

"In Regency Manor, I have found the level of care far exceeds my expectations. The carers all have a personal connection with the people who live at Regency. I am so impressed with the service." (Testimonial from a family member)

Regency Manor Care Home

# Our core values

Care staff team represent who we are and what we do. Our staff team have agreed our values which support the vision, shape the culture and reflect our company. They are the essence of the company's identity, our principles, beliefs, philosophy and shape the care we provide.

#### Caring

We have people's best interests at heart. We do all that we can to maintain or improve their well-being.

#### **Passionate**

We are passionate about delivering a high standard of care. It's an energy that comes from within and cannot be forced.

# Respectful

We treat people with courtesy and politeness. We treat people the same no matter their race, sexuality, religion, gender, appearance, age, or country of origin.

# Compassionate

We respond with humanity, understanding and kindness to each person's pain, distress, anxiety or need.

#### Honesty

We promote openness which, empowers us and enables us to develop consistency in how we present the facts. Honesty sharpens our perception and allows us to observe everything around us with clarity.

# Loyalty

We work collaboratively with the people who live in the home, family members, colleagues and visitors to enable positive outcomes and achieve goals.



# Reliable

We aim to provide consistently good care at a quality that meets that expectation for all stakeholders.

# Kind

Our team place great emphasis on being considerate, helpful and tender.

# **Open-Minded**

As a company we are both receptive to new ideas and act in an unprejudiced, unbigoted and impartial manner.

# Nurturing

It is our intention for those who use or work at our service to be nurtured and empowered to develop their confidence.

# You're always welcome at Regency Manor

Regency manor is a purpose-built care home which specialises in elderly and dementia care, the home is in the lower Parkstone area just a few minutes away from the local Parkstone shops and the beautiful scenery of Sandbanks and Poole quay which are often visited by the people that live here on day trips out in our minibus.

The home itself is a well-lit, stylish home with modern décor and personalized bedrooms. We offer people the choice to decorate their room as they wish. They may also bring their own furniture and belongings if they choose to. It has stunning facilities such as double rooms with en-suite wet rooms, a large veranda which overlooks the back garden, bright and colorful communal lounges, a hair salon, coffee shop and an indoor Garden room. The grounds of the home are easily accessible by foot and with wheelchair access to the back garden which promotes peace and tranguillity.

We have an open and honest approach when it comes to ensuring quality care is provided - We love to love and get pleasure out of helping people reach their goals and live happily within their new environment. Care is something that can be seen as daunting and we are all very aware of this, our goal is to help your loved ones feel settled, valued, and appreciated from the moment they enter the door. We pride ourselves on being good, honest, hardworking people but most importantly we really do care.

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