



Part of the Heritage family

NEWSTEAD HOUSE, 43 Venns Lane,
Hereford, HR1 1DT



Outstanding nursing and
residential elderly care in a warm
and friendly environment.

Please call
01432 263131
for any advice

We would love to show you around our home



“ From the moment Mum arrived, we were welcomed with open arms and made to feel that nothing was too much trouble by any of the staff, from the management, senior nurses, care staff, and domestic and catering staff.

I immediately felt my mother was safe and would be well cared for, which indeed she was. There is always a full and varied daily activities programme, in-house home-cooked food with plenty of choice. Each resident is a **loved and valued** member of the 'Newstead family' and there is always an air of calm, friendship and kindness the moment you step inside the door.

No resident could ever feel bored, hungry, lonely or worried. I would have absolutely no reservations about recommending Newstead to anyone, it is an **amazing** care home, a rare find at a time of anguish and worry.”

DW, daughter of resident, July 2024





The warmth and happiness of home

Newstead combines a large converted town house and purpose built accommodation designed to care for residents and provide a warm and homely environment.

Our home provides accommodation for 42 residents over three floors.

We have an **enviable reputation** for being a happy, relaxed home and our team have a heartfelt consideration of each **resident's needs, comforts and happiness.**





Making the most of our fabulous location

Newstead sits on a hill overlooking Hereford and has a large conservatory which gives a light and airy **communal space** for entertainment and activities and access to our patio; perfect for **alfresco dining**, BBQs and activities.

Our residents are encouraged to enjoy our garden throughout the year and with the help of our green fingered residents, we have been awarded at **Hereford in Bloom**.

The garden is a **beautiful space** for our residents **to enjoy** throughout the year; from planting spring bulbs and summer hanging baskets, blackberry picking and harvesting vegetables, to relaxing and enjoying a cuppa and the papers.

We regularly take residents on trips to parks and gardens, for shopping in Hereford or to our local garden centre to plan and buy for their summer planting.



We know that moving to residential care can be an anxious time. We **support** residents and their families, easing that transition and **welcoming** everyone to our Newstead family.

Families can have confidence in the care their loved ones receive and can make the most of their time together with the **comfort and reassurances** we give.

“I cannot praise the management, staff and nurses enough for the **new lease of life** it has given my mother. From the moment you walk into the home, you are greeted with a smile and a chat.

I have to mention the manager. When we first visited Newstead looking for the ideal home to move my mother to, she was just amazing, so **patient** and very **knowledgeable**. Her wonderful personality made me know my mother would be **in safe hands** and receive the care and attention she would need.”

TS, daughter of resident, October 2024

Outstanding residential and nursing care





The benefits of respite care

We provide convalescent and respite care, particularly when someone has been in hospital or is getting over an illness. That few weeks of **TLC** can be just the tonic.

Being cared for and not having to worry about preparing meals or the anxiety of getting about or being alone. It gives time to just **recuperate, regain strength, confidence** and that **zest for life**.

“I can honestly say that it was Newstead House that picked me up and **put me back on my feet**. Thank you to all the team for all your help and kindness.”

WF, respite resident, April 2024





Person-centred care and wellbeing

We believe in **person-centred care** and talk to residents and their families about their interests and hobbies, likes and dislikes, life histories and loved ones.

We also recognise the importance of quieter time, to recharge and recuperate and **one to one** time with residents to listen, reminisce and help ease any worries. We have an **open door policy** and family and friends can visit at **any time** and freely talk to our team.

“Newstead House is a very well run home with a very pleasant feel to it that you appreciate as you arrive in reception. The residents rooms are really nicely decorated, and well maintained. Very clean, **bright** and welcoming.

The recent addition of the **refurbishments** of the residents lounge creates a most pleasant area to enjoy and has been completed to a good standard. The conservatory is another nice area to enjoy and spend time.”

JD, brother of resident, April 2025



The **happiness** of our residents is paramount and there is a lot of fun and **laughter**.

Our full time activities co-ordinator tailors each weekly programme of **activities including exercise sessions**, to the wishes of residents and also introduces new **experiences**.

We have many **events**, including our Summer Fete, Christmas Fayre, coffee mornings and afternoon teas.

We have a strong link with our local **church** and Primary School and the **children** visit to sing or perform their school concerts. We encourage inter-generational activities. **Bands and entertainers** are hugely popular.

Residents fundraise for local charities of their choice, regularly baking for The Salvation Army and donating knitted crafts and blankets to the Hereford Hospital baby unit.



Family favourites, treats and tipples

Our chef proudly prepares fabulous **home-cooked meals** on site, using locally sourced ingredients and home grown produce.

Our residents are **regularly consulted** regarding food choices and additions to the menu and often enjoy joining in with the cooking themselves. Visitors can join us for meals and activities.

“We were welcomed into the house and told we will take care of all your daily needs and your time is for enjoying yourself. We were just surprised by a wonderful lunch to celebrate our 50th anniversary.

We could not be happier, spending our time laughing and joking with the members.”

AF, husband of resident, September 2023





Our **dedicated** and long-standing team are **highly experienced** and share many years of nursing experience. Their **commitment** to high quality care is reflected in the numerous awards and **accolades** the home has received.

We have held platinum status for The Gold Standards Framework for many consecutive years accreditation.

This is an industry recognised accreditation awarded to homes with exceptional nursing and palliative end of life care, both for residents and in support of their families.



We are incredibly proud of our team

“The manager of Newstead is **very passionate** and **dedicated** to provide the correct environment and care that each resident requires. She speaks very highly of the team of staff that they have at Newstead and it's very obvious that staff have been there for a long time with little temporary staff required, which is beneficial for my grandmother and for the families.

Always feel welcome when visiting.

