



'Keeping kindness at the heart of our care'

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"Moving into a care home is not always an easy transition so hearing a resident say 'I'm glad I came here' gives me a warm feeling that, as a team, we must be getting it right."

- Care Assistant Chris Coombes from Beach Lawns Residential and Nursing Home (pictured on the front cover with resident Frances Quartermaine).





About Sanctuary Care

At Sanctuary Care we appreciate making the decision to move yourself or a loved one into a care home can, at times, be really difficult.

That is why our team is there to offer support and guidance from the beginning, listening when you need to talk and helping to guide you through the process of choosing a care home.

Most importantly, when a resident moves in with us our aim is to care for them as if they were a member of our own family.

We have been delivering care and support to residents and their families for over 20 years and have carefully built our organisation to provide a range of high quality, affordable options for older people including residential, dementia, nursing, intermediate and palliative care.

We're part of Sanctuary Group, a not-for-profit organisation. This enables us to reinvest our surplus income back into maintaining and improving our homes as well as essential things like on-going training for our dedicated staff, so we can continue to deliver high-quality care to our residents.

Whilst we hope this brochure helps to show you a bit more about Sanctuary Care, our vision of 'keeping kindness at the heart of our care', and your chosen home, it doesn't compare to an actual visit. You can visit our homes at any time to meet our residents and team and get a real feel for whether it's right for you or your loved one.



“Every single member of staff is full of love, compassion, warmth and smiles... they have welcomed our family into their family.”

- Kerry, daughter of resident

Our team and the care we provide

Our staff are carefully chosen for their kind and compassionate nature. Whilst they all receive a variety of on-going training to ensure their skills remain up-to-date, it is their dedication to delivering the very best care and support for our residents which makes them truly special.

For many of our residents, moving into a care home has enabled them to continue leading happy lives whilst providing the opportunity to make new friends and rekindle favourite pastimes.

Through the creation of a bespoke care plan, in partnership with our residents and those closest to them, we're able to build a picture of not only what their health and wellbeing needs are, but also who they are and their likes and dislikes.

This enables our dedicated team to build a life story and take a wider view of the person they are caring for to ensure life in our care home is fulfilling and enjoyable.

A big thank you

Finally, we'd like to take this opportunity to extend our thanks to our residents, families and team whose photographs and quotes feature throughout this brochure - we couldn't have done it without you.





“Mum is able to have her hair and nails done which makes her happy.”

- Susan, daughter of resident

Activities and hobbies

Residents spend their time however they wish whether that's relaxing in their room with a good book, watching their favourite television programme with friends, going out for lunch with family or being pampered in the salon.

Our homes have dedicated activities staff who create opportunities for residents to try new things with support on hand, or to pick up where they left off with favourite hobbies.

Many of our homes have visiting entertainers, gardening clubs, regular craft and baking sessions, resident birthday parties and visits from local community groups - meaning there's always something going on if residents want to be involved.

We've even been known to have visits from farmyard animals, horses, birds of prey and reindeer giving residents the opportunity to interact with animals without having to leave the comfort of their home!

“I felt an overwhelming sadness that my role as carer had come to a natural close and a very deep fear that mum may not receive kindness and understanding in the same way, and she doesn’t. She receives care and kindness in a different way, a professional way and I am allowed to be a daughter who visits because I want to, not because I have to. That has been wonderful for us both.”

- Jayne, daughter of Rene





“I feel 100% satisfied with the care my nan receives - both physically and emotionally.”

- Sam, granddaughter of resident

Personal touches

Our homes are designed with the usual comforts you'd expect such as cosy lounges with fireplaces, light and airy dining rooms and bedrooms which provide a warm and safe place for our residents to rest and relax.

To ensure our residents feel at home, they're encouraged to personalise their rooms with ornaments, books, photos, paintings and small pieces of furniture.

However, it's the small personal touches that make our care homes true homes for our residents.

Some of our homes have a resident pet such as a well-behaved dog, cat, bird or rabbit which have either moved in with a resident or have been carefully chosen by the home. Many of our residents take great pleasure in helping to look after them and ensure they get lots of fuss.

We create memory boxes with our residents which have pride of place outside their bedrooms. They are filled with sentimental keepsakes that celebrate who they are, for example a precious war medal or an old newspaper cutting.

When someone moves into a care home they should still be able to enjoy old pastimes. With this in mind we landscape our gardens to make them wheelchair accessible, with raised flower beds to enable the green-fingered to enjoy a spot of light gardening.

Friends and family are welcome to visit at any time to enjoy a freshly baked cake and afternoon tea which are served daily.





“Mum has been a resident for three months now and I can say that the level of care she has received during that time has been excellent. I have always felt that mum is safe and well looked after. The home is always clean, warm and welcoming and the food is very good and plentiful. The staff are cheerful and attentive and keep us well informed. We definitely feel that we made the right choice.”

- Jane, daughter of resident



Home-cooked meals and cosy lounges

Our catering teams provide seasonal home-cooked meals, lovingly prepared with taste and nutrition at the heart of every dish.

Breakfast includes an array of choice from cereals and toast to a traditional cooked breakfast. Lunch and dinnertimes see a selection of sandwiches, homemade soups, salads, jacket potatoes and hot meals such as a Sunday roast with all the trimmings and favourites including fish and chips, cottage pie and a hearty casserole.

Our mealtimes and menus are flexible and we cater for a range of dietary requirements. Residents help us to shape the menus and our chefs spend time in our dining rooms, getting feedback from residents on the dishes and their likes and dislikes.

Our dining rooms are carefully decorated and tables are set to create a welcoming atmosphere where residents can sit and eat in a calm environment that stimulates the senses.



Our cosy lounges, many of which include feature fireplaces, are carefully furnished to create a home from home feel. With feature walls and comfy chairs and sofas, they create a perfect place for residents to sit and relax over a cuppa whilst watching their favourite programme or chatting with friends.

“My uncle loves his meals which are varied and nutritious.”

- Peter, nephew of resident



“I will always
be very grateful
to this place
for giving me a
future.”

- Bob, resident

As individual as you are

Our helpful and friendly team is there to offer help and advice on the most appropriate type of care.

Choosing the right care home can sometimes be quite overwhelming – particularly if you’re not sure what type of care you or your loved one needs.

Whether it’s residential care for someone who is finding it increasingly difficult or lonely living in their own home or someone who needs specialist nursing, dementia or end-of-life care, our home managers can offer guidance and support during an informal chat.

Whatever type of support it is that you or your loved one needs, you can rest assured that our highly trained teams will provide the best care and support in an environment tailored to suit our residents who make it their home.

When the time comes for someone to move into a care home, we are confident that their loved ones will relax knowing they are safe and being well cared for – and most importantly residents and their relatives can spend time simply enjoying one another’s company again.

Moving into a care home doesn’t mean residents need to leave their previous life behind. We are there to help them to celebrate cherished memories as well as create new ones.



"I came here to this wonderful place,
anxious and feeling out of my depth.
Then when I was met by a lovely young
girl with a smile and a welcome, the
staff are all so loving and kind, helpful
and attentive. For weeks now I have
found a long lasting friendship, books
to read, many activities and good
companionship. All in all my stay has
been something I shall
always treasure."

- Betty, resident







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