



**CHRISTCHURCH**  
HOUSING SOCIETY | SILVERWAYS



**A NURSING  
HOME  
YOU CAN  
TRUST**



# INTRODUCTION TO SILVERWAYS

Silverways is located in Highcliffe, Dorset and is sandwiched between the stunning Jurassic coastline and New Forest National Park. Silverways was opened in 1985 and continues to offer residential and respite care to all of those who require it. Over the last two years the home has benefitted from a nearly two million pound refurbishment which included all of the public areas, bedrooms and external space.

We believe that care and support are most effective when delivered in partnership with family and friends and therefore we always strive hard to include you in important decision making and daily routines.

Silverways Nursing Home is owned by Christchurch Housing Society, an organisation with charitable status which was founded in 1946 and since then has been providing accommodation and care for older people for over 75 years. The Society is run by unpaid trustees and any surpluses we generate are invested back into the community, thus also enabling us to keep our fees down, as well as ensuring that we have always more than adequate staffing.

**SILVERWAYS NURSING HOME PROVIDES  
A HAPPY AND STIMULATING HOME  
ENVIRONMENT WHILST PROVIDING HIGH  
STANDARDS OF NURSING CARE.**







# WHY SILVERWAYS?

## OUR PHILOSOPHY IS TO SUPPORT EACH RESIDENT TOWARDS ACHIEVING AS MUCH INDEPENDENCE AND DIGNITY AS THEIR PERSONAL CIRCUMSTANCES PERMIT.

Driven by our 75 years' experience of providing care to older people our home provides your relatives the utmost care whilst they stay with us, either permanently or on respite. As a charitable organisation we are not driven by profit which means we can employ a team of approximately 100 who look after a maximum of 61 residents, this staff to resident ratio is above average therefore allowing the time to carry out duties with care and dedication.

We also have Registered General Nurses on duty 24 hours a day. Unusually for the care sector many of our team members have been with us for over ten years, so you can be assured that your loved one will not have to have their care plan repeatedly explained to new team members on a regular basis. Staff also get to know the residents as they are assigned to the same area of the home on every shift, thus allowing them to form a trusting relationship.

The home is fully regulated and CQC compliant, you can also access our most recent report via the Care Quality Commission's website.



*"Silverways is part of Christchurch Housing Society a local charity that has served the needs of older people for over seventy-five years. Silverways was opened to provide nursing care for those who are now unable to reside comfortably in their own homes. Our friendly experienced team and homely atmosphere mean that residents can spend their days enjoying home cooked meals, innovative activities as well as receiving personalised care. As the Managing Director of Christchurch Housing Society I am passionate about ensuring that both the residents and their families feel involved in the future of the home as well as the care offered and am always available to answer any questions that anyone may have."*

Doug Furlong, Managing Director







# FEATURES & FACILITIES



- **61 bedrooms**, 23 with en suite facilities
- **Two floors** accessible by a lift and staircase
- **Modern reception area** with coffee machine
- Landscaped **garden**
- **Fishpond** with a selection of fish
- **Large patio area** with garden furniture
- **Balcony** space
- **Octagon living rooms** on both floors
- **Separate dining** areas
- **Hairdressing** room



**AT SILVERWAYS WE PRIDE OURSELVES ON OUR FEATURES AND FACILITIES, ALL CREATING A SAFE, WARM AND HOMELY ENVIRONMENT.**

Large windows allow natural light to flood the communal spaces, as well as lots of external access to the gardens, through large double doors or our second floor balcony. Everything we do from an improvement point of view is done with the residents' wellbeing and comfort in mind.





## FOOD & NUTRITION

**DINING IS A LARGE PART OF OUR RESIDENT'S EXPERIENCE AT THE HOME. BREAKFAST, LUNCH, AFTERNOON TEA AND DINNER ARE ALL HOMECOOKED ONSITE BY A TEAM OF CHEFS.**

Our knowledgeable kitchen brigade can cater for any dietary requirements, as well as providing dishes which are not listed on the menu should these be requested. The food offering changes daily and the dishes are seasonal to reflect local produce available, we also run themed events as well as welcoming the residents to get involved with kitchen focused activities such as baking and cake decorating.

