



WAVERTREE  
HOUSE



# Wavertree House

A PRIVATE RESIDENTIAL CARE HOME WITH NURSING FOR THE ELDERLY



# Welcome

## to Wavertree House

Wavertree House is a purpose built care home which offers a residential and a nursing service. Wavertree is located close to the local shops, sea, bus route, a nearby park and various denominations of places for worship.

Wavertree House has a beautiful garden and courtyard for residents to enjoy in the lovely British weather.

We have 3 lifts available for residents located through the home so there is never too far to walk.

The rooms are airy and large and although we furnish them to a high standard, we encourage new residents to bring their own furniture.

The rooms all have a complimentary direct dial telephone facility and internal extensions so that they can call staff or friends within the home.

The rooms have a variety of different facilities: some have a separate kitchenette or lounge as well as the en-suites which come as standard in all our rooms.

Wavertree House offers a choice of different types of accommodation for every taste: we have 1 bedroom flats, premier suites with the added luxury of walk out balconies, large rooms with either kitchenettes or sitting rooms and all the accommodation we offer has en-suite wet rooms.

Yours Sincerely,

**Jennie Whitfield**  
Manager





# Your Home

Wavertree House is a warm and friendly residential home providing support for people with sight problems, where independence is encouraged and individual needs and preferences are respected. A range of care is available, including long-term, short-term and respite care, and care plans are individually tailored to each resident to ensure their needs are fully met.



## Bedrooms

Wavertree House has been designed to offer you the comfort and familiarity that you are used to in your own home.

We offer a choice of furnished rooms, including:

- **Large single en-suite rooms** with either a separate lounge or kitchen
- **One-bedroom flats** with a separate sitting room, kitchen and bedroom and bathroom
- **Premier Suites** comprising a large living room, separate bedroom and walk in wet room with the additional facility of a walk out balcony overlooking the courtyard.



You'll also find a 24-hour call system for emergencies in every room. All our residents wear a pendant, and the staff carry pagers so if you need our support we are never far away. With this system, there are no noisy bells ringing in our home

Your room is yours to make your own. All rooms are available fully furnished, but we encourage residents to bring their own furniture and personal items such as favourite possessions and mementos so you can feel at home straight away.

Housekeeping services are provided daily, and your linen changed as often as you wish. We'll also collect your laundry every day; returning it freshly cleaned and pressed.

“

5-star Watertree and wonderful staff, simply perfect. Best place for the elderly, blind and everyone who needs care, comfort and help in their final chapter of life.

Nephew of Resident | January 2025

“

Lovely home, Very happy.

Resident | December 2024





## Communal Areas

We can offer a variety of spaces to relax and enjoy life Wavertree House:

- **Sitting Room:** Relax and meet up with friends and relatives in our beautiful new sitting room overlooking the courtyard
- **Media Room:** Listen to all your favourite music or take advantage of the text reader to help you access your post or small print. Or watch a film on the 52-inch screen.
- **Activity Rooms:** Join in the daily activities, in one of the two dedicated activity rooms accessed via a new passenger lift.

Handrails in all corridors also help to ensure easy navigation around the home



## Gardens, Courtyard & Summer House

Open spaces, lovely flowers and seating areas await you in the gardens and central courtyard. The summer house is an idyllic place to relax with friends and put the world to rights. Feel secure in the knowledge that the call system covers these areas and rails in the garden support you to get around in safety.







## Your Care

Wavertree House provides a high standard of residential and nursing care. The bedrooms are situated on 3 floors and either have a view of the garden or the courtyard. The home is spacious, and the corridors are wide and airy.

Our dual registration means that we can meet all of your care needs. The home also has a specialism in the care and support of people with a visual impairment.



### Meet the Team

The care and nursing team at Wavertree House are well trained and inducted into the care sector. We pride ourselves on the high standards of support we can offer you and this is reflected in the independent and statutory grades received from inspections

### Volunteering

Volunteering for Wavertree House is a rewarding experience and can make an enormous difference to the lives of our residents. To find out more about volunteering opportunities, please contact us.

For an informal chat about the volunteer roles available at Wavertree House call us on 01273 26 22 00.

