

WILLOUGHBY GRANGE

In Caring
Hands



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In Caring Hands

"We at Willoughby Grange know that finding the home for you or your loved one is a choice not to be taken lightly. Moving home is an emotional and challenging time at any age, but it can be even more so in later life. That is why we offer in-depth consultations to walk you through your needs, the scope of your care and your goals for the future. We listen to what will make your move as smooth as possible and to what will make everyone feel at home."

We'd be delighted to show you around to experience our homely, welcoming atmosphere for yourself, so please arrange to pop in for a chat."

V. Dickinson

Veronica Dickinson (Manager)





Welcome to Willoughby Grange Care Home

When you come to live at Willoughby Grange, you open up a world of possibility and opportunity in this, the next stage of your life.

Our care home provides residential care, nursing care for people with more complex needs, intermediate care as an alternative to a hospital bed, respite stays to give home carers a break and specialised support for those living with dementia. In every case, we are here to provide all the care each person's own family could wish for.

Veronica and her caring team work together to provide the highest standard of person-centred care to all residents, always delivered with kindness and compassion.

We would be delighted to show you around to experience our homely, welcoming atmosphere for yourself, so please arrange to pop in for a chat.

Tel: **01205 357836**



The Care You Need

Personalised and compassionate care with trained nurses on site 24/7.

- Residential Care
- Nursing Care
- Dementia Care
- Respite Care
- Palliative care

Unique Care

At our Care Home, you'll find a team of dedicated specialists ready to create an individual care plan that's tailored to you. We will:

- Help you to choose a lifestyle that's right for you
- Discover your personal interests and hobbies
- Help you stay as independent as possible
- Personalise the interior design of your bedroom
- Facilitate ways for friends and family to stay in touch
- Introduce you to an active social life and companionship
- Learn about your favourite foods, preferences, and tastes



In Caring Hands

Willoughby Grange is in the heart of the historic port town of Boston, Lincolnshire. Around the clock, and to meet residents' needs, we provide high quality specialist support, general assistance with everyday living, dedicated residential and nursing care for those with dementia, and respite care give for home carers a much needed break.

Willoughby Grange is a well equipped, comfortable property, with a bright and spacious main lounge for TV and conversation, leading to a large, welcoming dining room overlooking the patio area. There is a well-stocked library and a spacious conservatory, all perfect places to meet with visitors.

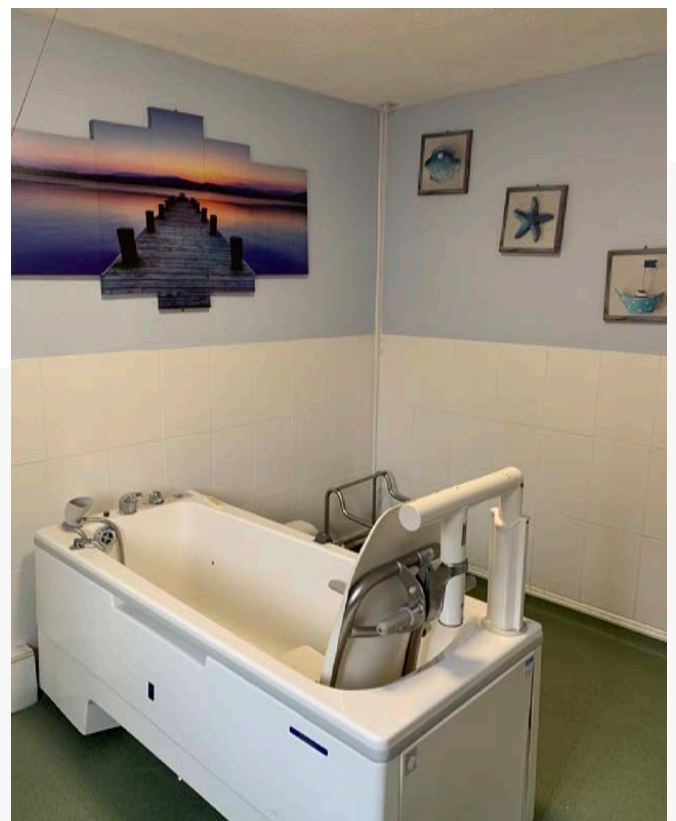
In the warmer months residents enjoy getting together outdoors in our well-kept gardens with their comfortable patio seating areas, colourful borders and great views of the working Maud Foster windmill next door.



All bedrooms are well decorated and furnished, with standard features. We love residents to bring their own items in to personalise these spaces so they feel more at home in them.

Veronica and her team would be delighted to show you around to experience our homely, welcoming atmosphere for yourself, so please arrange to pop in for a chat.







