



CARING UK
AWARDS

Riverside House Morpeth
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Riverside House

Dear Visitor

My name is Samantha Armstrong, and I am the Manager here at Riverside House. The home has been part of my life for almost 20 years!

I have a thorough knowledge and understanding of all the residents' individual needs and preferences as well as the safe running of a residential care setting. I take a hands-on approach to developing my staff and operate an open-door policy for all residents, families, and staff members.

The staff at Riverside House are proud of the care we deliver; we offer exceptional standards of respite and residential care, and we pride ourselves on our warm and welcoming environment.

We are all passionate about our roles, providing the very best care in a safe and comfortable environment. We encourage a 'home from home' feel ensuring the environment is well maintained and relaxed.

Our activities team provides a range of events, activities and encourages our residents to engage in their favorite past times and maintain hobbies. The home is part of the local community, and we have the Forget-me-not Choir, Chatty Café, weekly nursery, Quiz nights with the Morpeth Town Council and we have regular visits from local schools, the Princess Trust, Scouts, Guides and Army Cadets.

We encourage our residents to join in and live their lives as they wish, after all it's their home. Our aim is to provide a relaxed, caring, and friendly environment, where dignity, independence, safety, and comfort are the forefront of daily living. We continue to invest in all our staff, ensuring training and resources are available to enable them to maintain exceptional standards.

If you have any further queries, do not hesitate to contact me on 01670 503103 or by emailing me: Manager@riversidehousemorpeth.co.uk and I will be happy to assist you.

Yours faithfully

Samantha

Manager, Riverside House

We hope our brochure answers a lot of the questions you will have about Riverside House but there is no substitute to coming and having a look around the home. Please come in at any time and we will be delighted to show you around.

Excellence in Care

"We at **Riverside House** know that finding the home for you or your loved one is a choice not to be taken lightly. Moving home is an emotional and challenging time at any age, but it can be even more so in later life. That is why we offer in-depth consultations to walk you through your needs, the scope of your care and your goals for the future. We listen to what will make your move as smooth as possible and to what will make everyone feel at home.

We'd be delighted to show you around to experience our homely, welcoming atmosphere for yourself, so please arrange to pop in for a chat."





Welcome to Riverside House Morpeth

When you come to live at **Riverside House Morpeth**, you open up a world of possibility and opportunity in this, the next stage of your life.

Our care home provides permanent residential care and a tailored respite service for those people who would like a short or long break. In every case, we are here to provide all the care each person's own family could wish for.

Our caring team work together to provide the highest standard of person-centred care to all residents, always delivered with kindness and compassion.

We would be delighted to show you around to experience our homely, welcoming atmosphere for yourself, so please arrange to pop in for a chat.

Tel: **01670 503 103**





Person Centred Individual Care

We recognise that everyone is different and the care we deliver aims to reflect this. Riverside House provides a homely, relaxed and safe atmosphere for its residents, visitors and staff.

Comfort & Wellbeing

Compassion, respect, dignity, and choice is the essential foundation stones to our approach. We ensure that we encourage greater involvement by residents and their families for shared decision making.



Assistance with Care Fees

We have extensive experience with financial support for residential care. We will be happy to discuss your specific circumstances and needs in total confidence





In Caring Hands

Riverside House Morpeth provides residents with extensive communal space and comfortable lounge areas. Each bedroom, which has the added benefit of en-suite facilities, has been designed to ensure the comfort and safety of the residents.

The friendly and welcoming decor helps residents feel at home and there is a tranquil, fully enclosed garden, which offers our residents a relaxing atmosphere and a quiet retreat.



Our dedicated team ensure we meet the resident's individual care and social needs. There is an open door visiting policy and families and friends are always welcome.







We Stimulate the mind. . .

Riverside House is a place where we stimulate the body and the mind. We have excellent activity Coordinators, who run a programme of activities.

