



Real care is **Wessex Care**

Find out more on our website [wessexcare.com](https://www.wessexcare.com)



Real care in the heart of Salisbury

Wessex Care is a family run group of care homes in Salisbury, Wiltshire, with a distinctly different approach to looking after vulnerable adults, offering them a home in the real sense of the word, where everything is focused solely on their needs, where the care and support is everything they deserve and they can lead their everyday lives just as they wish.

There are lots of reasons why you would benefit from choosing Wessex Care and we have summarised a few of them here to help show the passion & high quality delivery of our work.

- 🌸 Choice of five small, friendly care centres in the heart of Salisbury.
- 🌸 Individual care tailored to the real and changing needs of each and every resident – whether that be nursing care, residential care, care at home, mental health support, dementia care, rehab.
- 🌸 Rehabilitation (intermediate care) service.
- 🌸 No more than 30 residents in any care home to ensure the best possible blend of personal and professional care.
- 🌸 Appropriately qualified, dedicated staff, all living in the local area.
- 🌸 Traditional family values complemented by the best of modern care.
- 🌸 Consistently high quality care with the resident at its heart.
- 🌸 Regular meetings with residents and relatives to help improve our service still further.
- 🌸 Expert assessment before admission to our care homes and then monthly care reviews involving families and other professionals.
- 🌸 Wide-ranging programme of activities and events for care home residents to enjoy as and when they wish.
- 🌸 Continuous staff training to ensure the highest standards are maintained and developed.
- 🌸 Low staff turnover – continuity of care in the Wessex Family.

Regulated by







Kinleith Way
Care Centre

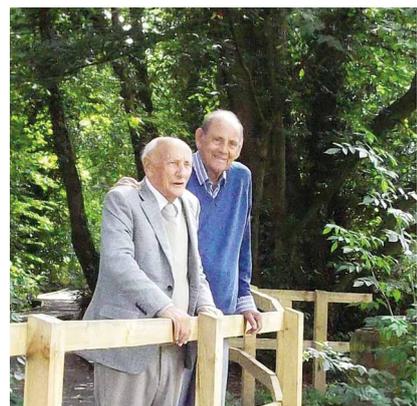
With Wessex Care you'll feel right at home

Ask the people who live with us what sets our care homes apart and you're likely to receive an answer that's as different and individual as the person to whom you're talking.

It could be the setting, not isolated or remote, but conveniently close to family, friends and the community of Salisbury as a whole. Maybe the gardens will be a special pleasure, or their spotlessly clean and comfortable room where they can always be themselves. Mealtimes may well be mentioned, when the food is fresh and tasty, and the menus varied with their help.

Some may talk about the activities and events, the chance to pursue an existing interest, discover something new or just sit back and enjoy the entertainment that's been arranged. For others, being asked for their opinions will doubtless count, so changes that might affect them are never introduced until they've been discussed and agreed. For just about everybody, it's the staff that make such a difference, taking the time and trouble to get to know him or her as an individual and understand what really makes him or her tick.

There are, of course, some things that come up over and over again. Knowing that their privacy, dignity and independence are all equally important; knowing their safety, comfort and well-being are all of equal concern; knowing they'll always be treated with respect and, above all, always treated as a person.



Welfare & Well-being at Wessex Care

By making welfare one of the cornerstones of our care, we've been acknowledged by social and dementia care specialists as setting a standard to which everyone should aspire.

In fact, each of our care homes has its own dedicated welfare assistant, who takes the time to learn about each individual's needs and then puts together a programme of activities that is not only fun, but also provides the mental, physical and social stimulation that every older person enjoys.

Alive, Imagine This and Creature Teachers are just three of the organisations we work with to add still further interest and variety to people's lives. We now incorporate iPad technology across the services for welfare support, cognitive stimulation, reminisce support and to enable residents and their families to create an illustrated history of their life and times. We also use it extensively for training.

As well as the activities in each care home, our residents also benefit from our links with the local community – entering garden and scarecrow competitions, taking part in silk painting and wool spinning during Salisbury's Art Festival and becoming involved with the nearby River Bourne Community Farm as well.

Now add trips to the cinema, Wilton Shopping Village, Salisbury Playhouse and much more besides, and you start to see it's welfare in its most diverse and enjoyable form. The perfect blend of pleasure, opportunity and even a little challenge – and just one more reason why our residents live life to the full.



