



Coast Care Homes 

CREATING POSITIVE OUTCOMES

WWW.COASTCAREHOMES.CO.UK / WWW.COASTCOMMUNITYCARE.CO.UK



Welcome to Coast Care

WHAT WE DO

Coast Care are a dementia and acute brain injury specialist care provider delivering exceptional care across Kent and East Sussex. We provide nursing and residential care across our four care homes as well as day care, respite care and domiciliary care within the community.

We pride ourselves on our loving and caring approach towards all our service users. We focus on the varied and diverse needs of the individuals we support and ensure that everyone we care for experiences the best possible quality of life, whilst maintaining the highest level of independence. We are continually updating our skills and knowledge to ensure that we are one of the most progressive providers within the Kent and Sussex area.

Our Homes and Community Care Service provide strong and robust care plans with all services rated 'GOOD' in each of the five CQC categories. We take daily trips out, host workshops and organise a wide range of engaging activities, ensuring we treat our clients like family and care for them in the same way we would our own loved ones. Coast Care always strive to embrace our residents' unique and special personalities. Everyone we support is made to feel secure in our care, whilst always having their opinions, preferences and beliefs respected, allowing their individuality to continue to shine.

Friends and family are always welcome to visit, as an extension of our Coast Care Family. We are particularly proud of our progressive Person Centred Software which gives permitted family and friends access to photos and live updates via a family relative portal.



SPECIALIST DEMENTIA AND ACUTE BRAIN INJURY CARE

At Coast Care, we are passionate about providing the highest standards of Dementia Care, creating specific care plans for every individual to suit their particular needs and personality. We strive to secure a better quality of life for each of our service users by focusing on what they're able to achieve, rather than on any limitations they may have as a result of their memory loss or acquired brain injury condition. Our team of highly qualified staff are trained to identify and reduce the anxieties of those we support and this is achieved through loving, person-centred care, tailored activities, occupational based tasks and sensory stimulation.

We are deeply proud of our whole team, who receive first-class, progressive training.

Our specialisms include:

- **Dementia**
- **Acquired or traumatic brain injury**
- **Stroke**
- **Parkinson's**
- **Huntington's disease**
- **Korsakoff Syndrome**

'Every single member of the team (literally EVERY single one), always has a smile and is keeping the residents happy. It's inspirational to see and so reassuring'



CONTACT US

Whitebriars Residential Care Home

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Whitecliff Residential Care Home

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Whitebeach Residential Care Home

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Coast Care Centre

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Coast Community Care

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'The staff have always been cheerful and welcoming both by phone and face to face. Thank you once again for your infectious humour and joyfulness'



WHITEBEACH

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WHITEBEACH

Established in 2013, Whitebeach is a 39 bed home specialising in moderate to advancing dementia. Whitebeach is located in St Leonards On Sea, close to the beautiful and accessible seafront. The building itself is Edwardian and located in a Decimus Burton conservation area. All of our homely bedrooms have en-suite facilities and some larger bedrooms are perfectly suited to couples.

As part of our progressive approach to Dementia Care, Whitebeach boasts its own Hairdressing Salon. Many of the home's corridors are decorated to represent streets and all our residents' bedroom doors are decorated as front doors. This has been proven to reduce anxiety for service users and helps our residents to continue enjoying a sense of independence within in a residential setting.

There is a lovely dining room, where fresh, home-cooked meals are served daily. Whitebeach has the added benefit of a large day room leading out on to a decked area, with

ramps down to a wonderful sensory garden. The home also has a quiet lounge for relaxing.

We provide 24-hour care for all those residing at our homes, focusing on the varied and diverse needs of each individual service user. We want all our residents to lead a full and happy life, receiving exceptional care whilst maintaining the highest level of independence possible. Friends and family are always welcome to visit the home and we work together with loved ones to make sure that our residents are always fulfilled, calm and happy. As well as encouraging regular visits, we are proud of our progressive Person Centred Software which gives permitted family and friends access to photos and live updates via a family relative portal.

We are hugely proud that Whitebeach was a finalist in the 2020 National Care Awards and Great British Care Awards.

'Whitebeach and all the staff have been a lifesaver to me and my husband. It was such a relief to us to have my mother looked after in such a safe, warm, caring and fun environment. Whitebeach staff are highly experienced in dealing with dementia and Alzheimer's, and I can't thank them enough'

'It is extremely difficult to relinquish the care of an elderly and frail relative when you have undertaken the task for so long, but everyone at The Whitebeach made it much easier than expected. My relative was happy and so well cared for, and they made great strides in understanding how his dementia affected him. Thank you very much for making his final days worthwhile'



WHITEBRIARS

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WHITEBRIARS

Established in 2003, Whitebriars is a 26 bed home specialising in early onset dementia and slowly progressing dementia.