Special occasions are certainly not forgotten, these are celebrated with celebration cakes and snacks and sweet treats are offered regularly throughout the day as well as the occasional glass of sherry before dinner.



**Relatives are welcome to join us for lunch or dinner**, as well as being able to join their relative for special occasions such as Easter Sunday or Christmas Day.\*  
**Notice is required.**

\*Please note that the home is following strict COVID-19 guidelines therefore some of the visiting permissions and activities may be altered to ensure we are protecting our residents and team at all times.





# ACTIVITIES & EVENTS

**Our in-house activities team offer a range of innovative activities which change weekly!**

**The schedule of activities changes weekly and often reflects current affairs and seasonal themes such as The Olympics, Wimbledon, Christmas and Easter.\***



We also run day-to-day events, such as kitchen masterclasses, art sessions, movement and music, breakfast clubs, animal therapy and much, much more. The schedule of activities changes weekly and often reflects current affairs and seasonal themes such as Christmas, Easter, Wimbledon.

The team also offer faith mornings for those who wish to participate.







## WHAT PEOPLE SAY ABOUT US

“

*“To all the staff at Silverways, we just wanted to say thank you to you all and we are so grateful for all the loving care for Maureen”*

Janet and all the family, 2021

“

*“Dear Suzanne, just a note to thank you and all your staff for the wonderful care you gave my mum. I cannot praise the staff enough for their kindness and compassion and hope to see them all after lockdown.”*

Pat, 2020

“

*“So many thankys to the Silverways team, I’m not sure if you realise the affect you have, not just on your residents, but their families too. To know our loved ones are being cared for has a massive effect on our day to day lives. The last few months have been the most difficult times for everyone, but I know my dad, Matthew, was in your hands, was very comforting even in his last few days. You gave him comfort, he was clean, well shaven and above all content”*

Sally, 2021







## WHAT PEOPLE SAY ABOUT US

“

*“Dear Suzanne, I’d like to say thank you to everyone at Silverways who helped my mum, Hazel, be able to attend Dad’s funeral on Monday. To Julie who did her hair and made her look amazing, Bill for so patiently driving her and wheeling her about and mostly to Janine, I can’t praise her enough. She was kind, patient, understanding and good humoured throughout.”*

Alison, 2020

“

*“A great big thank you to everyone at Silverways for the love, care and attention you gave to our dear mum, Beryl. She was such a special mum, and you all took such good care of her. A special thank you to the ones who took our places with mum when she passed away. It meant so much to us that she was not alone, especially as we couldn’t be there. We will have to come and see you all after lockdown as we miss you.”*

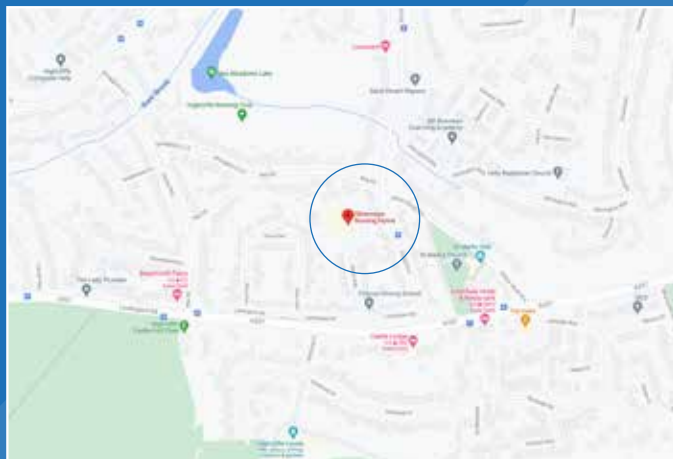
Maggie & Eddie, 2020





# CHRISTCHURCH

HOUSING SOCIETY | SILVERWAYS



Silverways Nursing Home, Silver Way, Highcliffe, Christchurch, Dorset BH23 4LJ  
[silverways@btclick.com](mailto:silverways@btclick.com) | 01425 272919



[facebook.com/silverwayshome](https://facebook.com/silverwayshome)



[@silverwayshome](https://instagram.com/silverwayshome)