



enriching lives



support at every step

Understanding your care story is at the heart of your journey with us. Whether you or your loved one have always lived locally or you're moving to be nearer friends and family, your story is personal to you – just like your choice of care.

Choosing the right care home can be a big, and often an emotional decision to make. We have been supporting families for over 20 years and are here to make your decision a little easier, providing you with the advice and support you need to make an informed choice.

Starting with our friendly **Enquiry Support Team**. Our team of advisors are here to guide you every step of the way. From advice on finding a suitable home and funding support, to reassuring you from the moment you contact us – we are here for you and here to talk.

Please do not hesitate to call the team on **0800 917 0478**.

welcome to the Sanctuary Care family

We truly believe that families are meant to be just that – families – made up of those we love. Your care team is right here for you to provide comfortable, safe and happy daily care, so you can concentrate on being a family without the worry.

We've been delivering care to our residents and their families for over 20 years and have carefully built the organisation to provide a range of high quality, affordable options including residential, dementia, nursing, respite, day and palliative care. Whatever your need, we're here to help you. We take great pride that our care service is far more than just caring for the physical and wellbeing need of our residents and their families, but instead going above and beyond the standard expectations so our residents can lead truly fulfilled lives. This is underpinned by our ambition to

enrich the lives of our residents, their loved ones and teams – and you can read more on this later on.

We're also proud to be a part of Sanctuary, a not-for-profit organisation. This means we reinvest our surplus income back into maintaining and improving our homes and the services we provide, as well as essential things like on-going training for our dedicated staff, so we can continue to deliver the very best care for our residents and truly enrich lives.

Whilst we hope this brochure helps to show you a bit more about Sanctuary Care, we do recommend a visit as a more valuable way to see how we can support you and your family. You can visit at a time that suits you, so you can get a real feel for whether our care homes and care offering is right for you.



enriching lives

We want to change the expectation of what caring in later life really looks and feels like – and it all starts with our undeniable passion to enrich the lives of our residents, their loved ones and our teams, which is at the heart of our experience and expertise.

But what does enriching lives really mean? It all starts with the way we look at what makes every person unique, the people close to their hearts, their passions and dreams yet to be fulfilled, and the continuity of living they need to feel content, happy and fulfilled. Knowing all of this, enables our teams to deliver truly person-centred care to each and every individual who lives with us.

And to ensure we are not just saying we 'enrich lives' and to showcase our genuine commitment, we have commissioned independent research to find out what a real enriched life means to those that matter most. We are continuing to use this research to truly adapt the care and service we provide – day in, day out, in order to achieve our mission of enriching every single life in our care.

Our researchers told us, that residents and their families needed to have 'six senses' met to feel fulfilled and content.

These six senses include:



a sense of **security** – receiving the care they truly needed to feel safe and secure



a sense of **belonging** – to maintain and create new friendly relationships to feel a sense of belonging in their new home



a sense of **continuity** – continuing the things they love! Moving into our homes is a new chapter but old pastimes, interests, routines, and activities are still important and what make our residents who they truly are



a sense of **purpose** – being a part of something special. Taking part in activities, practicing religion and cultures, having an input in the home or gardening in the grounds – having a valuable role to play



a sense of **achievement** – achieving something every week with the support from the team – from having responsibility of something important in the running of the home, to continuing independence around our homes



a sense of **significance** – and finally, being treated with upmost dignity and respect, caring for individuals without any assumption.

our teams

It goes without saying that kindness is what care is all about, so first and foremost, we carefully choose our staff for their kind and compassionate nature. Whilst our teams all receive a variety of on-going training to ensure their skills remain up-to-date, it's their dedication to delivering the very best person-centred care in a safe and stimulating environment which makes individuals truly special.

We hope you agree that our Investors in People accreditation is a reflection on how we aim to care, nurture and enrich the lives of everyone in our 'family', whether that's our staff, residents or family members. We want to be one whole team and hope you feel this as soon as you meet us.

“ the team shows genuine affection for all of the residents which is reflected in the warm and welcoming atmosphere – and how happy all the residents are. I would not hesitate to recommend ”

daughter of resident



food and dining experience

Food, glorious food! We regularly run satisfaction surveys and family meetings and it's no surprise that food is always at the top of the agenda!

Our residents tell us that mealtimes are a social part of their day that helps them to feel at home – this is wonderful feedback that we use to continually improve our services.

Our Head of Hospitality and teams of fantastic chefs and catering staff, shape the menus to include old favourites and new surprises to suit the tastes and nutritional needs of residents in each home. This could be country fayre available in Scotland to homemade curries at our Asian lifestyle homes, but the absolute favourites are the residents' own tried and tested recipes they share with the kitchen teams. Delicious!



supporting you to choose a care home

Here's your enquiry checklist to support you when you explore our care homes, virtually or with an actual home visit.

Did you feel welcome?

It's so important that you feel comfortable within the home as this is a new chapter for you and your family. Consider how the home made you feel and if you could truly picture yourself living or visiting a loved one there?

Does the home offer the right type of care?

It's vital to understand what a care home can offer for you and your family. Whether you need respite or long-term dementia care, you'll need to consider the services available to you. Consider asking about person-centred care plans?