Activities & Community Links

We are proud to be part of the Morpeth Community. Our home won the National Care Awards Activity Team of the Year in 2022. Examples of our activities and community links include:

- Daily exercise classes with Age UK
- Nursery visits with local play groups
- Quiz nights with local councillors
- Regular shows from local entertainers
- The Forget-Me-Not choir
- Chatty café
- Group reminiscence chats
- Dominoe club
- “Knit and natter”
- Movies and a quiet lounge

Your Room

This is your own personal space, which is why we encourage residents to 'make it theirs' and personalise their room. All our rooms are furnished with comfort in mind. Your bedroom includes a bed suitable to your needs, wardrobe, chest of drawers, bedside table, over-bed table, armchair and other furniture to suit the size of the room.



All the Comforts of Home

Life at Riverside House is built around you...



Accessible
Gardens



Dentist



Home - cooking



Laundry



Cinema Room



Audiologist



Quiet Lounge



Access to Nurses
& GP'S



Activities



Opticians



Wi-Fi



Hairdresser

We seek to make every day enjoyable and aim to have an environment with happy smiling faces.

Our Caring Team

Our team is made up of qualified caring staff who continue to build their skills with on-going training.

As well as providing excellent professional care, our entire team is dedicated to maintaining a sense of home and of belonging in our care home. Our team takes plenty of time to understand our residents, their likes and dislikes, and exploring all the ways we can make them happy and comfortable. We give our residents and their loved ones confidence that we're providing the very best of care, and delivering special resident experiences every day.



Lifestyle

Our dedicated and highly trained staff specialise in supporting our residents to carry on doing the things they enjoy.

We help residents feel at home by encouraging them to do familiar things. If they had a hobby or pastime they did before they arrived, we'll help them to continue it with us. Or perhaps they may like to learn something new?

The important thing is that we treat every resident as an individual. If they enjoy sharing time with others, either in our home or on an organised trip out, they're most welcome. Or, if they prefer quiet time alone, we'll respect that too.



Food Glorious Food

Our excellent team of kitchen staff are here to provide all our residents with a delicious, nutritious and well-balanced diet.

We always ask residents and their families about their food preferences and dietary requirements. Our Head Chef and catering team then work with dieticians to create meals that are nutritious and tasty, using fresh seasonal ingredients sourced from local suppliers where possible.

We ensure that meal times have choice, please see our latest seasonal menu.





Support for all of those who need care

Personalised Care Plan

We will work with you and your family to create your personalised care plan. This is the key document that determines your care and support. Together with you and your family, we will identify your needs, preferences and the things we need to know to support you. This is all recorded on your care plan.

Specialist Care

You will be able to call upon the services of a wide range of specialist practitioners who either visit the home on a regular basis, or have a practice within the surrounding area, which can easily be visited for consultation. For example, you will have access to dentists, opticians and a podiatrist.

Medical Care

We have visiting GPs who are pleased to come and see you. Each GP visits the home on a regular basis, or at your request, and will be able to take care of your prescription needs.

Medicines

If you would like to manage your own medicines, and it is safe to do so, we will provide lockable facilities and staff support for you as needed. If you prefer, or if it's assessed as safer, our trained staff will keep your medication in a safe place, and give it to you at the times stated on the prescription. We'll discuss all aspects of your medication with you when we develop your care plan.



Meals

Food is so important and we have an excellent team of kitchen staff who offer a wide range of meals to provide a nutritious, appetising and well-balanced diet.

We always ask residents and their families about their food preferences and dietary requirements. Our chef and catering team then work with dieticians to create meals that are nutritious and tasty, using fresh seasonal ingredients. To add more variety, we also make a point of celebrating with special meals and events throughout the year. Residents can eat in our pleasant dining rooms or, if they prefer, we're pleased to serve them their meal in the privacy of their own rooms.

Lifestyle Support

Our dedicated and highly trained staff specialise in supporting your lifestyle and promoting well-being for all our residents. They are passionate about the invaluable role they perform within the group.

