

# Welcome to Holy Cross Nursing Home

Thank you for considering Holy Cross as a possible new home for you or your loved one.

We understand how difficult it can be to choose with confidence between the many care homes on offer and how important it is to make the right choice first time, to minimise the inevitable upheaval.

Our Family Liaison Manager, Joanne Bulford, is on hand to offer you all the support and advice you need when considering a place at Holy Cross and will remain your friendly point of contact throughout the first few months of settling in.

Holy Cross has been an important part of Sunderland's community for over 130 years; first under the care of the Little Sisters of the Poor and now as part of St Cuthbert's Care, who saved it from closure in 2012 and introduced nursing as well as residential care at the home. We are pleased to have achieved a rating of "Good" at our last CQC inspection.

Our enquiry line makes it easy to request more information about our home and you can find the number on the front of this brochure. However, I would be happy to talk personally to anyone who feels a visit to Holy Cross or a short, introductory stay, would be beneficial in helping them to decide whether longer-term residential care is the right choice for them.

Please contact me on 0191 567 0862 and I would be delighted to help.

Best wishes

*Julie*

Julie Thompson  
Registered Manager



Julie (left) with her senior staff team; Duty Manager, Emma Parkin, Clinical Lead, Patricia Batey and Duty Manager, Sarah Smith.



## Our Staff

As a Living Wage employer we value our staff and are committed to their professional development and training.

We do everything we can to ensure care is delivered to the highest standards to meet our residents' preferences and needs.

Dignity and respect are at the heart of our work.

## Our Aim

Our aim is to meet the needs of our residents at all times, whilst creating a warm and friendly atmosphere to ensure they feel comfortable and settled in their new home.

## Our Home

Set over three floors in a stately, red brick building in private landscaped grounds, Holy Cross is a registered nursing home providing accommodation for up to 56 older people. Our home is close to local shops, a post office, chemist, grocery store, newsagent and pub.

The Catholic faith is a fundamental part of our home and residents, their friends and family, as well as people from the local community, are able to attend regular Masses together in our beautiful St Jeanne Jugan chapel. Although our home is founded in the Catholic faith, people from all denominations and none, are warmly welcomed.

Residents have their own en-suite rooms which they can personalise with small items of furniture, soft furnishings, photos and pictures to create a comforting home-from-home feel. Every room is fitted with a reassuring nurse call facility so that urgent help can be summoned when needed.

Holy Cross is a very spacious home with its own hair salon, a small shop, a cosy library and a large multi-purpose room where residents can gather to enjoy activities and entertainment together.

Residents can also enjoy:

- A choice of nutritious, varied and appetising meals served in our attractive dining rooms or in their own rooms if preferred. We also cater for special dietary requirements
- A daily programme of varied, engaging activities
- Regular outings and visiting entertainers
- Free Wi-Fi and supported Skype sessions
- Conversation and companionship of regular volunteer visitors

Also available:

- Visits by complementary health services, including doctors, dentists, chiropodists, physiotherapists, occupational therapists and opticians

## Our Family Liaison Manager

Our Family Liaison Manager, Joanne Bulford is dedicated to supporting new residents and their families with the move into Holy Cross.

Joanne is your first point of contact at each step of your journey, offering comfort, expert guidance and impartial advice.

From initial enquiry through to making sure you feel settled and comfortable in your new home, Joanne will be happy to help.



Joanne pictured with Holy Cross resident Edna Allison.

## A step by step guide to moving into your new home

- Step 1 Initial enquiry to discuss care needs
- Step 2 Visit arranged to view Holy Cross
- Step 3 Complete an application form
- Step 4 Visit arranged to assess your care needs
- Step 5 Funding discussed
- Step 6 Admission date agreed

A detailed, step by step guide is available on request which will give you more information on the steps briefly outlined above.



## Feedback

We hold regular resident and relative meetings and invite feedback in our annual questionnaire survey.

However, feedback is welcome at any time and we will respond promptly to any issues raised.





Our team of nurses and care staff develop close and supportive relationships with residents, their families and friends

## Fees and Funding

Our fees vary depending on the level of nursing and residential care that is required. Information on financial support offered by St Cuthbert's Care and your local authority is enclosed.

## How to Find Us

**Holy Cross Nursing Home • Ettrick Grove  
High Barnes • Sunderland • SR4 8QA**

### By car from the A19

Take the junction with the A183 Chester Road signposted towards the City Centre. Continue over four roundabouts before coming to a right turn onto Ettrick Grove.

### By bus from Sunderland City Centre

Bus services leaving from Sunderland City Centre to High Barnes are numbers 8, 2A, 3, 5, 4, 16, 20, 23, 35, 39 and 78.

### By Metro

Sunderland Metro Station is the nearest station. There are taxi ranks and buses available from here.

Please contact us on **0191 567 0862** if you require more detailed directions.



Holy Cross Nursing Home is part of  **St Cuthbert's Care**  
*Enabling People*

### Our Purpose

*St Cuthbert's Care is a charity working for the common good  
by enabling people to develop to their personal potential*

### Our Vision

*To achieve excellence in all that we do*

Information on all the services provided by St Cuthbert's Care can be obtained from our  
Director of Care Services, Sheila Errington

Telephone: 0191 228 8000 | Mobile: 07813 117758 | Email: [sheila.errington@stcuthbertscare.org.uk](mailto:sheila.errington@stcuthbertscare.org.uk)

St Cuthbert's House • West Road • Newcastle upon Tyne • NE15 7PY • Telephone: 0191 228 0111

[www.stcuthbertscare.org.uk](http://www.stcuthbertscare.org.uk)



## Professional care services for older people

For more information on Holy Cross Nursing Home  
or its sister home, St Catherine's in Newcastle, including current availability,  
please call Gill Ennis, Head of Care, on our enquiry line:

**0191 228 8000**

[www.stcuthbertscarenursinghomes.org.uk](http://www.stcuthbertscarenursinghomes.org.uk)