

Four Seasons
HEALTH CARE

OUR HOME TO HOME PROMISE

We take the time to get to know each resident and their family and friends before they move in. That's what helps our residents feel at home right from the beginning.

“The room felt ready. We chose our own colour scheme and the home had it all ready for her the day she moved in.”

Before moving in

We invite each future resident, their family and friends into the home to find out in advance what you want and need from us, and making sure it's all in place. It's also an opportunity for you to meet our team and fellow residents.

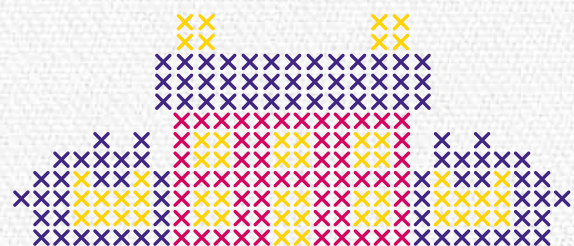
On arrival

Everyone will be warmly welcomed with tea and biscuits and the resident's room will be fully prepared and decorated, including any of the personal things that have been brought to the room in advance.

Family and friends are encouraged to stay as long as they wish and of course our team will be there to answer any questions.

Settling in

We won't bombard a new resident with too much in the first few days. But when they're ready we'll introduce them to more residents and team members. We'll familiarise everyone with the home's routine, such as hairdressing and chiropody visits, the entertainment programme and where to find drinks and snacks. Our chef will ask about the resident's favourite foods and how they like them cooked. And our Home Manager will come to chat about how they are settling in and if anything else needs to be done.





Here are some comments and wise words from families and residents on how to make that move into a care home as smooth as possible.

“ I always make sure mum has something to look forward to *each day*... and the staff help me. Whether it's a spray of her favourite perfume, music to listen to, or messages and notes from her family. ”

“ I did feel guilty at first because me and my husband had looked after mum and dad all of these years. But mum settled in *ever so well*. ”

“ Keep an open mind. Don't worry about it. It's a home. I've had one or two of my neighbours in here and they say *"I love it here" it's like a first class hotel.* You haven't got a thing to do or a thing to worry about. No cooking. No cleaning. No washing. It's lovely. ”

“ It's a heartbreaking time, but finding a care home *that feels right* has given us all peace of mind. ”

“ The main thing I find is to talk. And *share it.* I can't emphasise that enough. ”

“ When my wife first came in she wasn't eating. So the staff suggested I sat and had one meal a day with her and *it worked a treat.* She soon started eating with everyone else. And I got a few free meals! ”