Another aspect of helping our residents to feel at home is for them to do familiar things. If they had a hobby or pastime they did before they arrived, we'll encourage them to continue it with us. The important thing is that we treat every resident as an individual and listen to every residents wishes.



Dementia Care

Living with dementia can become more difficult over time and as the dementia progresses, you may find it increasingly hard to manage by yourself or to continue to ensure the best quality of life at home.

This is when it may be time to think about moving into a care home.

Many people worry that moving into a care home will mean losing their independence or having to give up the things they love doing. But our care home encourages you to remain as active as possible and ensure you continue to enjoy a happy, fulfilled life.

No one has the same journey or path through dementia, that's why we tailor your support around your individual needs, preferences and wishes and involve you in the planning of your own care. We encourage you, wherever possible, to continue making your own decisions about what you do and how you spend your time.

Experience has taught us that residents who are encouraged to stay active benefit from improved mental and physical health.

Dementia care

We provide care for people who are experiencing early-stage memory loss or confusion, perhaps because of Alzheimer's.

Through our specialist insight into the causes and effects of dementia, we can help a resident to make the most of their abilities so that they can continue to live as full a life as possible.

We support each person emotionally, physically and socially and always keep in mind that they are an individual with a long life behind them.



Respite Care

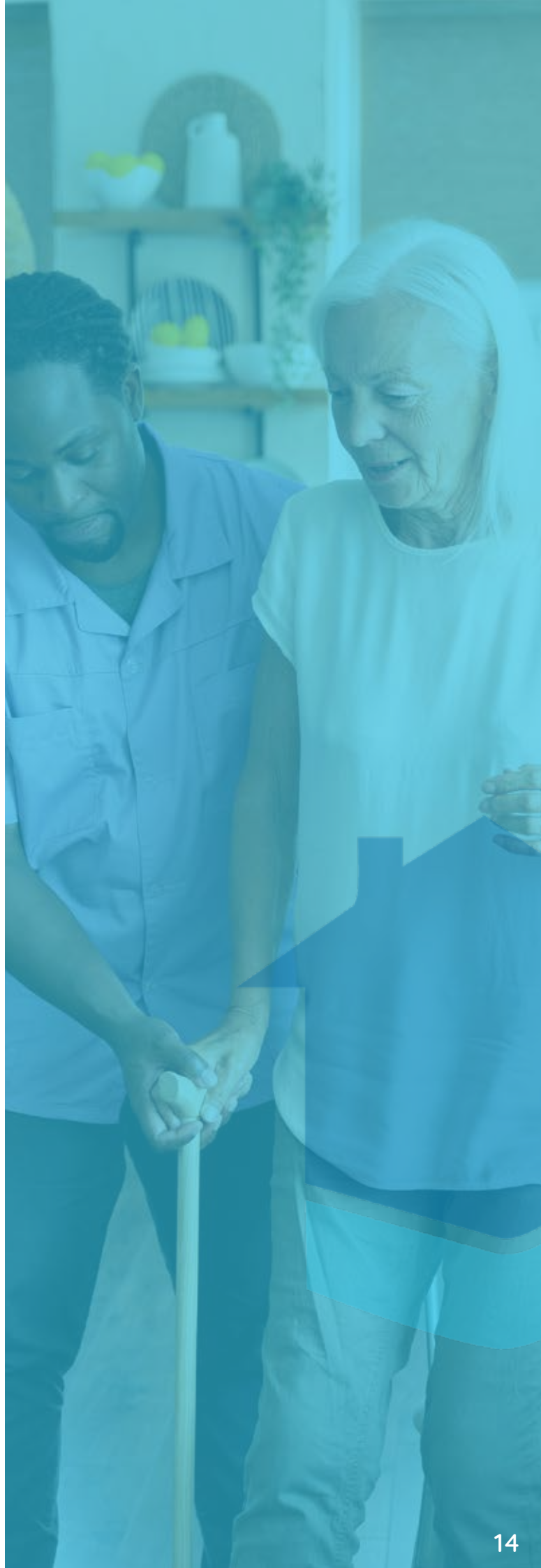
Our care home also offers Respite care, also known as short stay care, which means taking a break from caring while the person you care for is looked after by someone else.