My grandmother enjoys the activities that Newstead has to offer.”

KB, granddaughter of resident, January 2025

We have been awarded as a **Top 20 Care Home** in the West Midlands in both 2023 and 2024 and have also received recognition over the years at The Great British Care Awards.

We have a CQC rating of Good. There is a link to our full report on our website.



“The care and attention for my nan is second to none; absolutely no worries or sleepless nights knowing she is being taken care of at Newstead. All of the staff are so helpful and friendly.”
Nothing is too much to ask for.

MS, granddaughter of resident, October 2024

“My Husband has been very happy since he moved in from his first day here. Sadly, it's not home but it's the next best thing. He is very settled. He **enjoys the regular activities** that are provided, i.e bingo, dominoes, gardening and all the entertainment that comes such as falconry, ukulele and community singing.

He especially likes the pet days, where dogs and other animals come around the home. There is always something going on if residents would like to participate.

The **staff are wonderful**, kind, thoughtful and patient.

Always willing to assist in any way, even I and the family are offered and supplied with cups of tea. The food is always prepared to what my husband needs and always varied.

Thanks to everybody at Newstead, Management, Nursing staff, Carers.
Thank you all! ”

SL, wife of resident, April 2025



We always welcome volunteers to help with clubs and events.
Please get in touch on **01432 263131**
We would love to hear from you.



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“Very happy with how Mum has been treated by all care staff, nurses and manager. Always on hand to have a chat with on how mum is doing. The home is lovely, clean, warm and very friendly.

Plenty of daily activities from bingo to skittles. So glad Mum has settled into her new home.”

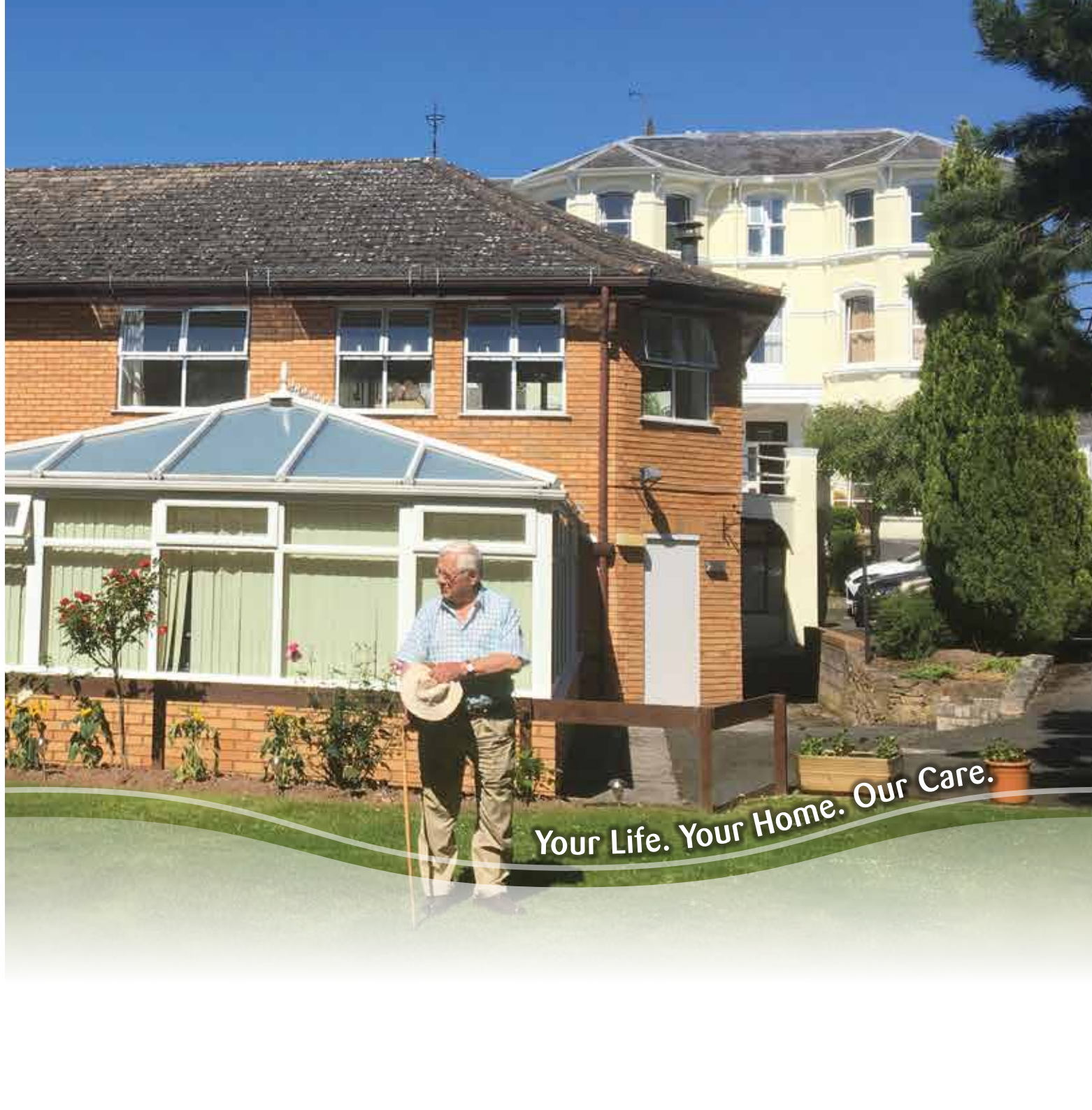
VM, daughter of resident, July 2024



You can find out more by visiting our website or facebook page, which are regularly updated with events and activities.

www.heritagemanor.co.uk

or call and visit us on
01432 263131



Your Life. Your Home. Our Care.