



# Your guide to St Martins Care

Dedicated to caring for the  
North East for over 20 years



# Welcome

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At St Martins Care, we are dedicated to providing the highest quality care for the people who chose to live with us. Our team is driven by integrity and a commitment to excellence in everything we do.

Our goal is to create a happy, comfortable, and safe environment where each resident's personal needs and independence are respected by our compassionate and highly trained team. Simply put, we strive to ensure our residents feel safe and truly 'at home' in our care.



**of visitors  
rate our service  
as Good or  
Very Good**



**of families  
rate our service  
as Good or  
Outstanding**



**of our team  
would recommend our  
services as a place to  
live and work**



# Our care

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**We offer care and support to adults and can support those who have complex, long-term health needs or those who are just looking for a place to stay.**

Our commitment is to deliver genuine person-centred care. We do this by taking the time to truly understand each individual we support, their life story, what matters to them, and their personal goals. With our exceptional facilities, diverse activities, and dedication to maintaining the highest standards, we make sure our residents feel cared for within our homes.

## Types of care

### Residential:

Residents are supported in maintaining their independence while having access to the assistance and encouragement of staff who provide care whenever it is needed, day or night.

### Respite:

Our temporary stay option, respite care facilities provide a comfortable solution for residents, and give a break to current care providers, whenever it might be needed.

### Nursing:

Our nursing care services offer a high level of long-term personal and medical care for residents who are unable to care for themselves.

### Dementia:

We are dedicated to caring for individuals with Dementia. We have created specially designed environments that are safe, engaging, and stimulating.

# Our homes

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We have six care homes across the North East of England providing care around the clock. All of our care homes are purpose-built facilities that offer spacious accommodation with beautifully decorated rooms in a homely atmosphere, complemented by spacious, private gardens.



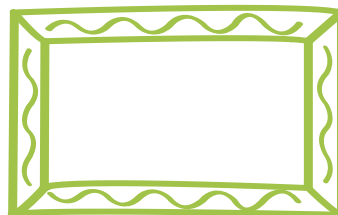
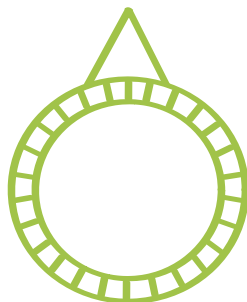
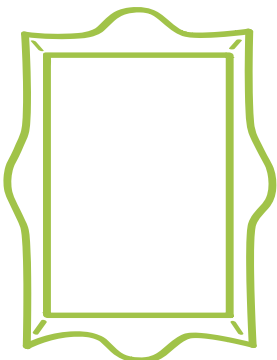
## Windermere Grange Middlesbrough

Windermere Grange Care Home is conveniently located in the peaceful residential neighbourhood of Linthorpe, on the outskirts of Middlesbrough. Situated just off the A19, it offers excellent accessibility to Darlington, Stockton, Redcar, and Cleveland.



## Woodside Grange Stockton-on-Tees

Woodside Grange Care Home enjoys a prime location near Stockton-on-Tees and Thornaby, conveniently accessible from the A19. This purpose-built facility provides spacious accommodation featuring en-suite or wet room facilities.





## **Guisborough Manor** Guisborough

Guisborough Manor Care Home is ideally located on the outskirts of Guisborough, a charming market town in a rural setting, yet conveniently close to Middlesbrough and Redcar.



## **Washington Manor** Washington

Washington Manor Care Home, located on the outskirts of Washington near Albany Park, enjoys an ideal position for easy access to Newcastle, Durham, and Sunderland.



## **Willow Green** Darlington

Willow Green Care Home enjoys an ideal location just a short distance from the heart of Darlington, a bustling market town in County Durham. It is also within easy reach of Stockton, Middlesbrough, and Redcar.



## **Park View** Forest Hall Village

Park View Care Home, located on the outskirts of Forest Hall Village, is perfectly positioned for access to Newcastle, Northumberland, and the stunning North East coastline.

# Why St Martins Care?

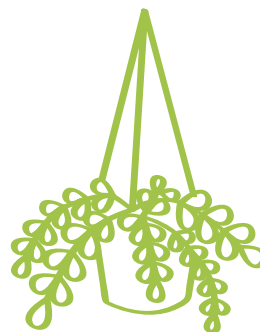
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Choosing where your loved one gets care is a big decision, and we know you have options. At St Martins Care, we offer a comprehensive range of services and a personal connection with our residents.

We offer various types of care, which ensures we can meet the diverse needs of our residents as they age. This versatility is particularly important for families looking for a facility that can adapt to changing care requirements over time.

## Facilities & amenities

- Bedrooms are spacious and can be customised to reflect personal preferences.
- Specialist furnishings and facilities are available to enhance independence.
- Our team are trained and available around the clock.
- A variety of engaging activities are offered.
- Communal dining and lounge areas are provided.
- Residents have regular access to visiting health professionals.
- Nutritious meals are freshly prepared.
- The gardens are sheltered and landscaped.
- Additional services such as hairdressing, chiropody, eye tests, and dental care are offered in the home for an extra cost.



