

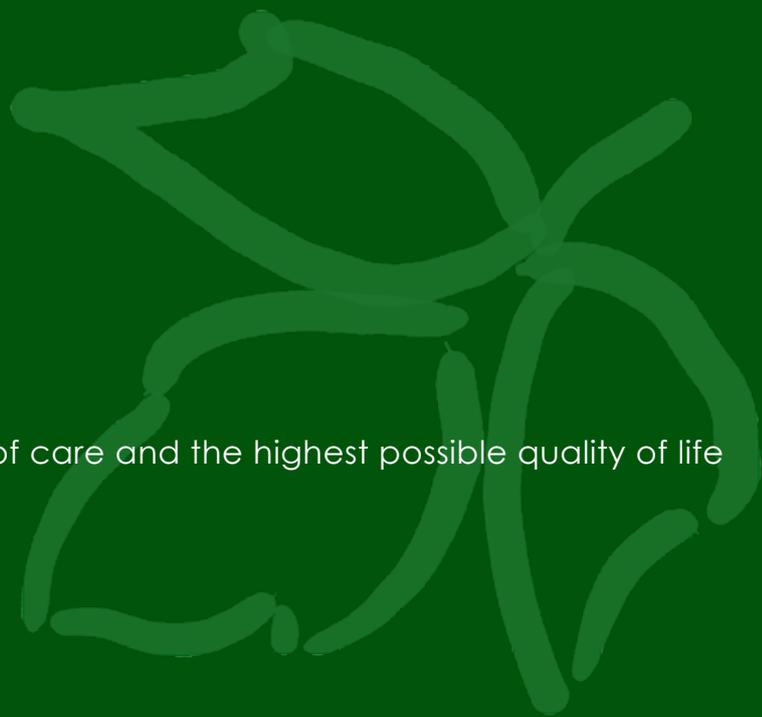
residential care



byker hall
newcastle



At byker hall 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)



welcome

about us

Situated in Newcastle, Byker Hall is a luxury, purpose built Residential, Nursing and Dementia care home managed by the Enhanced Care Group which has over 30 years of experience caring for older people in Gateshead, Sunderland and South Tyneside in Tyne and Wear and also in Durham, Darlington and Middlesbrough.

Established amongst the best care homes in the Newcastle, Tyne and Wear area, Byker Hall has consistently received excellent reviews for its quality of care.

Work is under way to completely transform the look and the existing facilities to make Byker Hall the most luxurious and prestigious Care Home in East Newcastle area.

So be it Residential, Nursing or Dementia care in Newcastle, Byker Hall is the place to feel at home.



price guarantee

Byker Hall will give a Fair Price Guarantee and will not charge any more than that recommended by Newcastle Council unlike many other homes.

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



come and talk to us and our residents

We at Byker Hall 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



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.

Byker Hall is very proud of the high standard of accommodation we offer to our residents here in Newcastle 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 areas 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 comfortable single rooms provide en-suite facilities 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.

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

A unique and inspiring senior living care centre

Byker Hall is an established home, which provides the highest standards of comfort. It is sited on the main bus route on Allendale Road in Byker and 300m from the Byker Metro Station and the main Shields Rd Shopping Centre.

Byker Hall is a purpose built home. 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 purpose-built home.

'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)





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 maximize 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



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 Byker Hall.

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 withen suite. Excellent'.

Susan W (Daughter of Resident)

You can rest assured that all Byker Hall 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 our 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.

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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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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)





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 224 0588

Enjoy our comprehensive guided tour

Meet Residents

Meet Staff

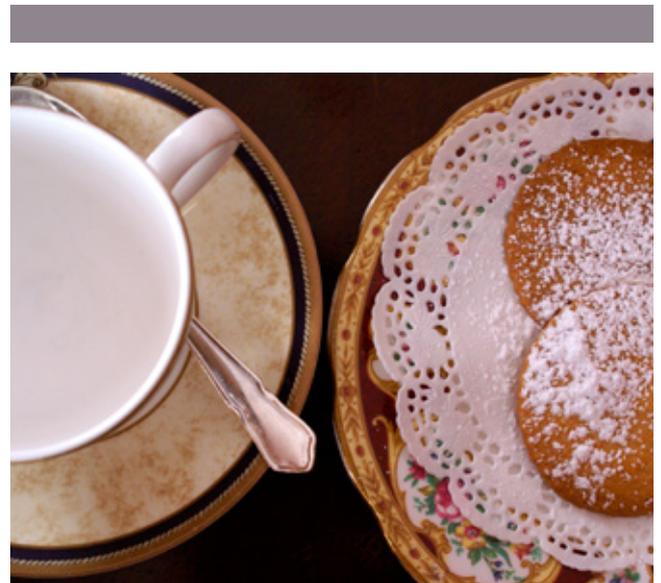
Speak with our Manager

Trial Stay

Transportation arranged at our cost

Try our restaurant

and of course tea and biscuits



For more testimonials please visit www.bykerhall.co.uk/testimonials



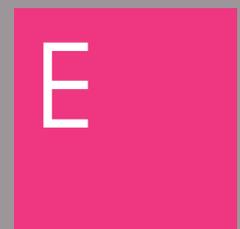
www.bykerhall.com



byker hall care home
allendale rd
newcastle upon tyne
tyne and wear
NE6 2SU

0191 224 0588
admin@bykerhall.com
www.bykerhall.com

part of the
enhanced care
and support group



Enhanced
Care and Support