



Part of the Heritage family

WEST EATON, Worcester Road,
Leominster, HR6 0QJ



Warm and friendly
nursing and residential elderly care
in a homely environment

Please call
01568 610395
for any advice

We would love to show you around our home





“My Mother has been a resident at West Eaton for several years now and from my observations I must say that the care she has received has been of an **exceptionally high standard**.

There is a community and **homely feel** to West Eaton and all the Care, Nursing, Catering and Admin staff work together to provide a very **personal service** and program to the residents. The building and setting are also well suited to the residents' needs and are well maintained. Although my mother is really very frail now, there is a good balance between stimulation and engagement and private time and rest.

This balance is actively reviewed by the staff from time to time and **communication** with the family has been great. Visits, crafts and music etc are clearly **very actively planned** by the staff so that options are available and suited to the needs of individual residents. In my mother's case this, I believe, has played a significant role in her comfort and contentment as her dementia has progressed.”

AK, son of resident, January 2025



The warmth and happiness of home

“West Eaton is a well-managed home where residents feel safe and **contented**. It feels that the **staff are happy** and there is a friendly caring to all. Both carers and activity staff help all the residents to become involved with the many activities which are **imaginative** and on offer every day.

West Eaton feels like a happy, busy, place but not too noisy.
All the staff have time for everyone including visitors.”

LH, wife of resident, November 2024

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



West Eaton benefits from a rural location just outside Leominster, whilst still being walking distance from the town centre.

Our **conservatory** gives a light and airy **communal space** for entertainment and activities and gives access to our patio, perfect for **alfresco dining**, BBQs and activities.

The gardens have been landscaped to include a **sensory garden** for our residents, with wheel chair accessibility and planting to stimulate all the senses and attract wildlife.

Our residents are encouraged to enjoy the gardens 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.

“ West Eaton has a **lovely setting** overlooking horses in a paddock at the back, and rolling hills at the front. The Home is immaculately clean, light, and airy, and the staff is friendly, professional, and **attentive** with a good sense of humour.

There are always **interesting events** taking place - for example, a harpist came to play one afternoon last week and which was very well received.

A few weeks ago chef made some cheese scones which I tasted and were delicious! ”

