



Abbeyfield
Newcastle
upon Tyne

*Care that makes
you feel at home*



'To enhance the quality of life for older people.'

Openess

As an organisation, we encourage and support new ideas from our residents, staff and volunteers. Through discussion, we learn to appreciate each other's differences.

Respect

Compassion is born of respect and everyone is treated with dignity and sensitivity.

Honesty

We are always open and honest with everyone in the Abbeyfield family no matter how difficult the conversation may be.

Caring

The wellbeing of our residents is central to everything we do.



Welcome to Abbeyfield Newcastle

Here at Abbeyfield the wellbeing of our residents is central to everything that we do and we are all dedicated to ensuring that everyone is treated with dignity and respect. We like to think of ourselves as one big family and we extend our values to embrace all of our staff and volunteers, so much so that several staff members have been with us for over 20 years and 60% over 5 years.

This creates the opportunity to form strong relationships with greater understanding of individual needs. Therefore, giving comfort and reassurance to our residents and their families that we provide a consistent level of care in a safe and welcoming environment.

John Connelly

CEO, Abbeyfield Newcastle



Our ethos is built on the belief that happiness can be found through community, and that loneliness need not be an inevitable feature of old age.

As a small, not-for-profit charity Abbeyfield Newcastle offers the best of both worlds, we are able to provide a personal service to meet your individual needs coupled with being affiliated to the Abbeyfield Society, an international not-for-profit organisation, giving us the security and benefits of being part of a large, stable organisation.

Vee Wilkinson

Chair of Trustees



Life at Abbeyfield Newcastle



Life at Abbeyfield will mean something different to everyone; whether you are a resident or a member of our dedicated team of staff and volunteers. However, your experience will always be warm, welcoming and enriching.

We believe that the community environment in our homes gives you the chance to socialise and support each other to find a greater fulfilment in your life. We encourage you to furnish your own personal spaces and create a home you are proud to show off when visited by friends and family. You are always welcome to invite your loved ones to join in our activities and stay for meals.

At the heart of what we offer is fulfilment. We give you the option of doing as much or as little as you please, encouraging you to get involved in choosing the activities we provide.

Our Activities and Volunteer Co-ordinators have regular meetings with you to develop an activities programme, whether it's arts and crafts, a spot of gentle exercise or a



trip out in an easy access minibus. Participating in the decision-making process allows you to maintain your independence and interest levels.

One resident's daughter said, 'It's lovely that you make such a lot of effort to get the residents out and about. These outings are a wonderful way for them to have fun together.'

Knowing that help is never far away can raise confidence levels and help

rekindle interest in previous hobbies and pastimes or perhaps take up a few new ones.

Another resident's daughter explained, 'People think that when you go into residential care you have to give up everything, but my mum is proof that it doesn't have to be like that. The staff at Abbeyfield have helped to nurture and encourage Mum to return to her art.'

Meal times form an important part of the day, which is why our on-site chefs are committed to creating menus that are both delicious and nutritious to ensure you enjoy the food you are eating and are benefiting from a varied and balanced diet. Because our homes are small communities, we can tailor the food we provide not only to dietary requirements but also to personal likes and dislikes.



The Grove, Gosforth



The Grove is a splendid fusion of old and new. Originally a private residence, it retains the charm and warmth of a family home yet has been extended and refurbished to meet the needs of our elderly residents with 32 en-suite rooms.

Our communal lounges, dining rooms and conservatory are comfortable and homely, most residents love to

spend time together while some prefer to sit quietly enjoying the view of our beautiful, well-kept gardens. Residents at The Grove benefit from being in the heart of Gosforth; its only a short walk to the high street and local amenities. For us, the key thing is to recognise that everyone's needs and interests differ, which is why we have tailored our home to respect and respond to your privacy and individual requirements to ensure that The Grove is very much your home.



