



**The Maple**  
Care Home

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## A WARM WELCOME...

The Maple is a purpose-built 62-bed home in the lovely market town of Stockton on Tees in Co. Durham. Here in our welcoming home, we care for residents with both residential and nursing care needs. Our experienced and compassionate team are always on hand to ensure that we provide professional and experienced 24-hour support.



Each resident is cared for under their individual care plan so that the care delivered is tailored to each person. Alongside this, we understand that many residents' needs fluctuate, and we also have the flexibility, time, and staff to be able to accommodate changing needs. Our continuity of care is particularly important to us, enabling us to care for residents, as their needs increase into nursing care.

All our bedrooms have en-suite facilities, with further communal bathrooms, for baths and showers. These are all equipped with the latest facilities to enable those with differing care needs to enjoy their ablutions.



Each floor enjoys communal areas, where residents can gather to socialise and join in with regular activities. We have separate dining areas on each floor so that our residents can regularly enjoy home-cooked meals, though we will always serve meals to our residents in their rooms if they prefer.

Residents can enjoy time in the gardens, which overlook the lovely extensive parkland that gives us our charming views and beautiful trees. We are here to make every day full of peaceful moments and enjoyable activities for all of our residents.



## YOUR CARE...

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Every person in our care homes is a unique individual and it is our privilege to support them at a vulnerable time. All our efforts are tailored towards ensuring that our residents feel valued, supported and respected even at a time when there may be no easy answer.

Our staff are here to help and to provide support every step of the way. They receive extensive and ongoing training to ensure our residents time with us as fulfilling as it can be. Every resident is given the opportunity to gain additional support with the allocation of a key worker. Care is just as much about some ones mental state as their the physical well-being and their key worker will take that extra time to get to know them and provide the personal touches which can be easily missed.

Detailed care plans are developed to ensure we meet the needs and preferences of each individual. Residents and their families are encouraged to fully participate in the writing and reviewing of these plans.



## OUR COMMITMENT...

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Defintion: Loyalty, devotion or dedication. The state of being bound emotionally or intellectually to a course of action or to another person.

Placing a loved one into a care home is not a decision taken lightly and often follows a stressful period of decision making.

Here at St Philips Care we take our commitment very seriously. We imbue into our staff a culture of training & development to ensure our standards are maintained. This is further supported by an extensive internal audit procedure and unique monitoring tool designed by St Philips Care.

Our commitment to you is summarised by our mission statement.

***'To provide a quality service that meets the needs of the whole person by promoting independence and carefully monitoring a safe environment'.***

Helping each other to ensure your loved one settles as quickly as possible has to be a shared commitment. Please support us in this by providing items to help personalise their room and to share with us some of the memorable life experiences of your loved one to help them feel more comfortable during their stay with us.





## YOUR DINING...

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At St Philip's Care we are passionate about food and believe in having the very best ingredients for our catering team to create and display a well-balanced, nutritious and appealing food for a wide range of palates. We know a good diet helps contribute to our residents' quality of life in a number of ways. We are also committed to working with suppliers and try to ensure that our food is of an excellent quality and is sourced locally, seasonally and sustainably.

Our Chefs consult with our residents on a regular basis to ensure we understand their dietary requirements and food preferences. Our meals are carefully planned offering choice matched with individual taste and all special diets are catered for. We provide a carefully planned four-weekly menu cycle, which is changed seasonally, to ensure all residents enjoy a variety of delicious dishes every day of the week.

Making sure that our residents get the opportunity to eat and enjoy appetising and nutritious food is one of the most important aspects of our care. Our staff have a key role to play in ensuring that residents' mealtimes are seen as an important part of their care, where they can enjoy the social as well as nutritional benefits of eating in a relaxed and welcoming atmosphere.



## ACTIVITIES...

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The life story of each of our residents reflects a rich tapestry of experience spanning many decades. Understanding their experiences and interests allows our activities colleagues the opportunity to arrange and develop appropriate events and activities to fulfil their wishes.

We at St Philips Care understand how important daily activities can be to both stimulate and allow an individual to integrate within the home. We see evidence every year of how our staff engage with our residents to overcome the uncertainty in the change of their surroundings and to integrate them into the community offered by the home. If we provide the right environment a care home can be a great place to make new friends and acquaintances.

Our Activities Organisers meet several times a year to share ideas and to keep abreast of new techniques as we continually seek to improve the experience for our residents. Your early engagement with us to ensure we understand your loved ones interests and life story is a part of the joint commitment to ensure they settle with us as quickly as possible.