IC, regular volunteer, November 2024

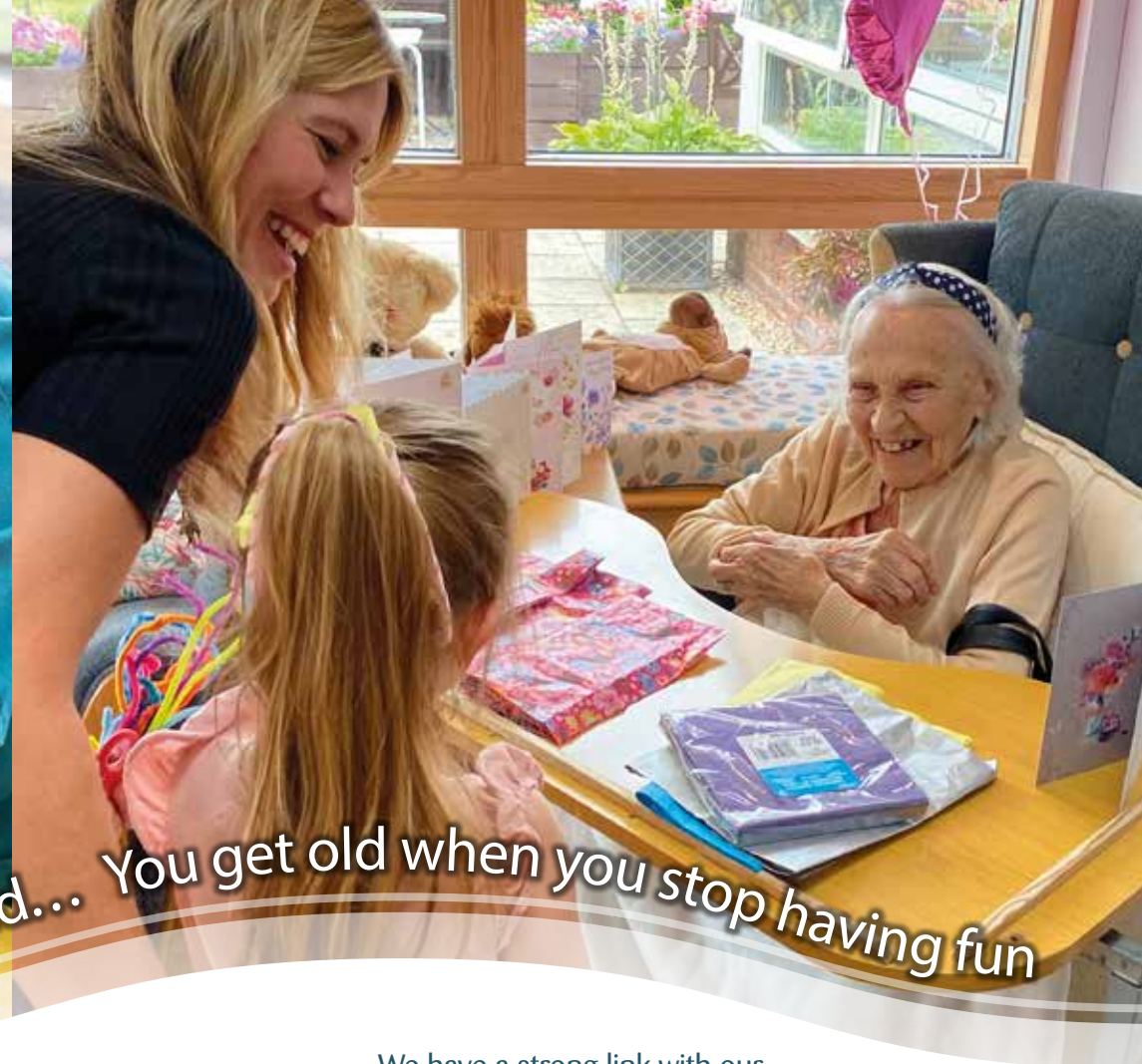


You don't stop having fun when you get old...

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 a wide ranging activities programme and have forged strong links with our local community through **events** and **charity fundraisers**, including our Summer Fete, Christmas Fayre, coffee mornings and afternoon teas.



You get old when you stop having fun

We have a strong link with our local **church** and Primary School and the **children** often visit to sing or perform their school concerts.

We encourage inter-generational activities and often hear the laughter of pre-schoolers and toddler groups visiting our residents to play games, share stories and enjoy cake and biscuits.

Bands and entertainers are hugely popular and visitors are always welcome.

Please get in touch on **01568 610395** to volunteer to help with clubs and events.



Outstanding residential and nursing care

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 West Eaton 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.

“My mother was in the care home for 10 months and was reluctant to go in there, but the home catered for all her needs and **she came out of her shell**. During her final month there, they couldn't do enough for her and were very **attentive and caring**.

They catered for any food she wanted and during her last few days were exceptional, constantly checking on her when she was confined to bed with the **utmost respect**. If I ever have to go into a home, I wouldn't hesitate to go into this one.”

CG, daughter of resident, March 2025





We have nurses who are **specialised** in dementia care and we offer a range of dementia therapies from music, gardening and **sensory therapies**, to more pioneering therapies.

We have links with local organisations who provide a **variety of classes**, such as Hereford Growing Point and Creative Minds.

“Our friend came to West Eaton after a lengthy stay in hospital. From the moment of his arrival the staff were kind, attentive and welcoming and had arranged his favourite beer which meant so much at the time.

Our friend was only in the home for 14 weeks but during that time he was able to have somewhere he could call home. He loved the freshly homely cooking and had everything he needed in his room.

We can't thank the staff enough for all they did to make those 14 weeks comfortable for him.

From the maintenance man to the cleaners, the cooks and nursing staff, everyone **delivered outstanding care with love, compassion and dignity at all times.**

We highly recommend the home from the experience we have had.”

MR, friend of resident, March 2025

“This is a wonderful care home.

The care provided to my mother is excellent. Mum is much more engaged due to the great care and activities provided.

Everyone at West Eaton is warm and friendly. It can be really hard to have a family member in a care home but it's a **huge relief** to be able to **trust** that the care given is of a consistently high quality.

We really couldn't ask for better.”

BB, daughter of resident, November 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.

“The experience here for my auntie has been excellent care from all the staff who are always trying to get her involved with activities. Trying different foods and diets. The staff even went up to the local town to get her different foods.”

RS, niece of resident, October 2023

“From our first visit, it was apparent that the level of care and consideration achieved by the management, administration, nursing and all of the care staff was **beyond what we had experienced and indeed expected** from any care home.

During all our visits we have never seen anything but **care, empathy and a genuine willingness to create a tailor-made experience** for both residents and the wider family.

This is all done with a smile and an appropriate sense of humour which gives the whole place a light, relaxed and calm atmosphere that is infectious. In short, should I ever need residential care I do hope West Eaton is there for me.”

BP, friend of resident, February 2023

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**.

“**First-class** respite care for 3 weeks.”