Our Community Care Team in Salisbury

Uniquely, as well as our residential care homes in Salisbury, we also provide domiciliary care – with a comprehensive range of services to help people retain their independence and continue living in the community.

We can help with virtually every aspect of daily life – from washing and dressing to shopping, decorating, DIY or the like, providing freshly prepared meals and doing the laundry, taking the dog for a walk or using the internet, tidying the garden, filling in forms and much, much more besides.

A very different approach

Whatever we are there to do, you'll soon notice that we do things very differently. For instance, all of our staff are salaried – not on zero hour contracts that seem to be the norm elsewhere – so they're not rushing from one appointment to the next, not rationing their time once they arrive, not a different, unfamiliar face every time you open the door. Instead, you'll have a professional with the time and inclination to really get to know the person they're helping; who's able to call in exactly when they're needed most; who's always ready and willing to do that little more.

A very special service

Since we have our own residential care homes as well, you'll have other options too – whether it's popping in for lunch, spending time with other people or enjoying a few day's break to give carers a well-earned rest. And if permanent residential care ever becomes necessary, you can forget about interminable waiting lists, and go straight to the front of the queue for a place in one of our care homes. Needless to say, before we do anything, we sit down with everyone involved and work out precisely what's needed in the way of help and support. And we'll go on doing that month in, month out to make sure that however your circumstances change, life will always be as simple and enjoyable as you could wish.

Taking the next step

If you – or someone you care about – needs help to stay at home, then our Domiciliary Services can provide everything that's needed. Practical, dependable help to take care of all the day-to-day essentials, making problems and worries disappear and enabling people to retain their priceless independence and carry on living life among the family and friends they cherish. Contact us to find out more and speak to a member of our team.



Kimberly West & East Care Centres

Conveniently close to the centre of Salisbury, the newly built Kimberly West and Kimberly East Care Centres provide the perfect blend of comfort, practicality and safety for up to 27 residents in each building. Not just a care home, Kimberly West & East offer a range of specialist in-house and outreach services, accessible 24/7, including:

- 🌸 24-hour on site registered nurses available.
- 🌸 Flexible facilities utilising the latest technology to provide outstanding support for convalescence, rehabilitation, latter stage dementia and end-of-life.
- 🌸 En-suite rooms with electric built in ceiling hoists.
- 🌸 Integral health spa, social club and activity spaces.
- 🌸 Accommodation for relatives and community support staff.
- 🌸 Full CCTV overt recording system, electable for bedrooms.
- 🌸 Education facilities to provide help with ongoing care.

There is a whole range of facilities and activities at Kimberly West & East and the beautifully kept patio is a real attraction, enabling both residents and their families to relax, meet friends old and new, or just sit back and watch everything that's going on.

However long or short the stay, whether the needs are medical, personal or social, everyone can enjoy comprehensive, individual care at Kimberly West & East.

“

Wessex Care are a fantastic team, very friendly, highly knowledgeable and experienced and I would highly recommend to all.

Visiting Professional

“

My mother is very happy in this home. She feels safe, warm, comfortable and loved. She is very fond of most of the staff. The chef is very helpful in providing a soft diet to suit my mother's needs.

Relative

“

This home is always a pleasure to visit. The staff are very friendly and helpful. My mother has been there nearly 2 years and is very well looked after.

Relative

“

The roast potatoes and loin of pork I saw cooked could not have been bettered in a first class restaurant.

Visiting Professional





Little Manor Care Centre

Located on the outskirts of Salisbury, with fantastic links to local amenities, Little Manor Care Centre contains 30 rooms in total, the largest of all the Wessex Care centres.

Little Manor Care Centre boasts a large lounge with patio doors to the gardens and a large separate dining and club room, full disabled access throughout and all rooms are en-suite.

There are also other communal spaces, including the resident and relative domestic kitchen, as well as the spa and activity areas.

Little Manor Care Centre was rebuilt on the site of the previous Little Manor Care Home, in order to update the facilities, improve accessibility and increase the number of available rooms to help care for residents. The front of the building has been preserved, maintaining its traditional appearance and history.

www.cqc.org.uk/location/1-133525177

“

Wessex Care looked after my Grandma in Little Manor Care Centre after she came out of hospital but needed extra care before she went home. She was very well looked after and made a full recovery after a period of illness.