It lets you take time out to look after yourself and helps stop you becoming exhausted and run down.

Stays can be as short as two weeks or as long as necessary. We work closely with residents and their relatives to understand their needs now and in the future.

Respite care enables you, the carer, to take a well-earned break or holiday from your everyday responsibilities, knowing that your loved one is receiving the very best care.

If your loved one needs help with daily living or has residential care needs, respite care is also an option if you yourself are unwell. As well as giving your loved one a valuable change of scene and the chance to try new activities and meet new people, respite care can also be extremely useful if they're recovering from an illness or operation and need a higher degree of care than normal.





“ Resident choice and
dignity are strong
values here.”



What Our Clients Have To Say

“My aunt came into care for respite but because of the care given she has decided to stay. I am pleased with everything I have seen and it is great my aunt feels safe now. Many thanks to all the staff.”

IAN (NEPHEW OF RESIDENT)

“From the minute I entered the home I felt “at home”. The staff have been great during my stay. I initially went in as respite for three weeks, but have decided to stay. I feel safe, the food is great and I’m very happy.”

FREDA (RESIDENT)

“I can honestly say that my uncle going into Riverside care home was the best move our family made. Instantly the worry and pressure were lifted with the confidence we had that the staff would care and he would be safe. On arrival we were greeted and made so welcome all aspects of the home’s procedures were explained in a clear friendly manner and assured that if we had any concerns or were unsure of anything we would just need to ask. Every member of staff introduced themselves to us and my uncle explaining their role within the home and chatting to my uncle. The management of the home is second to none with the entertainment and activities well planned and thought out. Nothing is a trouble and we can rest easy with confidence that our uncle is being cared for 100%. Outstanding.”

ANDREA (NIECE OF RESIDENT)

“The activities are absolutely amazing, they get all the residents involved. My dad loves it. Amazing staff, friendly and professional. Food is brilliant!”

JOAN (DAUGHTER OF RESIDENT)

“Like Riverside House, can’t fault anything. My father is very happy here. The staff are wonderful. There’s a very good range of activities and there are things on every day so we know Father is in very good hands here.”