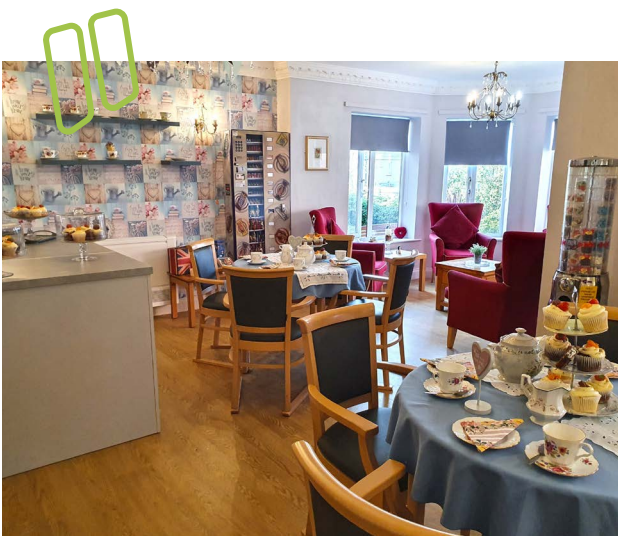
## Visiting loved ones in our care homes

Visiting is an essential part of caring, and we strive to make visits easy for families. Residents have full choice over their visitors, with no restrictions on visiting hours, except during infection outbreaks, when we follow safety protocols. We adhere to national guidance on visiting rights and offer several options for visits:

- Safe, clean, and warm visiting areas in each home.
- Enclosed garden spaces for outdoor visits, weather permitting.
- Visits outside the home, subject to a risk assessment.
- Virtual visits via Zoom, Facebook, Teams, and WhatsApp.

Our detailed visiting policy is available upon request. If you can't visit in person, you can stay updated through our care home insights.

**We are a supporter of the National Rights for Residents campaign and Gloria's Law.**



## Day in the life of a resident

A day in the life of a resident at St Martins Care is designed to be fulfilling and comfortable, tailored to individual needs and preferences.

Residents start with a wake-up call and personal care assistance. They enjoy a nutritious breakfast in the dining area. Late-morning activities include light exercises, arts and crafts, gardening, or relaxing in the lounge.

Lunchtime is a social affair with freshly prepared meals catering to dietary needs.

Afternoons feature a variety of activities such as group games, scheduled events, or visits from

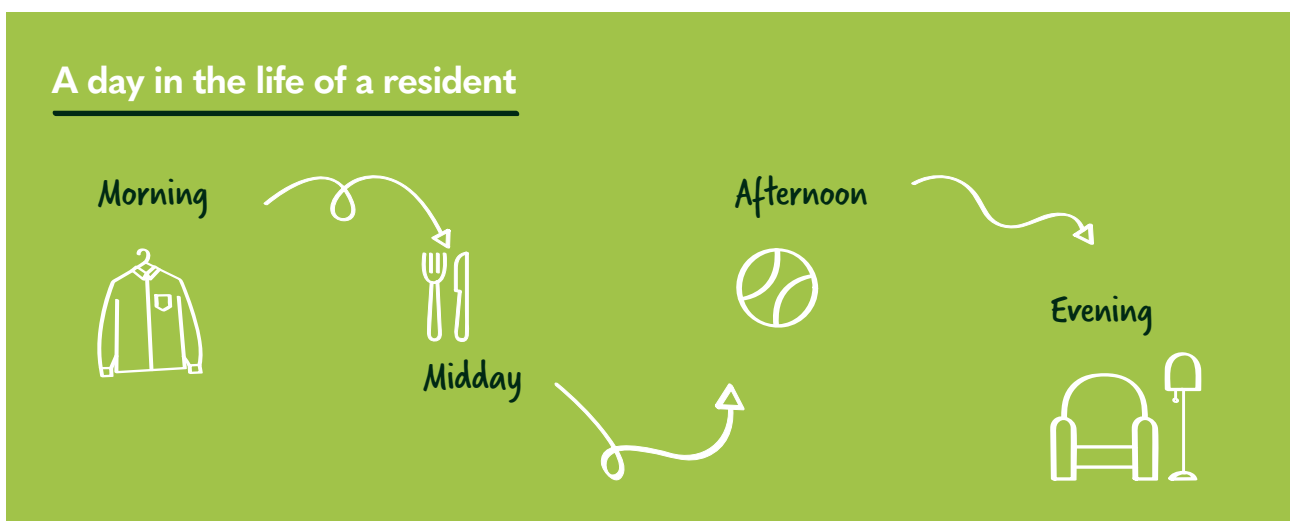
family and friends. Regular access to visiting health professionals ensures medical needs are met.

Residents engage in relaxed activities like movie watching or book clubs. Dinner is another opportunity for socialising, followed by evening activities like bingo or music sessions.