Relative

“

I find all staff easy to converse with, kind and thoughtful to my concerns if any. The care of my husband, in my opinion, comes second to none.

Relative

“

I felt the staff really went above and beyond in caring for my Dad (the little treats of chocolate... which proved they had got to know him very well). I too always felt very welcome and nothing was too much trouble.

Relative

Holmwood

Residential Care

Close to the city centre and within walking distance of a wealth of everyday facilities, Holmwood is a small, comfortable home principally designed for people who are able to enjoy a fair degree of independence but who welcome the reassurance of expert help on hand if ever the need arises.

Both lounges and the dining room overlook the charming garden, where a sunny patio is the perfect place to relax with afternoon tea on a balmy summer day. From the garden too, there's a view of Salisbury cathedral, just a short walk away.

17 of the 20 bedrooms have their own en-suite facilities, while on the ground floor, there's a well-equipped kitchen for residents to prepare drinks and snack for themselves and their visitors alike.

www.cqc.org.uk/location/1-133532230

“

Very impressed by the excellent care given to our friend. We visited her most days, and she was well looked after, by very kind people.

Relative

“

All the staff were kind and caring towards my Mum. Food looked really well cooked and appetising.

Relative

“

My mother is very happy in this home. She feels safe, warm, comfortable and loved.

Relative





Milford Manor

Mental Health Care

Set in a delightful location just a short walk from the River Bourne, Milford Manor is a specialist residential care service for adults and older people who have a mental health challenge which may include complex dementia and where they require 24hr specialist residential care to support and protect their well-being. This may be a short-term respite or long-term care requirement.

The service is widely recognised for its innovative approach and draws on the work of specialist mental health & dementia centres like Stirling, Surrey and Bradford universities to translate their research findings into practical ways to help and support people with a mental health illness and or complex dementia disease. The service is purposely designed to reduce any confusion or anxiety residents may feel – giving them the maximum freedom and choice in their daily lives, encouraging them to do as much as they can for themselves and involving their families and friends as often as possible. Overt, passive HD CCTV recording is provided in all communal areas to support care assessments and intervention and offer additional levels of safeguarding assurance for residents, families and staff.

All of the staff, at every level, receive specific specialist training and are supported by an experienced senior team who in turn are supported by a multi-disciplinary mental health support service. This is a service that often achieves positive sustainable results when others have not. Regular groups are held to allow relatives to offer feedback while also providing information and emotional support to the wider family members of every resident.

“

I feel my relative is in the best place for their condition, receiving care that I was unable to carry on giving due to work constraints.

Relative

“

I know my Dad is extremely well cared for and when I leave I do not have to worry because I know that all that can be done for him - is being done.

Relative

“

This home is always a pleasure to visit. The staff are very friendly and helpful. My mother has been there nearly 2 years and is very well looked after.

Relative



Wessex Care

Monthly Planner



Examples of options which vary by day, time and activity and involvement is completely a personal choice. Some activities and outings may not all occur in one month or may occur more frequently dependant on resident choice and request.

Mon	1	In-House Hairdresser & Barber, Gentle Chair Exercises, Birds of Prey visit
Tue	2	Intergeneration Playgroup, Trip to the Salisbury Charter Market
Wed	3	Trip to Farmers Market, Musical Entertainment, In House Cinema evening
Thur	4	Trip to the 'Red Lion' for Tea & Cake, Board Games/Puzzles
Fri	5	Coffee Morning & Discussion Group, Trip to Wilton Shopping Village
Sat	6	Family & Friends activities, Pampering - Manicures/Pedicures, Sports events of Choice with Beer& nibbles
Sun	7	Faith Activities, After Lunch Movie of Choice with Wine & Nibbles, Sunday lunch outing / Trip to local Pub
Mon	8	In-House Hairdresser & Barber, Gentle Chair Exercises, Creature Teachers
Tue	9	Trip to Salisbury Charter Market, Intergeneration Playgroup, Cooking Workshop
Wed	10	Newspaper Discussion Group, Therapeutic Workshop with Alive
Thur	11	Trip to the 'Red Lion' for Tea & Cake, Cheese & Wine tasting, Bingo
Fri	12	Coffee Morning & Discussion Group, Trip to Air Flying Museum, In House Cinema Evening
Sat	13	Family & Friends Activity's, Pampering - Manicures/Pedicures, Sports Events of Choice with Beer & Nibbles, Local Events Outing

