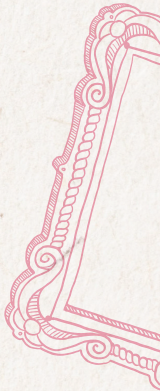


OUR HOME TO HOME PROMISE



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 and visiting

We won't overwhelm a new resident with too much in the first few days. 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.

Additionally, we understand the importance of maintaining connections with family members. We encourage and facilitate visits from relatives, ensuring that our residents continue to feel supported and surrounded by loved ones during their stay.