## YOUR EXPERIENCE...

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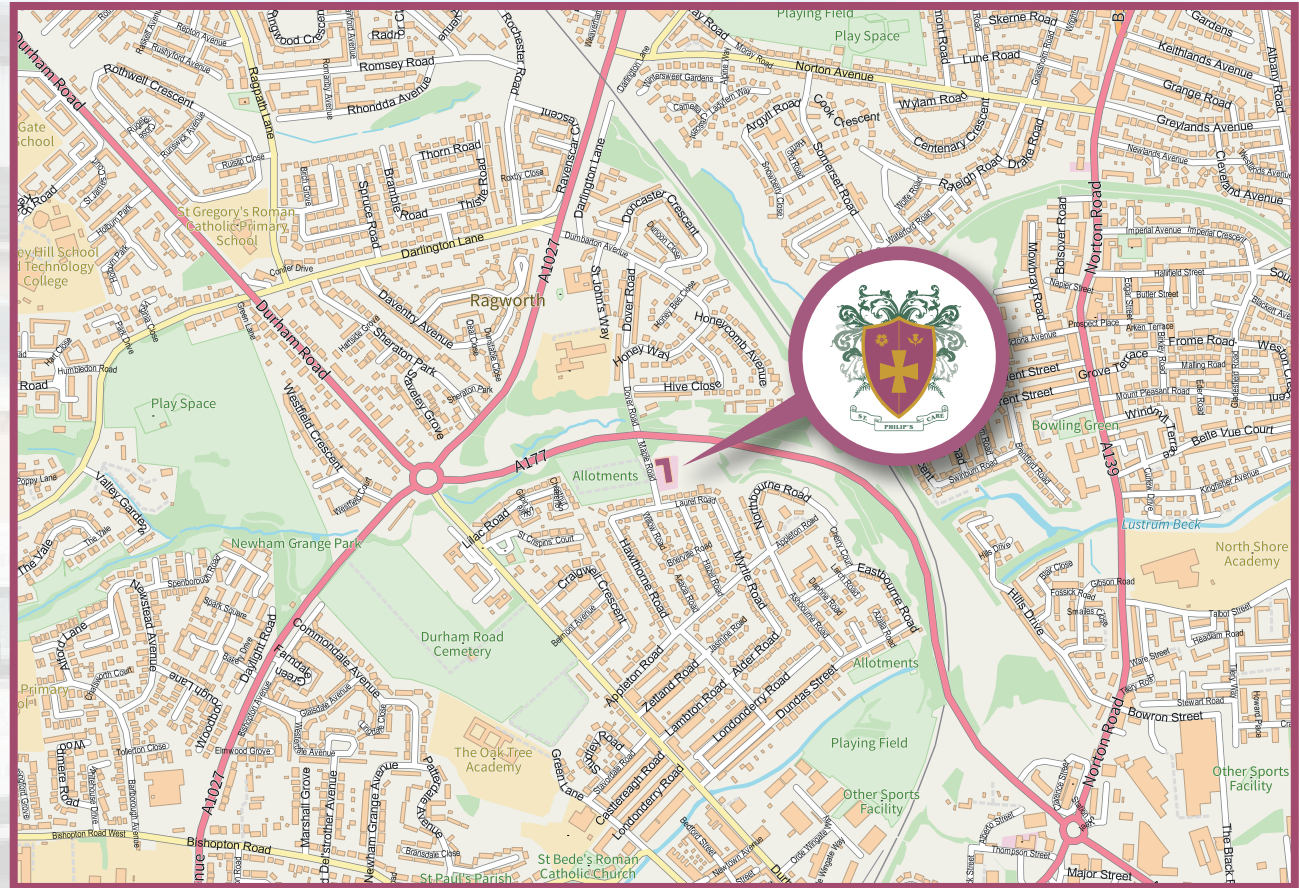
### TESTIMONIALS:

*"I am writing to thank you and all, for the efficient, caring and friendly way in which you looked after our mother during the five years that she was in your home. We could not have hoped for her to receive more loving and attentive care".*

*"Mother is obviously very happy in your home. She is always clean and tidy. Her room is very homely. All your staff are kind, efficient and jolly. Who can ask for more? Many thanks".*

*"The Manager and all staff have shown patience and commitment to my father. Their care and diligence is without a doubt and communication is faultless".*

*"Thank you very much for looking after my mum. She has been made to feel very much at home with you all. Best wishes to everyone"*



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Part of the family-owned care home group St Philip's Care