Sun	14	Faith Activities, After Lunch Movie of Choice with Wine & Nibbles, Sunday Lunch Outing
Mon	15	In-House Hairdresser & Barber, Gentle Chair Exercise,
Tue	16	Trip to Salisbury Charter Market, Intergeneration Playgroup, Afternoon of Knitting / Crochet
Wed	17	Arts & Crafts Workshop with 'Splash', Trip to Farmers Market, Gardening Club
Thur	18	Trip to Wilton Shopping Centre, Wessex Warriors Group, Board Games / Puzzles
Fri	19	Coffee Morning & Discussion Group, Cheese & Wine Tasting, Hart Yoga
Sat	20	Family & Friends Activity's, Pampering - Manicures/Pedicures, Sports events of Choice with Beer & Nibbles, Local Events Outing
Sun	21	Faith Activities, After Lunch Movie of Choice with Wine and Nibbles, Sunday lunch Outing
Mon	22	In-House Hairdresser & Barber, Gentle Chair Exercises, Trip to Cinema
Tues	23	Trip to Salisbury Charter Market, Intergeneration Playgroup, Music Quiz
Wed	24	Newspaper Discussion Group, Therapeutic Workshop with Alive
Thur	25	Trip to the 'Red Lion' for Tea & Cake, Re-Unite singing Therapy, Bingo
Fri	26	Coffee Morning & Discussion Group, PAT Dogs Visits
Sat	27	Family & Friends Activity's, Pampering - Manicures/Pedicures, Sports Events of Choice with Beer and Nibbles
Sun	28	Faith activities, After Lunch Movie of Choice with Wine and nibbles, Sunday Lunch Outing / Trip to Local Pub
Mon	29	In-House Hairdresser & Barber, Gentle Chair Exercises
Tue	30	Trip to Salisbury Charter Market, Intergeneration Playgroup, Arts & Crafts Workshop
Wed	31	Trip to the New Forest Owl Sanctuary, Hart Yoga, In House Cinema evening