We are situated close to Bexhill town centre and just a stone's throw away from the beautiful and accessible sea front. The building itself is rooted in the town's history and was the Earl de la Warr's holiday seaside villa.

Whitebriars has a relaxing, homely feel that is reflected in its décor. There is a lovely dining room, where fresh home-cooked meals are served daily. There is a lift and a stair lift, which provide full access to all levels and a beautiful secluded courtyard garden, with a relaxing water feature.

As part of our progressive approach to Dementia Care, Whitebriars boasts its own Hairdressing Salon. Many of the home's corridors are decorated to represent streets

and all our residents' bedroom doors are decorated as front doors. This has been proven to reduce anxiety for service users and helps our residents to continue enjoying a sense of independence in a residential setting.

Care of our residents is centred around each individual, allowing their unique personality to shine and their beliefs, likes and dislikes to be respected and supported at all times. Friends and family are always welcome to visit the home and we work together with loved ones to make sure that our residents are always fulfilled, calm and happy. As well as encouraging regular visits, we are proud of our progressive Person Centred Software which gives permitted family and friends access to photos and live updates via a family relative portal.

We are hugely proud that Whitebriars was a finalist in the 2020 National Care Awards and Great British Care Awards.

'We cannot thank you enough for all the love, care and support you have given not only our dear Mum, but to us all as a family. The endless cups of tea, while we sat with her. Keep up your excellent care'

'I wanted to write a letter of thanks for the care my dad received whilst he was at Whitebriars. All the staff treated my dad with care and respect, meeting his changing needs with smiles, expertise and compassion. They really are an exceptional team of professional, committed caring people'



WHITECLIFF

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WHITECLIFF

Established in 2009, Whitecliff is a 28 bed home, specialising in advanced complex dementia. We are located in St Leonards On Sea, close to Warrior Square Station. The building itself is Edwardian and located in a Decimus Burton conservation area.

The home enjoys a large communal lounge and a smaller lounge for relaxing. There is a lovely dining room, where fresh home-cooked meals are served daily. We have full lift access to most of our rooms. Whitecliff also has a large patio garden, where residents can enjoy the coastal sunshine.

As part of our progressive approach to Dementia Care, Whitecliff boasts its own Hairdressing Salon and all our residents' bedroom doors are decorated as front doors. This has been proven to reduce anxiety for service users and helps our residents to continue enjoying a sense of independence in a residential setting.

Our staff are passionate and committed in providing the best care for our residents in a loving, family environment. We focus on the unique personalities and beliefs of those we support and ensure that everyone we care for experiences the best possible quality of life, whilst maintaining the highest level of independence.

Friends and family are always welcome to visit the home and we work together with loved ones to make sure that our residents are always fulfilled, calm and happy. As well as encouraging regular visits, we are proud of our progressive Person Centred Software which gives permitted family and friends access to photos and live updates via a family relative portal.

We are hugely proud that Whitecliff was a finalist in the 2020 National Care Awards and Great British Care Awards.

'Whitecliff go above and beyond. Mum always looks so lovely. There is always a huge range of daily engaging activities. Staff are wonderful and nothing is ever too much trouble. Can't thank everyone enough for giving our Mum the love and care she deserves'

'I thank heaven that I moved my husband to Whitecliff last year. A lovely home with exceptional staff. I can state the staff carry out their duties with love and care above and beyond the call of duty. I would highly recommend it to anyone looking for a loving environment for their loved one'



COAST CARE CENTRE

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COAST CARE CENTRE

Opened in 2020 to assist the NHS with the Covid-19 pandemic, Coast Care Centre is a purpose built 43-bed home specialising in nursing dementia. We are situated in the very peaceful area of Bexhill, close to the beautiful and accessible seafront.

The home enjoys two large communal lounges, which are accessible for people with a variety of mobility needs. We also have a lovely dining area in our conservatory, overlooking neighbouring fields, where fresh home-cooked meals are served daily. We have full lift access to all our rooms, all of which have an en-suite toilet and shower wet room. Coast Care Centre also has a large patio garden, where residents can enjoy the warm, coastal sunshine.

Our staff are passionate and committed in providing the best care for our residents in a loving, family environment. We focus on the unique personalities and

beliefs of those we support and ensure that everyone we care for experiences the best possible quality of life, whilst maintaining the highest level of independence.

We have trained nurses on each shift who are able to provide a wide range of treatments and clinical oversight to ensure residents are kept safe and where possible, hospital admissions are kept to a minimum.

Friends and relatives are always welcome to visit our home as an extension of our Coast Care Centre family. As well as encouraging regular visits, we are proud of our progressive Person-Centred Software which gives permitted family and friends access to photos and live updates via a family relative portal.

