

A Warm Welcome to...

Colliers Croft



Always a Warm Welcome...

At Highpoint Care we understand that choosing the right Care Home for someone you love is one of the most important and emotional decisions you'll ever make.

- Do you want the very best care for your loved one, but worry about the move to a care home?
- Have you been trying to use home care but are finding that it's either not reliable or not enough to provide proper care?
- Do you feel that the right care home may be a good solution but want to be sure that your loved one will be treated with respect, compassion and kindness?

We're here to help you every step of the way, from your first visit to helping your loved one to settle in and start to create new relationships and a new life in one of our homes.





“We have been very happy and satisfied with the care my Mum receives. There's always lots of laughter when we visit, Mum appears genuinely happy, well-dressed and cared for.*”

*All our testimonials can be found on carehome.co.uk and www.highpointcare.co.uk

Welcome to Colliers Croft.....

Luxury and comfort in a real home-from-home

Colliers Croft is a beautifully designed, purpose-built Home, surrounded by attractive grounds. As well as providing a comfortable and welcoming environment for our residents, the building layout and décor has also been designed around the specific needs of those with dementia.

We provide residential care for the over 65s, delivering personalised care designed to allow our residents to continue a full, sociable and stimulating life.





“Staff took a genuine interest in my mum. She absolutely loved Colliers Croft Care Home and made friends with both staff and residents. So much so that she didn't want to come home and is looking forward to her next stay.”

Life at Colliers Croft, a new Highpoint...

This is Lawrence's story...

Lawrence joined Collier's Croft in October 2022, after experiencing a challenging period in his life and some time in hospital. The day Lawrence came to Colliers Croft he was in his suit and was hesitant to meet the team. He and his family were nervous about the prospect of him moving into 24-hour care.

After meeting the team at Colliers and seeing that we could provide a positive experience, he appeared happy to move into our home. He was also pleased to have his own room that he could make his own. He was quite clear that he wanted to remain independent.

At first Lawrence wasn't comfortable with the team helping with his washing and maintaining his room, but given time we built his trust. Now he is happy for us to support him so that he can carry on going out daily and continue an independent life.

Lawrence now enjoys spending time at the local library and in the Gardens at Colliers Croft. He will often walk the corridors singing his favourite songs. We're delighted that he is able to live such an independent life with our support, including making regular visits on his own to his daughter's home nearby. The team at Colliers Croft are so pleased to have been able to help Lawrence in making this very positive move.



“All the staff, from the manager, deputies, seniors, carers, cleaners and catering staff, are so caring and understanding. My mother is treated with dignity and respect at all times. I would definitely recommend Colliers Croft.”



All photos in this brochure show our staff wearing masks. Please note that we do not currently wear masks at Colliers Croft routinely.

Our Facilities


Our 62 state-of-the-art bedrooms all have an ensuite bathroom with a shower, as well as a flat screen TV, WiFi and a mini fridge.

In addition to our main lounge areas, kitchenette areas and dining areas, our other facilities include:

- A hairdressing salon, where our residents enjoy their weekly pamper
- A spacious and friendly café - we've recently opened our café for a monthly coffee morning in which other like-minded elders in the local community are welcome to join us for a coffee and a chat
- Quiet lounges on each floor (appropriately themed so our residents can peacefully read a book or watch a film)

We also have interactive tables for playing games and enjoying activities and iPads on every floor so residents can play games, explore apps, and keep in touch with loved ones via FaceTime.





“The management team are always on hand to listen and support, and any concerns are immediately addressed. The senior care team and all the care staff are angels in my opinion and came to be regarded almost as family.”

Our Facilities (cont.)


At Colliers Croft we think having a colourful and welcoming garden is important for our mental health and, over the past several years, our residents have really enjoyed it. When the weather is sound, we have a cushioned arbour outside for our residents to enjoy - this is a lovely place to relax and nature-watch.

We have a 'garden corridor' on our second floor too, which has its own potting shed and windows, themed with pretty flowers. This helps to bring the outside in and gives our residents a sense of comfort and being at one with nature and the outside world in the freezing winter months.

To create a sense of community, and of living in our own little village or town, we have also incorporated a little Bus Stop into the ground floor corridor.

Our residents have easy access to local shops and amenities.



The background image shows a bright, modern interior space, likely a lounge or waiting area. Large windows on the left and right sides offer a view of trees and a residential street. In the foreground, there are several green armchairs with a textured, light-colored base and red legs. The room has a clean, minimalist aesthetic with light-colored walls and a neutral carpet. A circular white overlay in the upper right corner contains a testimonial quote.

“I visit at different times and have been amazed at the patience, love, and respect shown to the residents who present the most difficulties of this terrible disease dementia. My thanks to all staff at Colliers”

Activities for Wellbeing

Life's Highpoints are the times when you're having fun...

At Colliers Croft we believe that activities are absolutely key for our residents to continue to live fulfilling and happy lives.

Our dedicated Activities Co-ordinators deliver a programme of crafts, entertainers, outings, guest speakers and exercise programmes for each resident throughout the year. Along with celebrating milestones such as:

- Birthdays
- Life achievements
- Seasonal festivity parties

For residents who prefer engaging in individual activities these are also tailored to suit so that everyone can continue to enjoy their individual hobbies and interests.

Often residents can also enjoy reminiscing over a boardgame in our Pub room or take part in our activities which include:

- Relaxing in the indoor gardens
- Watching a film in the cinema
- Socialise in themed seating areas
- Playing bingo
- Using the Interactive tables and iPad

Not forgetting the gardening, nature-watching and having fun 'star gazing' in the cushioned arbours outside.



