

residential &  
nursing care



fellingate  
gateshead



At fellingate we offer exceptional levels of care and the highest possible quality of life





***'My mother has the best of care you could wish for. It is a home from home for her. Well done to all the staff.'***

Maureen T (Daughter of Resident)



# about us

Situated in the Felling area of Gateshead and only 300m from the Felling Metro Station, Fellingate Care Centre is a luxury, award winning Residential, Nursing and Dementia care home managed by the Enhanced Care Group which has over 30 years of experience caring for older people in Newcastle, Sunderland and South Tyneside in Tyne and Wear and also in Durham, Darlington and Middlesbrough.

Rated amongst the best care homes in the North East, Fellingate has consistently received excellent scores for its quality of care.

So be it Residential, Nursing or Dementia care, Fellingate is the place to feel at home



## price guarantee

Fellingate gives a Fair Price Guarantee and will not charge any more than that recommended by Gateshead Council unlike many other homes.

Whether the fees are paid privately or with assistance, everyone pays the same amount. This may save some our residents and their families many thousands of pounds per year.



## come and talk to us and our residents

We at Fellingate believe that a Care Home should feel like 'home' to you and choosing the right Care Home with good facilities is so important and we do not expect you to take our word for it.

We would like to invite you to meet our staff and residents and feel for yourself the friendly atmosphere, the high standards of comfort and the good companionship.

We invite you to speak with the manager to arrange a visit and spend a day with us. We will be happy to arrange transport, at no cost, for you and any family members who need it. If you wish, a trial stay may then be arranged in consultation, if necessary with the Social Services Department.

# facilities

## A unique and inspiring senior living care centre

Fellingate is a new home, which provides the highest standards of comfort. It is sited with panoramic views of Tyneside.

It is convenient for visitors being on the main bus route on Sunderland Road and 300m from the Felling Metro Station.

It offers exceptional levels of person-centered care and the highest possible quality of life, in terms of both luxurious accommodation and support, all provided within our exquisite purpose-built home.

Fellingate in Gateshead is a residential and nursing care home where our main aim is to care for you no matter what your needs are and in the way that you prefer and you can choose from a variety of luxurious spacious bedrooms that are complemented by welcoming reception areas, superb dining facilities, spacious and well-equipped activity areas and delightful landscaped gardens.

All this is complemented by support and care delivered by highly trained, dedicated and professional staff who are passionate about providing the best care through bespoke care plans that are as unique as you are.



Fellingate are very proud of the high standard of accommodation we offer to our residents here in Gateshead and every attempt has been made to create a home from home atmosphere providing the best possible care that we can.

As well as the larger lounges and dining areas we have been careful to provide a number of smaller ones so that you can spend your time where you feel most comfortable.

Some areas are equipped with TV and games while other areas are more quiet and peaceful.

Your bedroom will be respected as 'your own front door'. The large, comfortable single rooms provide en-suite facilities including showers and we can also cater for couples or anyone who prefers to share a room with a companion.

All rooms are pleasantly light and airy and are comfortably furnished with facilities of the very high standard that you would expect.

All rooms look out on to the grounds and some have extensive views over Tyneside.

Specialist bathing facilities are available.

We have coffee and tea-making facilities for residents and their families.







### **dedicated unit for those with dementia**

In a dedicated unit we can also provide specialist care for anyone who may be less mentally alert or physically active.

We continually consult a range of leading dementia specialists to ensure that our care homes offer safe, supportive, specially adapted environments that maximise a person's independence and enhance their self-esteem.

*'I found the residents were treated with great respect and the staff were very friendly and helpful. The home is beautifully decorated, food is lovely and I don't think we could have found a more perfect place for him'.*

K. M. (Niece of Resident)

**We understand the value of maintaining your independence and that privacy and choice are important. We always provide person centered care to meet individual needs and strive to ensure we provide the right type of care, for the right person, at the correct time.**

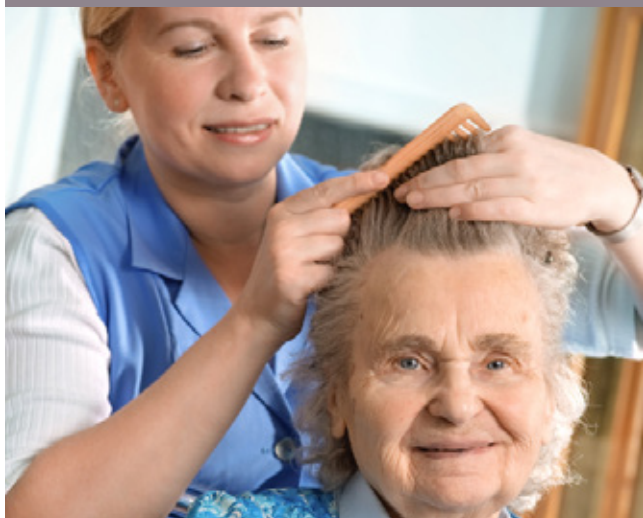
As well as providing full time residential and nursing care we can also provide, subject to availability, short-term care to suit the needs of yourself and your family.