Wessex Care Weekly Menu



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Early Morning	Tea or Coffee Water/Juice	Tea or Coffee Water/Juice	Tea or Coffee Water/Juice	Tea or Coffee Water/Juice	Tea or Coffee Water/Juice	Tea or Coffee Water/Juice	Tea or Coffee Water/Juice
Breakfast	Fresh Banana Cereals/Porridge Cooked Breakfast Toast & Butter/ Preserves Tea or Coffee, Water/ Squash	Fresh Banana Cereals/Porridge Cooked Breakfast Toast & Butter/ Preserves Tea or Coffee, Water/ Squash	Fresh Banana Cereals/Porridge Cooked Breakfast Toast & Butter/ Preserves Tea or Coffee, Water/ Squash	Fresh Banana Cereals/Porridge Cooked Breakfast Toast & Butter/ Preserves Tea or Coffee, Water/ Squash	Fresh Banana Cereals/Porridge Cooked Breakfast Toast & Butter/ Preserves Tea or Coffee, Water/ Squash	Fresh Banana Cereals/Porridge Cooked Breakfast Toast & Butter/ Preserves Tea or Coffee, Water/ Squash	Fresh Banana Cereals/Porridge Cooked Breakfast Toast & Butter/ Preserves Tea or Coffee, Water/ Squash
Mid Morning Snack	Tea or Coffee + Water Biscuits	Tea or Coffee + Water Biscuits	Tea or Coffee + Water Biscuits	Tea or Coffee + Water Biscuits	Tea or Coffee + Water Biscuits	Tea or Coffee + Water Biscuits	Tea or Coffee + Water Biscuits
Lunch	Sausage Casserole OR Curried Lamb Potato & Tomato Served with: Basmati Yellow Rice OR West Country Cheddar Mash, Large Broccoli Florets & Sliced Carrots Chocolate Chip Pudding with Salted Caramel Sauce served with Custard OR Tapioca Pudding	Steak Pie with Flaky Pastry Top OR Salmon in Provençale Sauce Served with: Dauphinoise Potatoes OR Croquette Potatoes, Cut Green Beans & Mashed Root Vegetables Summer Fruit Crumble served with Custard OR Clotted Cream Rice Pudding	Bacon Loin in Parsley Sauce OR Chicken Breast in Tomato & Basil Sauce Served with: Traditional Roast Potatoes OR Mashed Potato, Peas & Cauliflower Sticky Toffee Pudding served with Custard OR Cooked Apricots	Cottage Pie OR Chinese Pork & Vegetables Served with: Sauté Potatoes OR White Rice, Red Cabbage with Apple Port & Vegetable Medley Pineapple Sponge served with Custard OR Chefs Rice Pudding	Battered Haddock OR Vegetable Lasagne Served with: Oven Chips OR Boiled Potatoes, Mushy Peas and Carrot Tips Apple Pie served with Custard OR Semolina Pudding	Beef Stew & Dumplings OR Sweet & Sour Chicken Served with: Vegetable Rice OR Baby Potatoes, Minted Summer Vegetables & Sweetcorn Bakewell Tart with Custard OR Cooked Summer Fruits	Premium Roast Beef in Gravy OR Roast Pork in Gravy Served with: Mashed Potato OR Traditional Roast Potatoes, Mashed Swede & Brussel Sprouts Syrup Sponge with Custard OR Strawberry Mousse
Afternoon Tea	Tea or Coffee + Water Biscuits / Cake	Tea or Coffee + Water Biscuits / Cake	Tea or Coffee + Water Biscuits / Cake	Tea or Coffee + Water Biscuits / Cake	Tea or Coffee + Water Biscuits / Cake	Tea or Coffee + Water Biscuits / Cake	Tea or Coffee + Water Biscuits / Cake
Supper	Pea & Ham Soup Broccoli & Herb Quiche with Potato Wedges	Carrot & Coriander Soup Chicken Kiev with Potato Wedges	Cream of Chicken Soup 7" Premium Sausage Roll with Sauté Potatoes	Red Lentil Broth Tomato, Lentil & Sweet Potato Crumble with Mixed Vegetables	Leek & Potato Soup Bacon & Cheese Turnover with Baked Beans	Tomato Soup Beef Lasagne with Vegetable Medley	Chicken Broth Fishcakes with Peas
Night-time Snack	Tea / Coffee Hot Chocolate / Ovaltine Malted Milk Drink Biscuits / Sandwiches	Tea / Coffee Hot Chocolate / Ovaltine Malted Milk Drink Biscuits / Sandwiches	Tea / Coffee Hot Chocolate / Ovaltine Malted Milk Drink Biscuits / Sandwiches	Tea / Coffee Hot Chocolate / Ovaltine Malted Milk Drink Biscuits / Sandwiches	Tea / Coffee Hot Chocolate / Ovaltine Malted Milk Drink Biscuits / Sandwiches	Tea / Coffee Hot Chocolate / Ovaltine Malted Milk Drink Biscuits / Sandwiches	Tea / Coffee Hot Chocolate / Ovaltine Malted Milk Drink Biscuits / Sandwiches

Fresh Homemade Soup Is Also Available Throughout The Day

Example Menu for St George's Day

EXAMPLE

St George's Day Menu

Midday – A Glass of Pimms & Smoked Salmon Blinis

Lunch:

Old English Horseradish Sirloin Roast, Served with Whole Roasted Shallots, Mini Roast Potatoes in Rosemary, Homemade Yorkshire Puddings & Honey Glazed Root Vegetables
White Chocolate & Raspberry Trifle

Dinner:

Miniature Scampi & Chips, Served with Mushy Peas & Chunky White Bread & Butter
Apple & Rhubarb Crumble Served with Cream & Butterscotch Sauce

Supper:

Traditional Paste & Cucumber Sandwiches
Creamy Hot Chocolate with Marshmallows
After Eight Mints

Soup of the Day: Cream of Tomato with Fresh Basil
(Homemade Scones with Jam & Devonshire Clotted Cream will be served for Afternoon)



Become part of the Wessex Care Family



Matthew Airey, Founding Director

CQSW

*Wiltshire Care Partnership Chair, Wiltshire Regional Chair & National Director
Registered Nursing Home Association.*

Along with wife, Pauline, Matthew founded Wessex Care in 2001, having worked in health & social care services for over 35 years, ten of which were in senior management roles within social services. He was responsible for delivering services to children and families in need of support, care and protection in Wiltshire and Hampshire.