Meals, Nutrition and Dining Together


We aim to make our dining experience a real Highpoint for our residents, an opportunity to enjoy home-cooked food while spending time with other residents.

With seasonal menus that are balanced for a nutritious diet there are many tasty options to choose from every meal time.

We believe in the importance of being able to maintain independence, so our residents choose when they wish to eat. Our chefs are aware of each residents' tastes and dietary preferences and meet the highest of standards when preparing their meals, using fresh and locally-sourced products whenever possible.

Make sure that you come and enjoy our chef's skills when you're next visiting Colliers Croft!



A photograph of a dining table in a care home. The table is covered with a light-colored cloth and is set with white cups and saucers, silver cutlery, and glasses. A menu card is visible in the background. A large white circular overlay contains a testimonial from a family member.

“The staff have been amazing with my Dad, they have adapted to him and know how to deal with him. He's food obsessed and they have happily organised for him to have his favourite meal every day! Thank you for the care you give him, and us as a family!”

Our Staff

All our staff at Colliers Croft, from our Admin Staff and Care Staff to our Maintenance Staff, Activities Coordinators and Registered Manager understand the importance of living by our Highpoint Care values of **Respect, Teamwork and continued Learning and Development.**



Team members at Colliers Croft are treated with the same dignity, respect and compassion as our residents. They have a challenging role that is hugely rewarding and fulfilling which requires special levels of kindness and empathy. They nurture and cherish relationships between residents; their family and friends and other healthcare professionals, ensuring residents receive the best possible relationship-led, person-centred care.

We know how important our staff are - our Highpoint Heroes are recognised and rewarded with awards each quarter.



Our Staff (cont.)

Kerry Baddley-Lomax is our Registered Manager and has worked with us for the past ten years. This is what she has to say about our staff at Colliers Croft:

"I am proud to be the manager at Colliers Croft and work with a team of dedicated staff and support them daily to ensure a high standard of care is delivered.

The staff at Colliers work daily with empathy and kindness and show dignity and respect to all residents and family members. The home ensures activities provide residents with stimulation and helps them both mentally and physically. The team ensure person centred care is delivered and we empower every resident to be involved in the care delivered to them. We also work with a committed team of multi-disciplinary healthcare professionals who help us daily. Colliers is not just a dedicated team of care professionals but a family."




Communication is Key

We truly believe that communication between all parties is vital to ensuring our residents' wellbeing. That's why we ensure:

- Regular calls are in the diary to share with you your loved one's progression with their care from the people closest to your relative. These scheduled calls identify clearly the progress made against the Care Plan and any issues to be resolved in the coming week.
- Senior Carers liaise with a host of primary care partners as your loved one's conditions change. This enables our residents to gain the best possible support.
- There is a separate dedicated phone line on each floor of the Home to ensure timely resident family communication.
- Full WiFi is available throughout Colliers Croft, so that the iPads can be used to make video calls to you and your family.
- We hold monthly resident meetings encouraging residents and their families to participate, providing the opportunity for all to feedback on services, voice ideas and make suggestions for improvements.



A photograph of a living room with floral wallpaper. In the foreground, a red upholstered armchair with wooden legs is angled towards the right. Behind it, a wooden bookshelf holds various books and a small framed photo. To the left, another red armchair is partially visible. On the wall, there is a two-lamp light fixture and a larger framed picture. A white circular overlay in the upper right contains a testimonial quote.

“I would never have imagined Dad going into a supported living facility and accepting care, as he has always been very independent. I am so grateful for all the care you give and letting him continue his independent life.”


Your Safety

As the safety of residents is one of our primary concerns, Colliers Croft has state of the art access control with electronic key coded locks at all entry/exit points. This ensures that access into Colliers Croft is appropriately restricted, with a register of all visitors in operation around the clock.

Our Visiting Policy

We believe in an open-door policy at Colliers Croft and ensure that we are available to view at any time, enabling your loved one to come and go with freedom and you to schedule appointments and visits.





“Exceptional care home on every level. Staff are really friendly and approachable whilst being extremely professional. Spotlessly clean home. Residents have various activities on offer to them throughout the week.”

What's Next?

This is one of the biggest decisions you'll make, and one we know will have a big effect on the peace-of-mind and wellbeing of both future residents and their families.

We know that you'll need to take time to discuss the next stage of life between you. We are always here to talk it over with you, so please don't hesitate to contact us with any questions, however big or small about our care, life at Colliers Croft, specific requirements or any of your concerns.

We would love to see you at Colliers Croft and you can arrange a visit anytime, just call us on **01744 454546** or email **customerservices@highpointcare.co.uk**.

We look forward to hearing from you!





“Staff worked closely with me and other family members to encourage Mum to settle, which thankfully paid off as Mum is very happy and content now which is such a relief to us. I can't speak highly enough about the care home and the staff and wouldn't hesitate to recommend to others.”

The Highpoint Care Difference

When you choose a Highpoint Care home you have the peace of mind of knowing that you are with a company who put person-centred, high-quality care at the heart of everything they do. Between us, our management team have many years' of experience in the care industry and we use our knowledge to create the best possible care environment.

All our homes are built and maintained to high standards, to create a luxurious setting that has been designed around care-giving needs. Our staff are chosen, not just for their experience, but also for their belief in the importance and value of care work. Our food is always freshly cooked and based around balanced nutrition, and of course great taste.

We believe that our high standards should be reflected in everything we do, from nurturing a sociable and lively environment, to ensuring our homes are immaculately clean and well presented.

The Highpoint team always strive for the best because we want our residents to feel proud to be part of Highpoint Care life.



01744 454546



customerservices@highpointcare.co.uk



www.highpointcare.co.uk