



"We understand that choosing the right care home for yourself or your loved one is a big decision. To help, you can read our guide to choosing a care home, or even better, get in touch. You can also read the FAQs and our caring for dementia page"



WATERLOO CARE

www.waterloo-care.com
info.waterloocare@gmail.com
+ 44 (0) 1789 773359

Dementia Care at Waterloo Residential Home

As a residential care home, we specialise in dementia care.

We follow best practice including

- Involving residents and willing families or representatives in the decisions made each day and over the long term.
- Ensuring each resident, no matter the stage of dementia has a sense of freedom about the choices and the care they receive.
- Treating each person as an individual and trying to understand the messages behind the behaviour.
- Listening and learning about each resident's past, so that our staff can engage in responsive and meaningful conversations and to use this information to make activities relevant where we can.
- Adopting a person-centred approach, taking the focus away from present illnesses or disabilities by working with the positives and what can be achieved with the right support.
- Ensuring our staff are trained to be able to deliver fantastic dementia care and all of the above. We believe that all our residents should receive outstanding Dementia Care at Waterloo Care Home.



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Services at Waterloo Residential Home

Our caring services start at the very top.

Our husband and wife team, Mark and Debra, are a qualified doctor and retired nurse respectively.

We only employ staff that are highly motivated and of a caring nature.

To ensure consistent quality of service, we constantly ask ourselves 'Would I want that level of care for a friend or family member?'

Our new residents are entitled to a free overnight stay to help them to decide if it is the right place for them. This is based on years of experience.

Though the move away from home may inevitably be necessary, we want to ensure the resident and family have as much information as possible to help make this difficult decision.

We are visited regularly by the District Nurse, a Chiropodist, a General Practitioner, Opticians, and an Occupational Therapist.

This multi-disciplinary team ensures all our residents' well-being is in check.

Combined with our own staff, all our residents are well looked after at with excellent Services at Waterloo Residential Care Home.



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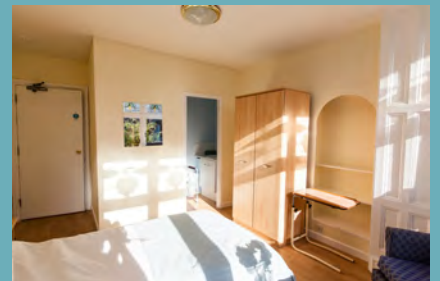
Facilities at Waterloo Residential Home

- A lovely conservatory with double doors that open out into the garden
- Two communal lounges and two communal dining areas, each with a TV and CD player
- Outdoor patio and lawn areas with seating for residents
- Specially equipped shower rooms Assisted toilets en-suite
- 34 bedrooms, of which one can be a double for married couples, and one is a shared twin room.
- Hairdressing salon, and a visiting hairdresser who comes once a week

Our residents are encouraged to live the life they want and one which will enhance their well being and that of their families.

We are always looking to improve our facilities at Waterloo Care where we can and work to accommodate new resident's preferences as well as changes with those already living here.

Any feedback to help meet the needs of each resident is welcomed, be that with their facilities or in other areas.



Food and Activities at Waterloo Care Home

Anything you want.

We will consider all requests and make sure our residents are eating the food that they want to eat when they want to eat it.



For our residents living with dementia, we adapt to individual needs. Staff are trained to recognize and respond to nutritional requirements

- Food is available 24 hours a day. We do have schedules for the main meals, but flexibility is key with each resident.
- Specialist crockery and cutlery is available to maintain independence
- Fortified food and fluids
- Access to a dietician and other professionals

What activities are put on for residents at Waterloo Care?

Jan is our main activities co-ordinator and she has a team who work alongside her to ensure the residents have plenty to do.

We try and make sure that residents are entertained and are free to seek their own entertainment where they can.

Some common activities are:

- If you like reading we have a large library of books at the home and also the opportunity to visit the local library
- Birthday teas and cake. Musical performers regularly visit the home.
- Themed parties take place, and residents are free to engage as much as they wish.
- Bingo afternoons
- Dancing with staff and other residents
- Arts, Crafts and Cooking are all popular activities.

We know that the provision of excellent food and activities at Waterloo care home is vital for our residents' well being.



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