## Care & Support

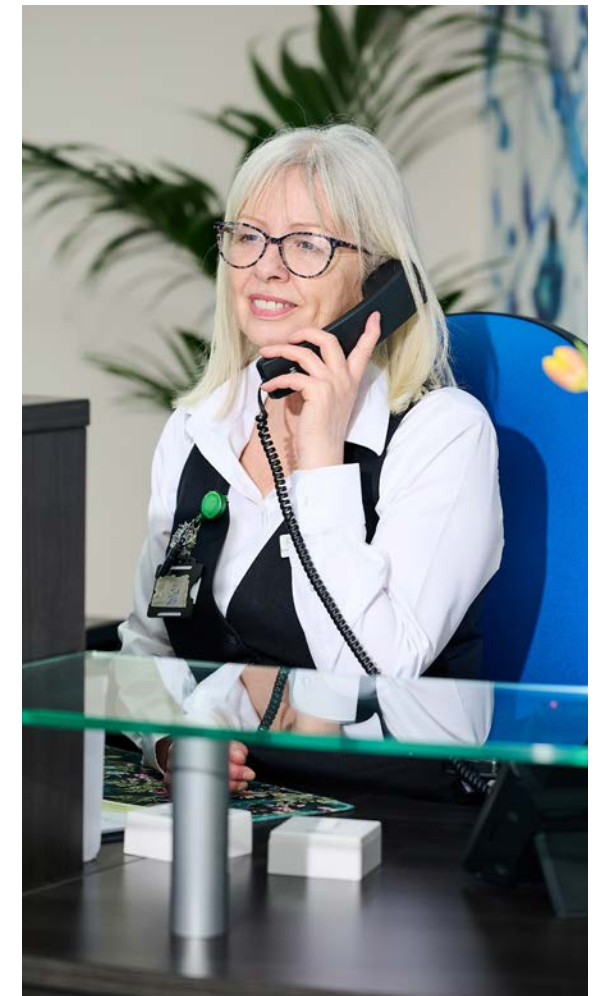
Wavertree House prides itself on the highest level of care and support to our residents.

We create a personalised care plan with all our residents, to ensure you get the specific care and support you need. We look at your preferences, wishes and aspirations and abilities and ensure the plan is updated as regularly as your needs or preferences change.

Before you join us, we will come and meet you and assess your needs to ensure we can provide the care you need from the moment you arrive.

Should your care needs change during your stay with us, we will always try to accommodate them.

We offer round-the-clock care in the home with a 24-hour emergency on call system, a nurse and a supervisor on duty 24hours, meaning a member of staff can be with you in minutes.



I helped my friend move to Wavertree House. The staff were friendly and help and made us feel very welcome. My friend really loves being in the home and all the activities. I would recommend the home to anyone.

Friend of Resident | December 2024



## Hobbies & Activities

We believe that moving into our home shouldn't mean that you have to stop doing things you enjoy.

Wavertree House has an extensive array of fun activities and entertainment to keep you occupied and having fun every day. Whether you would like to continue current hobbies, learn new pastimes, get out and about or prefer something a little more laid-back, you'll find something to suit your needs.

Our dedicated activity team ensure there's always something fun to do and develops our social programme with our residents, not for them.

Wavertree House has two dedicated activity rooms and a separate media room for residents who like to listen to their own brand of music or watch films.

We also have the advantage of a text reader in the media room. If you have difficulty reading letters, newspapers or small print, the text reader can read it out for you, ensuring you retain your privacy and independence.



I've only been here six months but it's a very nice place to be living in. The carers can't do enough for you, the food is excellent and you always have a choice of two! You can basically do what you like and at any time, i.e. if a smoker you can go downstairs and into the garden any time, night or day.

Resident | January 2024

## Events & Trips

St Ann's Garden's, a community park with café, is just a short stroll up the road. With a bus stop nearby, residents have the freedom to come and go as they please.

We can support you to arrange transport to private appointments, social visits, places of worship and local hobby groups.

If it is easier for services to come to you, we have monthly visits from chiropodist. If you would like a different type of therapist or professional to visit or would like to continue to see one that you already use, we are happy to help arrange your appointments.

Wavertree House employs its own hairdresser who will be happy to give advice and offers a manicure service while you relax and be pampered in the new hairdressing salon and have hair done.