Residents receive assistance with nightly routines, ensuring they are comfortable for a restful night. Staff are available 24/7 overnight to provide any needed support.

St Martins Care offers a range of activities and support, giving residents the freedom to choose how they spend their day.

**We encourage residents to participate in daily living skills, maintaining routines from living in the community, for example, washing dishes, setting the table and changing or making their own bed.**



# Our philosophy of care

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At St Martins Care, our philosophy revolves around creating a nurturing and supportive environment where every resident feels valued, respected, and empowered. Central to our approach is the belief that each individual deserves personalised care that honours their unique needs, preferences, and life experiences.

## Innovative approach to care

As part of our continued commitment to being the best carers, we have taken part in up-to-date projects to continuously improve the quality of care we provide. For example, in collaboration with the Northeast Ambulance Service, we developed a training course for post-fall assessments and partnered with Winnicare to use their iStumble app and Mangar lifting cushions.

These lifting cushions are user-friendly, designed to reduce the risk of injury, and ensure comfort and dignity for the fallen resident. With the push of a button, the cushion lifts the individual from the floor, preventing discomfort and long waits for medical checks. We are constantly improving our practices to ensure we are providing the best care.

## Our care is



**Compassionate**



**Personalised**



**Empowering**

## Supporting families

Looking for a caring environment for your relative? At St Martins Care, we provide compassionate and personalised care tailored to meet the unique needs of each resident. Our facilities offer a comfortable living environment, dedicated team members available 24/7, and a range of services including residential, nursing, dementia, and respite care. For more information, please visit our [website](#).

## Highly trained people

At St Martins Care, we ensure the highest standard of care through rigorous recruitment, comprehensive training, and steadfast support for our team members. Our recruitment process selects individuals committed to compassion and excellence in care, with thorough screening to meet our standards. Our people benefit from ongoing professional development, including specialised training in dementia care, ensuring they have the latest skills and knowledge. We prioritise our everyone's well-being, offering continuous support and fostering a collaborative environment where every team member feels valued and motivated to provide exceptional care.



# What next?

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If now is the time to assess the specific care needs for yourself or a loved one, we're here to help. The first step might be to contact a social worker for a financial assessment to determine funding eligibility. Then, do your research and review the recommended list of local care providers from the social worker and visit these homes to evaluate their suitability.

When you're ready, we'd love to meet you, where you can talk to the St Martins Care administrative team for personalised guidance on fees and tailored care solutions. Then, you should be in a good place to make an informed decision and plan a seamless transition to the chosen care home, ensuring all financial and care needs are met.

## Admission process

### Initial Assessment

We will complete an assessment with you and/or family members about your support needs, we like this to be in-person by one of our team and sometimes this may be completed over the phone. This helps us to know how you like to be supported from the very beginning.

### Financial Considerations

If you believe you are entitled to funding for your care you will need to ask for a financial assessment by the local authority. This will determine if you are fully funded, must contribute towards the cost of your care or are 100% self-funded. We have no involvement in this process.

### Required Paperwork

We will ask for evidence of any Lasting Power of Attorney authority that is in place and we ask that on admission you or your representative sign a copy of our resident contract and a copy will be provided.

## Funding

St Martins Care offers a guide to understanding care costs and provides personalised advice through our care home team. St Martins Care ensures tailored care and support to meet individual needs. The average monthly fee for a UK residential care home is £3,290, with higher

costs for dementia and nursing care. Financial assessments by social workers determine eligibility for funding based on assets, with specific thresholds varying by region. For more detailed information, resources such as Age UK and NHS Care Home Advice are recommended.

# Get in touch

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We would love to hear from you! You can get in touch via:

- Our website
- Call us on 0191 583 0002
- To contact a specific care home by phone or email, please navigate to the '[Our homes](#)' page on our website where all information is available.

## Book a tour

At St Martins Care, we recognise that selecting the right care home for yourself or a loved one is a significant decision. Therefore, we are pleased to announce that you can now [schedule a tour](#) to visit any of our six care homes. We believe that visiting our facilities and meeting our dedicated team in person is essential for making an informed choice about care options. During your tour, you'll have the chance to explore our warm and welcoming environments, observe our commitment to high-quality care, and experience the strong sense of community that defines St Martins Care.

## Request more information

If you would like more information about our care homes and the services we offer, please do not hesitate to [reach out](#). We are here to answer any questions you may have and provide further details to help you make an informed decision. You can contact us at [info@smcgroup.co.uk](mailto:info@smcgroup.co.uk) for personalised assistance and comprehensive information about St Martins Care. [Our team](#) is dedicated to ensuring you have all the information you need to choose the best care home for yourself or your loved one.





St Martins Care

[info@smcgroup.co.uk](mailto:info@smcgroup.co.uk)

[www.smcgroup.co.uk](http://www.smcgroup.co.uk)

For new residential enquiries, please call  
our Head Office on: 0191 583 0002