Our Philosophy

It's central to our philosophy that we strive to value and enrich the lives of all our residents. We offer companionship, security and first class care. We give all our residents the freedom to live their lives with the additional tailored support from us, should they need it.

An Active Life

We help you to keep your mind and body active and support you in maintaining your lifestyle choices, friendships and links to your community. You may well find some new hobbies and interests too.

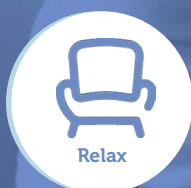
Your Room

This is your own personal space, which is why we encourage residents to 'make it theirs' and personalise their room. All our rooms are furnished with comfort in mind. Your bedroom includes a bed suitable to your needs, wardrobe, chest of drawers, bedside table, over-bed table, armchair and other furniture to suit the size of the room.



All the Comforts of Home

Relax and socialise in one of our comfortable lounges. You can use these rooms to entertain your family and friends, spend time with other residents or take part in activities.





Our Caring Team

Our team is made up of qualified caring staff who continue to build their skills with on-going training.

As well as providing excellent professional care, our entire team is dedicated to maintaining a sense of home and of belonging in our care home. Our team takes plenty of time to understand our residents, their likes and dislikes, and exploring all the ways we can make them happy and comfortable. We give our residents and their loved ones confidence that we're providing the very best of care, and delivering special resident experiences every day.

Lifestyle

Our dedicated and highly trained staff specialise in supporting our residents to carry on doing the things they enjoy.

We help residents feel at home by encouraging them to do familiar things. If they had a hobby or pastime they did before they arrived, we'll help them to continue it with us. Or perhaps they may like to learn something new?

The important thing is that we treat every resident as an individual. If they enjoy sharing time with others, either in our home or on an organised trip out, they're most welcome. Or, if they prefer quiet time alone, we'll respect that too.



Food Glorious Food

Our excellent team of kitchen staff are here to provide all our residents with a delicious and nutritious, well-balanced diet.

We always ask residents and their families about their food preferences and dietary requirements. Our chef and catering team then work with dieticians to create meals that are nutritious and tasty, using fresh seasonal ingredients.

Residents can eat in our pleasant dining rooms or, if they prefer, we're pleased to serve them their meal in the privacy of their own rooms.



Support for all of those who need care

Personalised Care Plan

We will work with you and your family to create your personalised care plan. This is the key document that determines your care and support. Together with you and your family, we will identify your needs, preferences and the things we need to know to support you. This is all recorded on your care plan.

Specialist Care

You will be able to call upon the services of a wide range of specialist practitioners who either visit the home on a regular basis, or have a practice within the surrounding area, which can easily be visited for consultation. For example, you will have access to dentists, opticians and a podiatrist.

Medical Care

If your current GP is willing to visit you at the home, we're very happy for you to maintain that relationship. Alternatively, we have visiting GPs who are pleased to come and see you. Each GP visits the home on a regular basis, or at your request, and will be able to take care of your prescription needs.

Medicines

If you would like to manage your own medicines, and it is safe to do so, we will provide lockable facilities and staff support for you as needed. If you prefer, or if it's assessed as safer, our trained staff will keep your medication in a safe place, and give it to you at the times stated on the prescription. We'll discuss all aspects of your medication with you when we develop your care plan.



Meals

Food is so important and we have an excellent team of kitchen staff who offer a wide range of meals to provide a nutritious, appetising and well-balanced diet.

We always ask residents and their families about their food preferences and dietary requirements. Our chef and catering team then work with dieticians to create meals that are nutritious and tasty, using fresh seasonal ingredients. To add more variety, we also make a point of celebrating with special meals and events throughout the year. Residents can eat in our pleasant dining rooms or, if they prefer, we're pleased to serve them their meal in the privacy of their own rooms.

Lifestyle Support

Our dedicated and highly trained staff specialise in supporting your lifestyle and promoting well-being for all our residents. They are passionate about the invaluable role they perform within the group.

Another aspect of helping our residents to feel at home is for them to do familiar things. If they had a hobby or pastime they did before they arrived, we'll encourage them to continue it with us. Or perhaps they may like to learn something new. The important thing is that we treat every resident as an individual. If they enjoy sharing time with others, either in our home or on an organised trip out, they're most welcome. Or, if they prefer quiet time alone, we'll respect that too.

Dementia Care

Living with dementia can become more difficult over time and as the dementia progresses, you may find it increasingly hard to manage by yourself or to continue to ensure the best quality of life at home.

This is when it may be time to think about moving into a care home.