Volunteers visit us frequently, offering residents the chance to have a cup of tea and a chat and receive one-to-one support.

We also regularly welcome choirs, school groups and speakers from the local community, as well as hosting family events throughout the year to coincide with seasonal events such as Mother's Day, Father's Day and Christmas.

## Recent activities and days out include:

- Pet therapy
- Arts and Crafts
- Daily newspaper readings
- Exercise classes
- Discussion groups
- Classical sessions with music and discussion
- Quizzes
- Food tasting
- Guess the sound/smell/taste
- Visiting entertainers such as Elvis, Abba, Flamenco dancers, harpists etc





## Dining & Cuisine

Wavertree House has an excellent catering team and have consistently received the 5-star award from the environmental health office.

We offer flexible times for you to come and enjoy breakfast, lunch and supper, as well as providing homemade cakes and snacks throughout the day and night.

Our catering team create meals to be tasty and nutritious. They can also be adapted to cater for all religious, medical and lifestyle diets.

Meals are served in the dining room, or in your room should you wish.

If you have friends or family visiting, they can eat with you in the small lounge or their bedrooms.

Teas, coffees and cold drinks are available in the dining area throughout the day and fruit and snacks are available in the reception area daily.



## A Sample Menu

### Breakfast

- Choice of cereals and juices
- Tea and coffee
- Choice of bacon, egg, sausage, beans, tomato
- Toast with jam, Marmite, marmalade or honey

### Lunch

- Steak and kidney Pie or Vegetable nut roast
- Choice of roast, boiled or mash potatoes
- Broccoli and carrots
- Choice of desert : summer pudding or rhubarb crumble
- Custard and cream

### Supper

- Home-made soup (bread & butter)
- Quiche and salad or Cornish pasty
- Choice of desert: fresh fruit salad or raspberry fool

Tea and biscuits throughout the morning

Home made cakes and tea in the afternoon



You won't get better care.

Resident | January 2023



All excellent.

Resident | July 2023



# Your Family

Wavertree House is not just a home, but a family too. Everyone is made to feel welcome and cared for, and we value each resident's individuality. There are few rules and timetables because we want our residents to be calm and relaxed.



There is a modern, automatic fire safety system



Every room has a telephone and calls are included



Smoking is not allowed inside, but there is a designated outdoor area for smoking



The laundry facility is well equipped and well organised



Well behaved pets are allowed in the rooms



Visitors are welcome at all times



My friend was a resident from February 2023 to April 2024. When she first became a resident her mobility was not so good, she walked with a Zimmer and required someone to be with her when mobilising. The lovely long corridors for practising walking and assistance from staff resulted in her being able to mobilise without assistance when she left.

Wavertree is bright and welcoming. There are lots of activities to get involved in if you wish. The catering is excellent. Residents are treated with respect by all staff. An example was when the maintenance person helped my friend to watch a video in the television room. He made sure she was comfortable whilst setting it all up, he did not say it was not his job. The reception staff in particular are very helpful to anyone who resides or visits.

The manager and deputy made it easier for me to manage my friend's affairs, in particular as I lived some distance away. We will miss Wavertree but it was time for us to move on.

Guardian of Resident | April 2024

## Philosophy of Care

At Wavertree House we aim to ensure that each resident:

- has their dignity preserved
- is provided with an exceptionally high level of care
- has their privacy protected
- is treated with the utmost respect

At Wavertree House our goal is:

- to support individuality and promote the independence of all our residents
- to allow our residents to exercise choice in all aspects of their care

## Quality Assurance

Wavertree House produces a Statement of Purpose, which is regularly reviewed and can be read by anyone who's interested.

The Care Quality Commission inspects Wavertree House regularly to ensure it complies with Care Standards. In its Inspection Report, CQC have confirmed that Wavertree House is fully compliant in all areas.

To view our CQC Report, visit [www.cqc.org.uk](http://www.cqc.org.uk). Residents' and relatives' reviews can be found on [www.carehome.co.uk/carehome.cfm/searchazref/10001066WAVB](http://www.carehome.co.uk/carehome.cfm/searchazref/10001066WAVB).







# Looking forward to meeting you

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