



**Willows**  
is the  
**Care Home**  
you are looking for in  
**Chester**

r e s p e c t f u l  
f r i e n d l y  
c o u r t e o u s  
c h e e r f u l  
r e l i a b l e  
c o n s i d e r a t e  
c o m p a s s i o n a t e  
s e n s i t i v e  
t r u s t w o r t h y  
a t t e n t i v e  
c a r i n g  
c a l m



The building, set in spacious grounds, is completely level access. No lifts or stairs to contend with.

Bedrooms are fully equipped, comfortable and welcoming with many having en-suite facilities.

All meals are homemade and the menus are produced in partnership with residents.

Whilst the functionality of the Willows is impressive, it is not the building that sets it apart from other Care Homes.

The staff team at the Willows is a dynamic, person centred and respectful group of people that are driven to make a difference to people's lives every single day.

Professional, caring and empowering Care Assistants and Nurses, promote independence and choice at the Willows and within the local community. Staff actively engage with people and their families to design a care and support package that reflects the life choices, interests and needs of those who choose to spend time at the Willows.



# Professional care

Planned activities, both physical and mental, take place through each week. These are individual and group interactions which are not only entertaining and stimulating but they also promote well-being.

The Willows has an activity room however there are also spaces for quiet reflection.

Our model helps us to care respectfully for people as their needs change, ensuring the individual remains the centre of the experience.



The team is highly motivated and are fully trained social care professionals, many of whom have specialist experience of caring for people with all forms of dementia.

There are specific areas and facilities within the Willows specifically integrated with the needs of people with dementia in mind.

All cooking, cleaning, laundry and other domestic duties are undertaken by the professional team within the Willows.



On site there is professional equipment to ensure comfort and facilitate care provision. As you would expect the care team are all qualified and certified to operate the equipment safely.

The length of stay at the Willows is as individualised as the care plans themselves. Some people visit for a short break, others call the Willows their home. Our offer is about people, choices and creating a safe and nurturing environment. We are proud of our contribution and appreciate the kind words people have shared in our testimonials.



# What people say about us

We love to receive testimonials and feedback to let us know how well we are doing. The Willows receives many letters of thanks and praise for the excellent things our staff do, here are just a few things people have said...

## **"...outstanding level of care and support..."**

"I feel I must write to you directly to let you know about the outstanding level of care and support that the Willows have provided for my late father...I cannot begin to tell you just how amazing the team has been to us as a whole family...they have treated my father with respect and dignity, cared for his needs in the most professional way and supported our family...they do an extremely demanding job and should be highly commended for the outstanding quality of care they provide."



## **"...you truly make a difference to so many."**

"Thank you for meeting the needs of others with such tenderness and care, you truly make a difference to so many."



## **"...we were very touched by your concern and help..."**

"To all the staff at the Willows... we were very touched by your concern and help during the difficult time we faced... We appreciate the care and kindness that were expressed in all your dealings..."

## **"...you have been great..."**

"Thank you for all your care and support given... we would never have got through his last few days without you all. You have been great and we have made lots of new friends. Thanks again to you all."

## **"...just to say many thanks..."**

"Just to say many thanks for the time and effort & care that you gave my mother. It really was noticed and very much appreciated."



## To find out more...

Please feel free to come and see us or contact us.

The Willows Care Home is located in Blacon close to the end of the M56 and is within easy reach of Chester and the North Wales coast.

By car, just put CH1 5RP in your satellite navigation - there is ample on and off-site parking. There is also a regular bus service connecting Blacon with Chester with a bus stop close by the home.

### Facebook

By liking us on Facebook you can see for yourself all the wonderful activities, events, celebrations and parties we hold in the Home.

 @WillowsCareHomeChester

### Telephone

01244 374023

### Website

[www.Willows-CareHome.co.uk](http://www.Willows-CareHome.co.uk)

### Visit

If you would like to visit the Willows no prior appointment or notice is needed, we would be delighted to show you around and give you the opportunity to see for yourself the day today running of the home, and answer any questions you may have.

### Email

[manager.willows@m-a.co.uk](mailto:manager.willows@m-a.co.uk)

