



Wallace House.

You Care. We Care. **Akari Care.**





Residential Care



Nursing Care



Palliative Care



Respite Care



Dementia Care



Intermediate Care

Welcome to Wallace House

Our aim is to provide a friendly, caring, 'home from home' environment where dignity, independence, safety and comfort are paramount.

We have a dedicated and compassionate team, with good staff retention, which means our staff can build close and meaningful relationships with all our residents.

We are part of a wider, friendly and welcoming community as you'd expect in the north east and we always make sure that all our visitors are made welcome and well looked after, whoever they are.

We ensure that all residents are fully involved in the planning and delivery of services, promoting their right to privacy and independence. We recognise that everyone is different and the care we deliver aims to reflect this. Wallace House provides a homely, relaxed and safe atmosphere for it's residents, guests and staff.



A home from home.

Communal

Wallace House Care Home is situated in Dunston, Gateshead. It's located just a short walk from the local shops, served well by public transport services and is close to the Metro Centre. Most of our residents and staff at Wallace House are local, and this explains in many ways why we are friendly, family-orientated home. Visitors often comment on the warm and welcoming atmosphere when they arrive.

We encourage residents to stay active, mentally and physically, and we have an Activities Co-ordinator who arranges a wide choice of activities. When residents first arrive, we find out what they like to do, what gives them enjoyment and what they've done in the past, so that we can tailor the activities accordingly. We have all the usual things, such as board games, bingo, knit 'n' natter, trips out, and so on, but there's much more. We have fashion shows. We have a wheelchair-accessible garden, so residents can potter about there and grow fruit and vegetables. We have a good relationship with a local community centre, which organises activities, and our residents go there for coffee mornings. We also work closely with the nearby Methodist centre, and local schools come in at Christmas to sing carols. There's a Working Man's Club over the road, so people can go for a pint.

One of our residents is a big film buff, so he goes to the cinema once a fortnight. A recent project is our Virtual Reality experience. We have links with a local company which has a VR kit, so residents have been on a trip to the beach and even to Buckingham Palace from the comfort of an armchair!



40 Beds



No Smoking



Local Shops



Public Transport



Wifi



Gardens



Wheelchair Access



Lift Access

Relax, enjoy a laugh.





Our rooms

Each of our 40 bedrooms at Wallace House are inviting, comfortable and well-furnished; residents are encouraged to personalise their room with their own furniture, photos and other momentos to create a home from home feel.

Dining

Our catering team provide a wide range of home-cooked, nutritionally balanced meals prepared in our own kitchen and made from quality ingredients. Menus are prepared in consultation with experienced dieticians, with suggestions from our residents, to ensure that any specific needs, allergies or cultural and personal preferences are considered, while achieving a balanced nutritious diet.

Residents are encouraged to eat in the dining rooms but they can choose to eat in their room if they wish. We encourage friends and family to join us for meals with prior arrangement. We also cater for special occasions for our residents such as birthdays and anniversaries. The main meal of the day is served at midday, with a lighter meal in the evening. All meals offer a choice of menu options. Snacks, fresh fruit and refreshments are available at all times.

How do you like your eggs?



From bingo to beauty.



Activities

A regular programme of activities is promoted within the home by our dedicated activity organiser.

Each activity is designed around keeping fit and active or to simply stimulate. We encourage residents to live their lives as they wish and are able to join in, or not, as they please.

Our activities often involve the local community and we encourage strong social links with local groups. Typical daily activities include arts and crafts, indoor bowling, bingo, passive and gentle exercises, one to one shopping trips, beauty therapy, reminiscence meetings and lots more.

Support through challenging times.



Peace of mind

Our staff have the experience and training to know and understand the challenges that everybody involved has to overcome, so we know how to help. We provide as much support as possible to residents and their families during the moving process and throughout their stay at Wallace House.

Our staff are diligent, caring and trustworthy personnel who have each resident and their family's happiness as a core priority.





Wallace House

Ravensworth Road, Dunston, Gateshead, Tyne & Wear NE11 9AE
Call us on 0191 460 3031

Photographs shown represent typical home accommodation

Central Support Centre:
84 Albion Street,
Leeds, West Yorkshire,
LS1 6AG



01134 680800



enquiries@akaricare.co.uk

www.akaricare.co.uk