



*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

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# Dementia Care Specialist Waterloo Residential Home

**At Waterloo Care Home,  
we pride ourselves on specialising in dementia care.**

Our best practices encompass:

- Engaging both residents and their families or representatives in daily and long-term decisions.
- Guaranteeing that each resident, irrespective of their dementia stage, feels empowered in their choices and care received.
- Actively listening and discovering each resident's history, allowing our staff to engage in pertinent and insightful conversations, ensuring activity is personalised wherever possible.
- Embracing a person-centred methodology, shifting the emphasis from current health issues or disabilities to focus on the positives and accomplishments possible with the right assistance.
- Training our staff extensively to ensure exemplary dementia care is consistently delivered.

We are committed to ensuring that all our residents experience unparalleled dementia care at Waterloo Residential Home.



# Care Services at Waterloo Residential Home

**Quality care begins at the helm of our operations.**

Mark and Debra, our leading husband and wife duo, come with the expertise of a retired doctor and an experienced retired nurse, respectively.

We employ only those staff members who are deeply driven and inherently compassionate.

To maintain impeccable service standards, we regularly reflect upon, 'Would this care be suitable for a loved one?'

For prospective residents, we offer a complimentary overnight stay, drawing from years of experience, to ascertain if our home is the perfect fit for them.

Though the decision to transition from one's home can be daunting, our aim is to provide exhaustive information to both the resident and their family to aid this crucial decision.

A team of external professionals, including the District Nurse, a Chiropodist, a General Practitioner and Opticians, frequently visit us.

This multifaceted team, in collaboration with our in-house staff, ensures comprehensive well-being for all our residents.

With these combined efforts, we pride ourselves on delivering stellar services at Waterloo Residential Home.



# Facilities at Waterloo Residential Home

- A delightful conservatory with double doors leading to the garden.
- Two shared lounges and dining areas equipped with televisions and CD players.
- Outdoor patio and verdant areas with seating facilities.
- Customised shower rooms and assisted en-suite toilets.
- 34 bedrooms, including options for a double room for couples and a twin-sharing room.
- On-site hairdressing salon and a visiting hairdresser once a week.
- We encourage our residents to lead a life that not only boosts their well-being but also brings comfort to their families.
- We are ceaselessly working towards enhancing our facilities at Waterloo Residential Home and are receptive to both the evolving needs of our current residents and the preferences of newcomers.
- We greatly value feedback, as it aids us in catering meticulously to each resident's needs, be it in terms of facilities or other aspects.



# Food & Activities

## Food Tailored to your preference.

Our focus is on accommodating all requests to ensure our residents savour their desired meals at their convenience.

For those living with dementia, we tailor our offerings to cater to individual needs. Our staff are adept at identifying and addressing dietary necessities.

Meals are accessible round the clock. While we do have set timings for main meals, we prioritise flexibility for each resident.

We offer specialist crockery and utensils to promote independence and provide fortified food and beverages.

Professional dietary consultations are available.

## Activities at Waterloo Residential Home:

Jan, our primary activities coordinator, supported by a dedicated team, ensures a plethora of engaging activities for our residents.

Residents are not only entertained but also have the autonomy to seek their entertainment preferences.

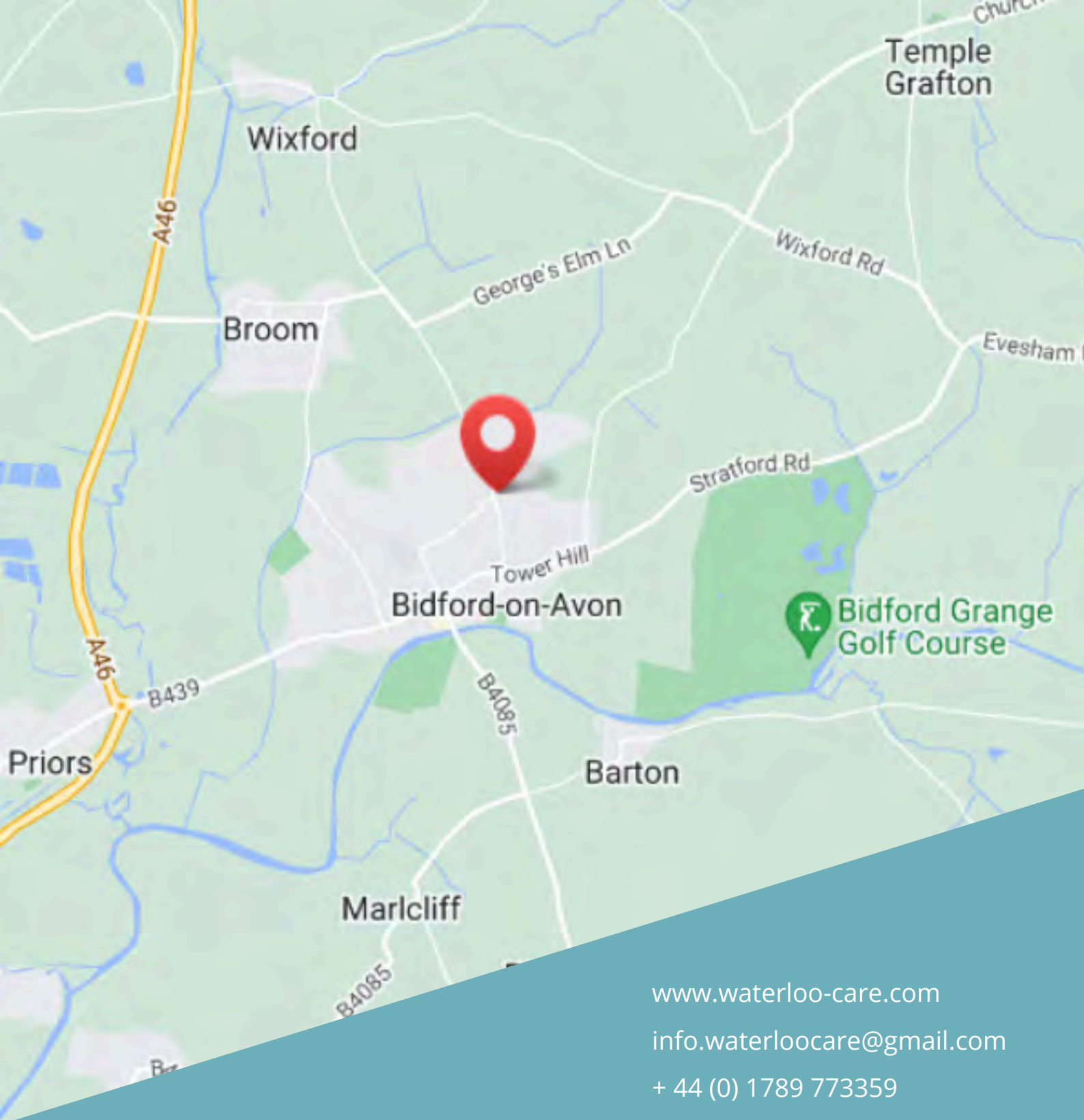
## Some activities include:

- An extensive in-house library and opportunities to visit the local library.
- Celebratory birthday teas and cakes.
- Frequent musical performances.
- Theme-based parties where residents can participate at their comfort level.
- Bingo afternoons.
- Dancing sessions with staff and fellow residents.
- Art, craft, and cooking are among the favoured activities.

We firmly believe that the provision of delectable food and a variety of activities is essential for our residents' well-being at Waterloo Residential Home.







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