs and cafes to the more upmarket multicultural restaurants. The pedestrianised Linthorpe Road and Newport Road are in the retail heart of the town, with a great selection of shops. From here it is a quick walk to Linthorpe Road Central, and Baker Street, home of the newest independent shops, cafes and more.

POPULAR TRAVEL OPTIONS

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How to contact the Department of Social Care

In office hours:
Our office hours are
Monday to Thursday 8.30am - 5.00pm
Fridays from 8.30am - 4.30pm.
You can contact us by phone
Telephone: (01642) 726004, or
by using Minicom: (01642) 726980
(please use announcer).

In person you can visit us at
The Customer Centre, Middlesbrough House,
50 Corporation Road, Middlesbrough TS1 2YQ.

Our Customer Centre is open from
Monday, Tuesday, Wednesday & Thursday 8.30am - 4.30pm
and on Fridays from 8.30am - 4.00pm

Emergencies, out of office hours
and weekends:
For emergencies, out of office and weekends you can
Telephone: (01642) 524552 or you can call using
Minicom: (01642) 602346 (please use announcer.)

You can write to us at:
Middlesbrough Council Department of Social Care and Health Integration
PO Box 505, Civic Centre, Middlesbrough TS1 9FZ

You can email us at:
socialservices@middlesbrough.gov.uk

Or visit our website at:
www.middlesbrough.gov.uk/comments
We can provide this leaflet in other languages, large print, Braille on CD or tape telephone 01642 728305.