Many people worry that moving into a care home will mean losing their independence or having to give up the things they love doing. But our care home encourages you to remain as active as possible and ensure you continue to enjoy a happy, fulfilled life.

No one has the same journey or path through dementia, that's why we tailor your support around your individual needs, preferences and wishes and involve you in the planning of your own care. We encourage you, wherever possible, to continue making your own decisions about what you do and how you spend your time.

Experience has taught us that residents who are encouraged to stay active benefit from improved mental and physical health.

Dementia care

We provide care for people who are experiencing memory loss or confusion, perhaps because of Alzheimer's.

Through our specialist insight into the causes and effects of dementia, we can help a resident to make the most of their abilities so that they can continue to live as full a life as possible.

We support each person emotionally, physically and socially and always keep in mind that they are an individual with a long life behind them.

Nursing and Palliative care

At our care home you can receive specialist nursing care in our warm and welcoming home. Our highly qualified and experienced team provides excellent quality clinical care with compassion and understanding. We can care for people with considerable and high dependency health needs, and provide palliative care.

Respite Care

Our care home also offers Respite care, also known as short stay care, which means taking a break from caring while the person you care for is looked after by someone else.

It lets you take time out to look after yourself and helps stop you becoming exhausted and run down.

Stays can be as short as one week or as long as necessary. We work closely with residents and their relatives to understand their needs now and in the future.

Respite care enables you, the carer, to take a well-earned break or holiday from your everyday responsibilities, knowing that your loved one is receiving the very best care.

If your loved one needs help with daily living or has nursing needs, respite care is also an option if you yourself are unwell. As well as giving your loved one a valuable change of scene and the chance to try new activities and meet new people, respite care can also be extremely useful if they're recovering from an illness or operation and need a higher degree of care than normal.



*“ Resident choice
and dignity are
strong values here.”*



What Our Clients Have To Say

“ I am very satisfied with the care my husband receives. If I have any concerns I can speak to the manager or nurse on duty. They are all very approachable. The home seems to be a very happy place and is always very clean. - Gillian (Wife of Resident) ”

“ Nothing was ever too much for the wonderful staff at The Grange. You were always met with warm, friendly smiles upon entering. Each and everyone there was kind, considerate and caring as well as being extremely attentive to my mum's needs.

The staff continually kept me 'in the loop' with things if I was unable to be there with Mum. Simply put 'the best'. We as a family cannot thank them enough for their time, help and all-round thoughtfulness during a tricky time for us. Thank you Willoughby Grange staff. - Karen (Daughter of Resident) ”

“ Our mother received the best care possible during her short palliative care. All the staff were friendly and courteous right up to the end of her life. The room was always clean and her needs met. There were always drinks available to her. She was kept clean and fresh whenever we visited and the staff kept her dignity to the end. 5* care in all aspects. - Sandra (Daughter of Resident) ”

“ Over the last nine years that my mother has lived in Willoughby Grange, her mental and physical well being have deteriorated considerably, but at each stage her care has been adapted to suit her needs. The home has a strong manager and an exceptional team of staff. Resident choice and dignity are strong values here. - Dawn (Daughter of Resident) ”

“ I find the home is a very good home. It is kept very clean and tidy. My Dad is very well looked after. The staff are very friendly and helpful. Any problems or questions that I have had I feel have been dealt with very well. - Barbara (Daughter of Resident) ”

“ Staff are very nice and very good with my sister. Home is very clean. Since my sister has been in here she has settled in well as staff have been so good to her. I would recommend this home as 10 out of 10. - Janet (Sister of Resident) ”

“ I am impressed by the friendly, caring atmosphere at Willoughby Grange. The staff are lovely with my mother and show the same care with all the residents, treating everyone with respect and kindness. We are kept informed of events and updates to help the residents and in making Willoughby Grange homely and the activities staff helping to stimulate and create an interesting life for the residents. - Lynda (Daughter of Resident) ”



Let's Talk

At How To Find Us:

Willoughby Grange is located in the heart of Boston next to the country's finest working windmill and within easy reach of local shops and other amenities including public transport.

Our Care Home is easily reached from the A16 and A52. There is parking for visitors available. A regular bus service stops nearby and the train station is only a short distance away.



☎ 01205 357836

✉ enquiries@willoughbygrange.co.uk

🌐 www.willoughbygrange.co.uk



In Caring Hands

Contact us today to see how we can help your loved ones.



WILLOUGHBY GRANGE

Veronica Dickinson and her team at Willoughby Grange know that finding the home for you or your loved one is a choice not to be taken lightly. That's why we offer in-depth consultations to walk you through your needs, the scope of your care, and your goals for the future.

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