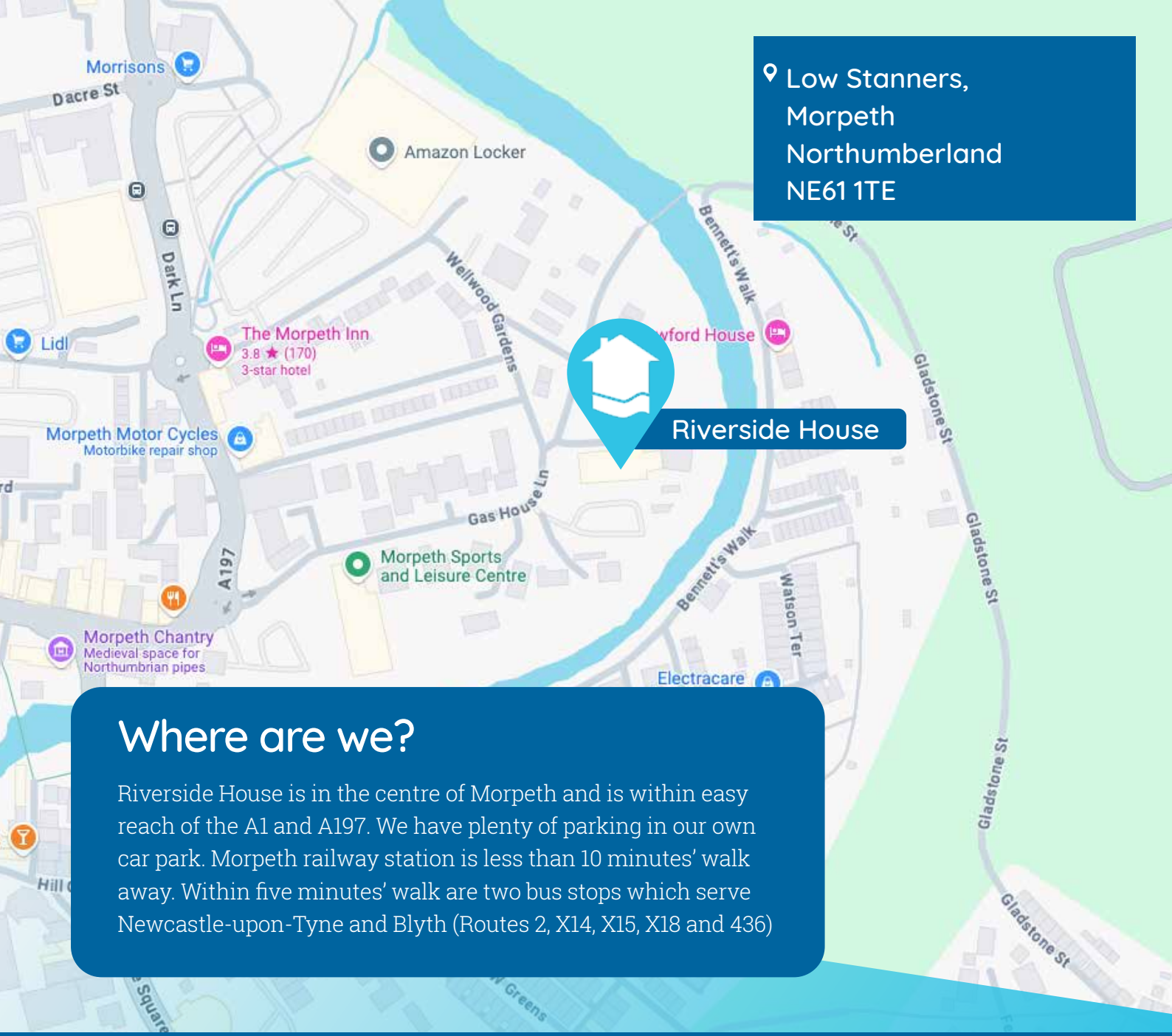
R I (SON OF RESIDENT)

“My mum has been at Riverside for the past four years, and although she was reluctant to go into a care home, she has been the happiest she has been for a long time. The staff were always kind, caring, engaging and ready to have a laugh. She felt happy and at home. The activities are broad and inclusive and help to stimulate all the residents rather than leave them sitting in chairs and bored all day. They received a well-deserved award for the activities recently. I thank them all for making my mum’s last few years as happy as they could.”

CAROL (DAUGHTER OF RESIDENT)

“This care home is superb! They consistently go above and beyond to provide the residents with varied, quality activities to keep them stimulated. This has been particularly so in their work with their dementia choir - the work that has gone in, and the results are amazing.”

JACQUELINE (DAUGHTER OF RESIDENT)



Where are we?

Riverside House is in the centre of Morpeth and is within easy reach of the A1 and A197. We have plenty of parking in our own car park. Morpeth railway station is less than 10 minutes' walk away. Within five minutes' walk are two bus stops which serve Newcastle-upon-Tyne and Blyth (Routes 2, X14, X15, X18 and 436)

Let's Talk

Our care home is in the heart of Morpeth and is a few minutes' walk from the town centre and its amenities. If you're looking for support for your loved one please contact **Riverside House Morpeth** today to see how we can help you.



☎ **01670 503 103**
✉ **manager@riversidehousemorpeth.co.uk**
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Quality Care, You Can Trust



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