Pauline Airey, Founding Director

Cert. Ed, B.Ed, RMN

Pauline has been a qualified nurse for over 35 years and for the past twenty years has specialised in the care of older people in nursing and residential homes where she has held senior positions including Matron/Care Manager and Clinical Director.



Alison Stone, Finance Manager

BTEC National Diploma, City & Guilds IT, AAT[3]

Alison has been with us since November 2005, starting as an assistant administrator before training at our company accountants for six months. She then took over managing our accounts and was promoted to financial administrator in 2009 and Finance Manager in 2014.



Janet Hope, Placements & Quality Assurance Manager

Janet has worked in the NHS for over 30 years covering development and operational responsibilities including managing 16 operating theatres, surgical, ambulatory and musculoskeletal directorates and became Head of Patient Flow at Salisbury District Hospital in 2014 then heading up the Integrated Discharge Service (IDS) across South Wiltshire. In her role as Head of the IDS Janet has gained extensive experience in supporting adults and older people in the coordination and provision of appropriate placement and care support. Janet joined Wessex Care as the Placements and Quality Assurance Manager at the end of April 2019.



Christian Airey, Business Director

BA (Hons)

Christian has been with us since November 2002 starting as a maintenance assistant followed by student administrator. Following graduation from Edinburgh Napier University Business School in 2010 he became our Business Administrator then, on promotion, Business Manager. Christian joined the Board in 2015 as the Business Director responsible for all day to day business support matters across the company including Human Resources and Health & Safety management. He is supported in this role by the new appointment of Jonathan Scott into the Business Support Associate role.

Jodie Scott, Operations Director

Cert. H&SC, RMA

Jodie joined our team in October 2001 as a junior carer. She worked as a welfare co-ordinator between our homes and the local community, before becoming Deputy Manager at Milford Manor, Manager at Holmwood, and then set up the Community Care Team with the support of Agnes Atras (Head of Care). She later became the company-wide Service Manager until she joined the Board in 2015 as the Operations Director. Today Jodie is the most senior Operations Manager responsible for all day to day operational matters across the company including customer enquiries and initial assessments. She is supported in this role by our Operations Support Associate, Julie Oakes.