The Grove

Residential Care Home

40A The Grove, Gosforth, Newcastle upon Tyne NE3 1NH

For all enquiries please contact our head office:

0191 285 7174 (Option 3)

info@abbeyfieldnewcastle.org.uk





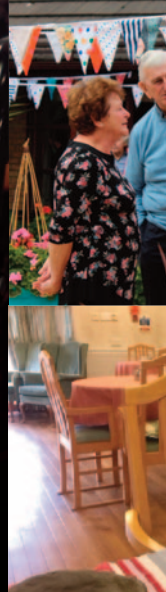
Castle Farm, South Gosforth



**Our purpose built,
residential care home Castle
Farm is located near to the
beautiful Jesmond Dene and
is within easy reach of both
Gosforth and Jesmond.**

We have recently celebrated 25 years of providing a home from home to all 24 of our residents in elegant surroundings. All our rooms are equally spacious and have a view of our beautiful gardens. Its important to us that your room feels like home so we encourage the inclusion of personal belongings and soft

furnishings. Our long-standing team of experienced carers, chefs and volunteers offer 24-hour care, a range of organised activities, delicious home cooked meals, help and support to maintain relationships outside of the home or simply someone to talk to as often or as little as you like.





Castle Farm Residential Care Home

Castle Farm Road, South Gosforth,
Newcastle upon Tyne NE3 1RF

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Volunteering at Abbeyfield Newcastle

Abbeyfield Newcastle appreciates the wonderful contributions our volunteers make to the lives of our residents. We welcome their commitment, skills, time and enthusiasm and have many volunteering roles at both Castle Farm and The Grove. Volunteers support us in many ways; from helping to run exciting activities in house, accompanying our residents on day trips, one to one befriending, to assisting in managing Abbeyfield Newcastle. We offer opportunities for almost every volunteer. Volunteering can be extremely positive not only

for the residents, but for the volunteers themselves. Volunteering can help with the dusting down of that all essential CV or to simply meet new people as a way of getting out and about and for personal development. At Abbeyfield Newcastle we benefit from having volunteers of all ages and backgrounds, from students studying for their 'A' Levels, to professionals looking to give something back over the weekends, to individuals who are retired and with so much to offer in the way of skills and life experience. Residential Care Homes

Residential Care Homes

This type of elderly accommodation is for people who do not require nursing or specialist care. Our fully trained staff are there to help with everyday tasks such as washing and dressing; medication and assisting at mealtimes. We are there for people who find it difficult to look after themselves and want to have the security of highly skilled staff on site 24 hours a day.

Not-for-Profit

Abbeyfield is a not-for-profit organisation, therefore has no shareholders to pay dividends to and we own our properties. As a charity and registered social landlord, every penny we receive goes towards supporting the residents within our care with any surplus monies invested back into our homes and the services we provide. For information on paying for care, AgeUK and the Citizens Advice Bureau both offer excellent help and guidance. Visit www.ageuk.org.uk or www.citizensadvice.org.uk.

We focus solely on the welfare of our residents and ensure that they receive the best possible care and value for money services

Food Standards Agency



Both The Grove and Castle Farm homes have a 5-star rating from the Food Standards Agency.

Our homes are rated **GOOD** with the Care Quality Commission (CQC)



Our homes are registered with the CQC, the Homes and Communities Agency (HCA) and Newcastle City Council who monitor and regulate our performance. Inspections of care homes by the CQC help to indicate the quality of the care provided at a home to prospective residents and their families. The most recent full reports on both of our homes can be found on the CQC website or via a link on our website at www.abbeyfieldnewcastle.org.uk.

Abbeyfield Newcastle supports:



'Stay With Me' is a campaign for the right to stay with people with dementia. To find out more information please visit www.johnscampaign.org.uk.



For all enquiries please contact our head office on:

Telephone: 0191 285 7174

Find out more by visiting our website:

www.abbeyfieldnewcastle.org.uk

or email us:

info@abbeyfieldnewcastle.org.uk

Twitter: @AbbeyfieldNcle

Facebook: @abbeyfieldnewcastle