*'Any reservations I may have had about care homes have well and truly been dispelled by this fantastic place and the wonderful kind, patient, caring and hardworking staff who work there'.*

Lisa E (Niece of Resident)



# carers



You can rest assured that all Fellingate Carers undergo intensive training and are required to complete National qualifications.

Our dedicated teams are passionate about what they do and we specially select staff for their personal qualities, such as being instinctively warm with a natural desire to help others.

Our Carers work with residents and their loved ones to create a detailed personal care plan and build up relationships that ensure our residents' health and care needs are always met.

Everyone has unique qualities and our dedicated staff ensure that they provide care that is responsive to individual personal preferences, needs and values.

There will always be someone to help at Fellingate.

Our Carers know more than names and faces. They know people's personalities, their priorities and their preferences, and therefore can provide all that a resident needs, when and where it's needed, while at all times respecting the privacy and dignity of that particular person.

***'A very modern, friendly, clean residential home. Staff excellent, nothing a bother to them. Office and management staff friendly and helpful at all times. Could not fault it, rooms lovely and clean within suite. Excellent'.***

Susan W (Daughter of Resident)

***'It was because of the devoted and caring staff I was able to go home and sleep at night knowing Alec was in the best hands possible. All the staff were very friendly and helpful and were always willing to go the extra mile'.***

Margaret M (Wife of Resident)



# activities

Everything we do is person-centred, including our range of daily activities.

All activities are based on the interests, desires and wishes of our residents. The examples below are but a few of those featured at our communities. We seek to cater for all residents requests - after all, we are here for them.

Featured activities:

## light exercise

Our residents are encouraged to join stimulating classes such as light exercise. Residents and guests of varying levels of flexibility meet in the lounge or activities areas, with assistants on hand to help provide encouragement and support where required.

## visits from entertainers

We have regular visits from local musicians and entertainers catering for different tastes.

Teas and cakes are often served while our residents enjoy a sing-a-long! We also have a range of other individual or group activities

## day trips

We arrange day trips with all of the transport supplied by us. Our residents often enjoy anything from a day at the seaside and shopping trips to Newcastle and the Metro Centre.

We also arrange visits to the cinema and theatre.



While all residents have television access within the privacy of their own room, our residents often like to make use of our cinema for seeing popular movies or national sporting events etc.

Some of our male residents enjoy nothing more than a nice drink watching the local and National football games.

## other activities

We are always open to suggestions from our residents and their families for other types of activity to suit individual preferences. All of our activities come at no cost to the resident.





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## our invitation

**Choosing a care home is one of the most important decisions you'll ever make.**

That's why we invite you to come and visit us to ensure that you have absolute peace of mind you have made the right decision

Please call us on  
**0191 438 3107**

Enjoy our comprehensive guided tour

Meet Residents

Meet Staff

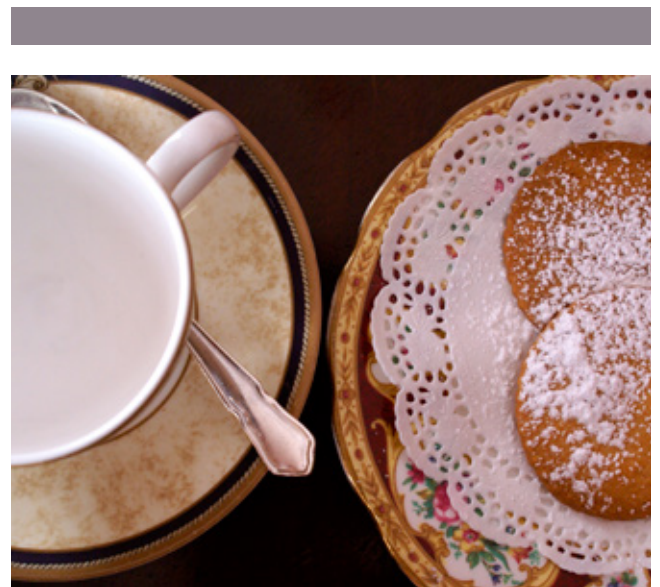
Speak with our Manager

Trial Stay

Transportation arranged at our cost

Try our restaurant

and of course tea and biscuits



For more testimonials please visit [www.fellingate.co.uk/testimonials](http://www.fellingate.co.uk/testimonials)

At fellingate we offer exceptional levels of care and the highest possible quality of life





[www.fellingate.com](http://www.fellingate.com)



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part of the  
enhanced care  
and support group



**Enhanced**  
Care and Support