Julie Oakes, Operations Support Associate

RMA, Dip. Dementia Care

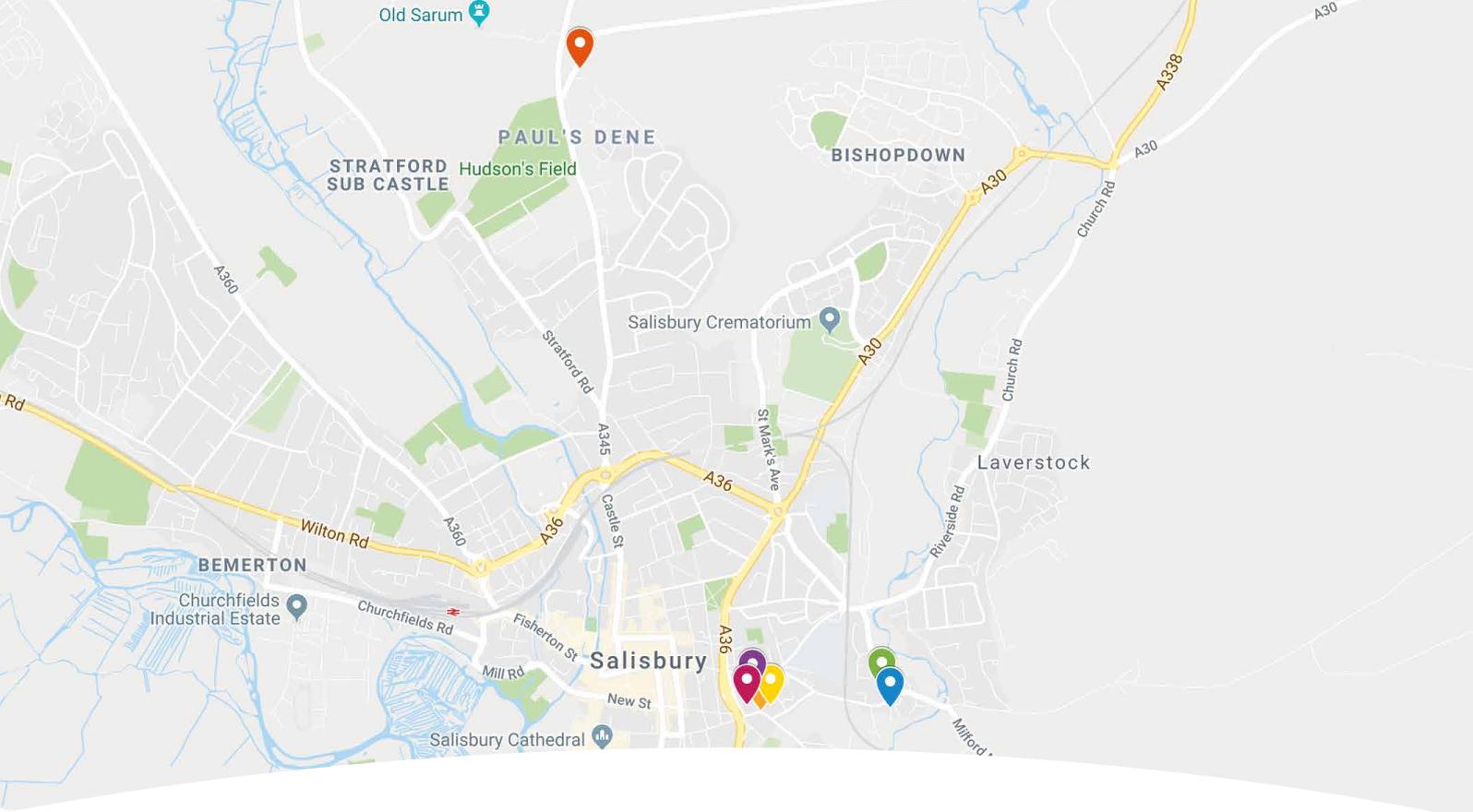
Julie has been with us since we took over Milford Manor Care Home in 2004, but has worked in elderly dementia care for over 25 years. During her time at Milford Manor she was promoted to Deputy Manager and then became the Registered Care Manager in 2009. Julie began her new role as Operations Support Associate in 2018.

Jonathan Scott, Business Support Associate

Jonathan has joined Wessex Care late in 2018. Jonathan has been part of his own family business for over 20 years and has begun his hands on training, and learning of all aspects of working, delivering and supporting the care we provide. You can currently find him at Milford Manor where the staff are doing a great job at showing him the ropes.

Simon Searle, Executive Chef

Simon joined the team in 2006 as a chef and has been promoted to Senior Chef and then Executive Chef in that time. Simon supports the chefs and oversees the running of the kitchens in all our homes and works with them to ensure all residents receive a balanced and nutritious diet, taking their personal needs and preferences into account.



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Visit our website: www.wessexcare.com



Castle View Nursing Home
01722 328 315



Kimberly East Care Centre
01722 341 764



Kimberly West Care Centre
01722 322 494



Little Manor Nursing Home
01722 341764



**Milford Manor
Residential Home**
01722 338 652



**Holmwood
Residential Home**
01722 331 130



**Wessex Care Community
Services and Head Office**
01722 336 933

We hope you have found what you need for yourself or your loved one in the pages of our brochure. Making the right decision is not an easy one, so please phone and speak to either of us with any questions or concerns you may have. Matthew & Pauline Airey, Founding Directors, Wessex Care Ltd

Company Registration No.: 4677336

Telephone, Mobile Phone, Computer & CCTV (where fitted), Recording General Data Protection Regulations (GDPR), Regulation of Investigation Powers Act (RIPA) Please be aware that all telephone, mobile phone, computer and CCTV are recorded and digitally stored at all times for: 1. Establishing existence of facts for complaints, employment and safeguarding investigations. 2. Detection of a crime or evidence for a criminal investigation. 3. Detection of unauthorised and or criminal use of Wessex Care communications systems. 4. Training and professional development. This includes all residents room equipment where these have been provided through Wessex Care communications, recording systems. All recordings remain at all times the property of Wessex Care.