‘We wanted to thank all the staff at the Coast Care Centre who have been extremely kind, supportive and understanding with David, providing time to speak with him; he has nothing but praise for the staff’

‘I would just like to say a huge thank you to everyone involved in my Mum’s care and wellbeing over the past few weeks. She was very lucky to have been sent to Bexhill, your care and support is outstanding’



COAST COMMUNITY CARE

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COAST COMMUNITY CARE

Established in 2012, Coast Community Care provides supportive and loving Home Care across East Sussex. At Coast Community Care, we know that the consistency of carer is paramount and this enables a trusting and comfortable relationship to form between the carer and client. We believe that relaxed and unrushed calls that focus on companionship as well as care needs, are exceptionally beneficial to a person's wellbeing, which is why we make our minimal call duration half an hour.

We offer a number of services to meet a wide range of needs, including support with personal care, medication, domestic chores, meal preparations, shopping, companionship and trips out. We recognise and reduce anxieties for those living in the community, with specialisms in Dementia Care, Learning Disabilities and Autism. Our staff are DBS checked and are selected for their desire and passion to help others before receiving comprehensive, quality training.

'We would like to thank you for all your hard work over the years that you and your team have cared for Mum. You kept her going and helped to enrich her life. She would not have been able to remain in the home she loved without your dedicated support. It was a great help to us to know that she was being well cared for. Nothing was ever too much trouble'

'You are all absolutely wonderful, I can't thank you enough'



ACTIVITIES AND OUTCOMES

At Coast Care we believe that activities and outcomes are essential in ensuring a high quality of life for all of our service users. Our Activities Team are a huge asset to our homes and this was recognised nationally in 2020 when our Executive of Activities, Outcomes and Placements, Poppy Bellchambers, was a finalist in the Care Activities Co-Ordinator / Facilitator category at the 2020 National Care Awards and the Great British Care Awards.

We offer a variety of engaging activities seven days a week and are always looking for new and innovative ideas to stimulate and encourage those we care for. We try to ensure all our service users experience the best possible outcomes from our activities programme by getting to know individuals' life histories and preferences from the moment they join us, aiming to cater for everyone's needs and interests.

Every week, a new activity timetable is created for each home detailing our daily activities. Below are some examples of the activities included in our programme:

- **Hairdressing in our own in-house salon**
- **Baking**
- **Bingo / Board Games / Puzzles**
- **Flower Arranging**
- **Pamper Sessions**
- **Quizzes**
- **Pre-School Children Visits**
- **Assistance with Daily Chores**
- **Arts and Crafts**
- **Exercises**
- **Massage Therapy**
- **Animal Therapy**
- **Visiting Musical Entertainers**
- **Life Drawing**
- **Film Clubs**
- **Armchair Travel**
- **Silent Disco**

We hold regular parties, charity events and celebrations throughout the year, where friends and family are encouraged to come and join in the fun!

All our homes have main lounges suitable for individuals who enjoy stimulating group activities, as well as designated quiet areas for those who prefer a quieter environment, or activities on a one-to-one basis.



THE COAST CARE FLEET

As well as our in-house activities, we are passionate about offering our service users the opportunity to go out on daily trips into the community in our wheelchair friendly minibus and cars. Home, Day or Residential Care clients can all enjoy our daily trips to a variety of local attractions including:

- **Bewl Water**
- **Kent and East Sussex Steam Railway**
- **Hever Castle**
- **Raystede Animal Sanctuary**
- **Bedgebury Pinetum**
- **Knockhatch Adventure Park, Hailsham**
- **Drusillas Zoo, Alfriston**
- **Yesterday's World, Battle**
- **Hastings Fisherman's Museum**
- **Local Pubs and Restaurants**

OUR HOLIDAY HOME

In March 2018 we purchased a fully disabled friendly holiday home in the Combe Haven Holiday Park in Hastings. Residents, Home Care and Day Care clients are able to visit the park with carers and family members and enjoy short day trips or holiday stays in the wonderful setting overlooking the sea.

The park has both indoor and outdoor swimming facilities and a sports club with activities such as archery and ten pin bowling. There are also restaurants, bars, arcades and an excellent theatre venue where bingo and nightly entertainment shows can be enjoyed.

Our Managers and Activity Co-ordinators organise a busy schedule of day / evening visits and overnight stays at our Combe Haven Holiday Home and it has proved to be one of our most popular and enjoyable services that we offer.

'Thank you for taking good care of Mum whilst she was with you, we have lots of happy memories including spending time at the caravan (holiday home)'

'You really do go above and beyond for your lovely residents. Wonderful care givers, I am grateful for the wonderful care you gave my Aunty. Thank you for all you do for the people in your care'