

Premium residential,
nursing and memory
care in idyllic settings



Stow
Healthcare

Stow Healthcare

Stow Healthcare is a family-owned and run provider of premium residential, nursing and memory care across East Anglia.

Choosing the right care for yourself or someone you love is so important. We want to ensure your decision is right for you and your family and provides the very best quality of life; one that offers purpose, comfort and companionship.

Those who choose to stay in a Stow Healthcare home can be confident of high-quality care, attention to detail and the support to live their lives as they wish.

We have won many awards at regional and national level that recognise the quality of the care we provide, including Care Group of the Year. You can feel reassured by our commitment to quality.





Our Approach

Our dedication to the highest quality of care is based on family values. Our team of professional staff support individual wellbeing, based on a deep understanding of what each person needs. We want each resident to feel valued and purposeful and to be encouraged to live their lives just as they wish.

Care

Our residents receive the best care possible in a comfortable, well-resourced, dignified, and safe environment. We offer high-quality care adapted to each individual, with good staffing levels and from staff who are trained and paid well. Our residents are at the centre of their own plan of care.

Community

Our homes are at the heart of the communities they serve. We create strong bonds with local schools, volunteers, and other community organisations to ensure our residents feel connected with the local areas.

Commitment

Our innovative approach to care sees us continuously improving our facilities, our environment and our care approaches. You can be sure that our attention to detail means we will work with you to deliver the very best.

Our Homes

Our homes, covering East Anglia, offer a variety of stunning locations. Whether you enjoy the hustle and bustle of a town, or the peace and quiet of the countryside, we have a home to suit you.

Our homes are often in beautiful, historic buildings, many of which have modern extensions, offering choices of room size and facilities. Each home has its own distinct character, but every home offers the same standard and ethos of care.

“I cannot express enough how my Mum’s life was showered with love and care from everyone at the home.”

If you require specialist care, additional nursing support, or dedicated memory care, we have a home to suit your needs.



Our Care Service

At Stow Healthcare, we know through our own personal experience how important it is to feel well-supported in any decision you are making about your own care or that of a loved one. We aim to support you through every stage of that process and to help signpost you to other sources of additional healthcare or financial support as you need them.

Before moving into a care home, our dedicated admissions team will assess the level of care you will require. This helps ensure that the home is suitable to provide the exact care and services you need.

We welcome those who may wish to try one of our homes for a period of respite to see if they might like to stay with us on a permanent basis. Respite contracts are subject to a minimum stay.

Residential Care

Suitable for you if you need some help with everyday living, but still want to maintain a certain level of independence. We are able to help you as much as you wish and can support you in any daily activities as required.

Nursing Care

Nursing care is provided by fully qualified nurses, 24 hours a day, and is suitable for you if you need the reassurance of full-time care for a medical condition.

Memory Care

We are able to support residents with memory loss including dementia. Our specialist Memory Centres offer dedicated support using Montessori methods for dementia care, but we also have other homes where people needing support with their memory loss can be safely cared for.

Respite Care

Respite care is suitable for you if you need a short break from your home after an illness, operation, or to give your family or carers a break.



Your Care and Wellbeing

We celebrate the individuality of every resident in our care. The process of getting to know you starts before you arrive in our home, as we start to work with you to find out who you are and what is important to you each day.

We take time to understand your aspirations:

How active would you like to be?

How do you like to spend your days?

What is important to you?

We'll then work with you to understand what care and support needs you have. Once we have a full picture of you and your needs, we can create a personalised plan of care and support for you, which will be reviewed on a regular basis.



Home Comforts

First-time visitors to our homes are often surprised at their vibrant atmosphere and the array of events going on each day for our residents.

Each of our homes offers a good variety of communal spaces from large lounges, to cosy bistros. Some homes offer private spaces to enjoy family celebrations. All homes offer a choice of where to socialise or spend quiet time.

You will be able to choose from different levels of suites to suit your budget. The historic nature of some of our buildings offers characterful spaces for you to enjoy your time. Each home is fully equipped to support you whatever your mobility.

“Everyone has been lovely and kind and the staff unfailingly patient. I think you must use the same training company as John Lewis!”

Your room is your personal space. You may bring your own furnishings with you, or you can choose for us to provide these for you. We will respect and support your choices around your room.

We provide a full laundry service and also offer some paid-for services such as hairdressing and chiropody. Should you prefer, your own hairdresser can come in and use one of our fully equipped salons.

Outdoor space is key to wellbeing. We place a huge amount of importance on having accessible gardens and a variety of outdoor spaces where residents can get involved in gardening, or simply enjoy spending time.





Dining in Style

We all know how important food and nutrition are to our health, but can sometimes overlook their role in helping us socialise and make new connections. In our homes, mealtimes are very special.

Our meals are freshly cooked, nutritionally balanced and served in gorgeous surroundings to encourage residents to enjoy their mealtimes. We look to the seasons to inspire

change in our menus and take care to prepare dishes that reflect food our residents have been used to enjoying throughout their lives as well as encouraging residents to try something new!

We cater fully for a variety of dietary requirements and benefit from staff with training in nutrition, who work closely with the care and catering staff to ensure good levels of nutrition are maintained. Food can be enjoyed in your own room should you so choose.



Enjoying Life to the Full

Staying healthy and active is not just about the physical, but it's about how we promote emotional and psychological wellbeing too.

We understand that having a choice of activities is very important for people of all ages and so we place activities at the heart of life in our homes.

In addition to regular activities such as games to stimulate the mind, armchair exercise and reminiscence, at Stow Healthcare we go one step further with special events such as garden parties, fairs, school and religious visits as well as pub and seaside trips.

Our dedicated activities staff plan, initiate and run social therapeutic daily routines for the residents. Monthly meetings offer residents the chance to share their ideas for the activities programme, as well as giving them the opportunity to feel involved in the day-to-day life of the home.

We like to try and ensure that we can make the most of technology to help keep our residents connected to the world and their families. Access to iPads and tablets is encouraged and WiFi is available across all bedrooms and communal areas in our homes.

Families and friends are a big part of life in our homes. We encourage families to attend our quarterly meetings to hear about any developments at the home and have a say on how things are done.

Booking Your Stay with Us

When you decide to book your stay with us, our dedicated admissions team will work with the home of your choice to assess your needs and plan for your stay, whether short or long term.

We know that one of the most worrying things about moving into care is the cost and the process associated with that. We are able to help answer many of the most common questions that you might have, as well as being able to signpost you to some funding that you might be entitled to and some helpful sources of information. Please do ask us.



Enquiries

To find out more about one of our care homes or to arrange a visit, please contact our admissions team who will be happy to help.

Stow Healthcare Group

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