What are the lifestyle benefits?

Caring goes beyond clinical or personal needs, it's all about caring for the person. Why not ask about the activities programme available and if they have a dedicated staff member to deliver them? Consider how loved ones are welcomed to be involved in the home and how the home remains an active part of its community?

How does the team enrich lives?

Moving into a care home can be daunting and it's important you feel safe and secure with your choice of care. Consider asking about key workers and staff training, as well as understanding how the team gets to know you or your loved one on a personal level?

What is the food like?

Mealtimes can be a highlight of a resident's day. Why not ask what happens at mealtimes? Consider seeing a sample menu and find out if special diets could be catered for? Why not ask about what support is available to assist residents and if they can choose where they eat?

Do your research

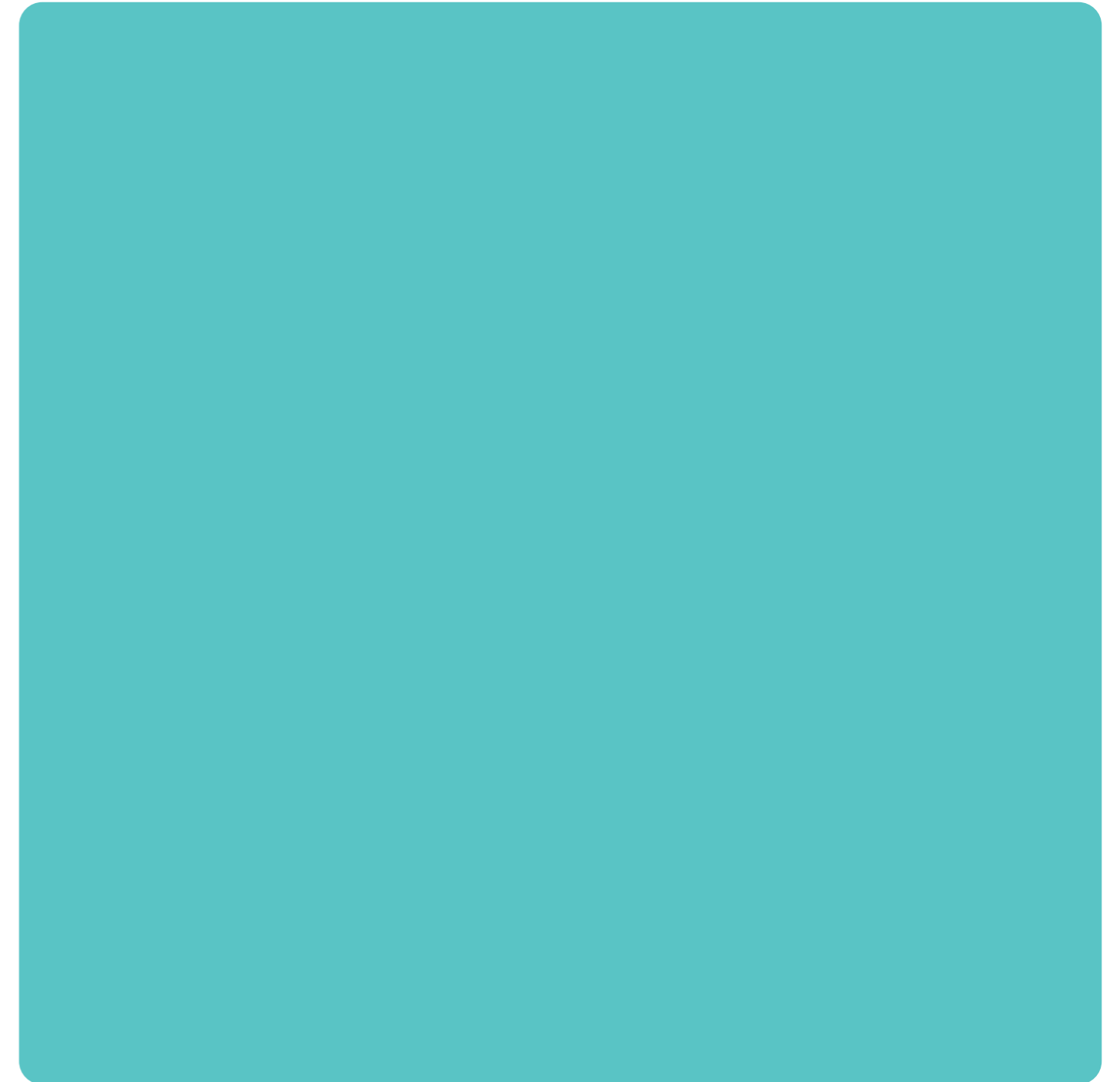
Research is readily available online and who better to find out what life is really like in a care home, than from the residents themselves. Why not visit carehome.co.uk, the leading independent review site for care homes, to find out how a care home is rated. Consider also reviewing the home's latest inspection report.



“ there are not enough words we can write or verbalise to thank the home enough for their help, care and compassion. The manager and all of the staff have rescued us as a family.

The care, professionalism and love they show our lovely dad is so heartfelt, what a wonderful home he has now. From the bottom of our hearts – thank you for everything ”

daughter of resident





sanctuary-care.co.uk | 0800 917 0478

Sanctuary

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