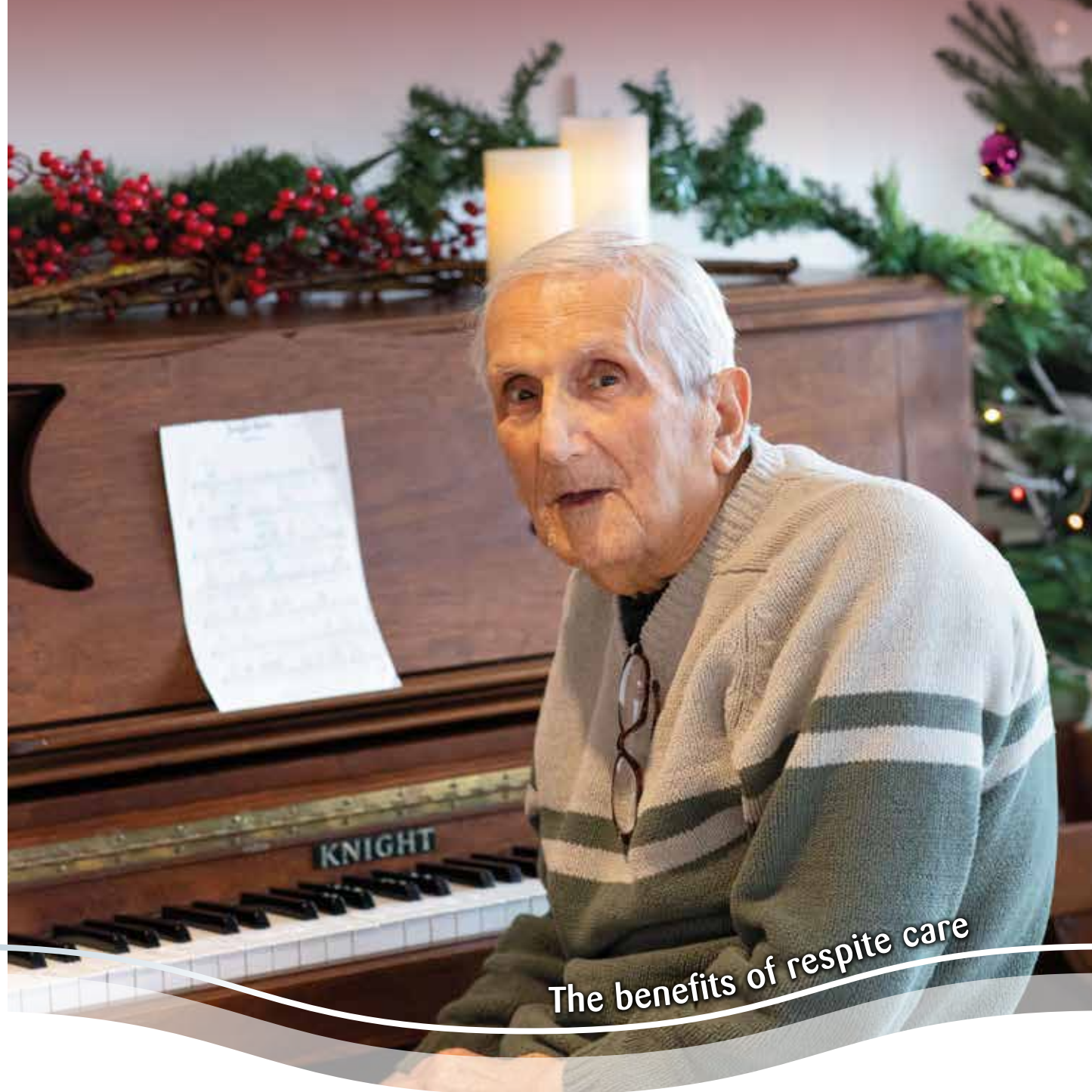
JP, respite resident, November 2024

“I cannot speak highly enough of West Eaton Nursing and Residential Home. They were able to help my lovely mum with a month of respite care at a tricky time. Every member of staff which we had contact with was professional in every way but also had a **warmth, treating people individually and with care**.

So much work goes on behind the scenes to make sure everything runs smoothly, but as a visitor to see a resident you would never know.

The **atmosphere was always lovely**, everybody had time for you and questions were always answered. I would not hesitate to ask West Eaton if my mum could stay with them again if we found ourselves in the same situation again.”

KW, daughter of resident, January 2024



The benefits of respite care



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.



Family favourites, treats and tipples

Our kitchen team won Best Care Caterer at the 2024 National Association of Care Caterers Awards. They plan themed events and help residents make their own cordials, chutneys and jams, which are often entered into our local horticultural show.

“Walking into West Eaton is **more like entering a hotel** rather than a care home.”

JW, daughter of resident, November 2024

Our **dedicated** and long-standing team are highly experienced and share many years of nursing experience.

They have a **commitment to high quality care** and a heartfelt consideration of each resident's needs, comforts and happiness.

They go above and beyond in their roles and every member of our staff is valued. **They are always game for a laugh, bringing smiles and fun into our residents' lives.**

In 2023 we were awarded as a Top 20 Care Home in the West Midlands. One of our team was a finalist at the 2024 Great British Care Awards. And, we were national winners at the 2024 National Association of Care Caterers Awards

“From the first moment, when we were met with a warm welcome at the door and the West Eaton team swung into action, **the transition went smoothly and happily.**

Over the past few months, our loved one has settled in well as she has got to know the West Eaton team and they have got to know her. The family has been **kept well informed** about medical, social and emotional progress, any issues have been speedily shared, and we have always been **warmly welcomed** during the flexible visiting hours.

The activities, for those who wish to participate, are many and varied and **frequent personal touches** are much appreciated by residents. The whole, wonderful West Eaton team work so hard to ensure that the West Eaton experience is a personal and comfortable one for residents. We are very grateful to have found such a caring home for our loved one.”

AM, daughter in law of resident, July 2024





Part of the Heritage family

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“This is a very good nursing home with
high standards of care, good food,
and generally a pleasant atmosphere -
hard to fault.

My elder son and his wife looked at four
nursing homes and when they came to
West Eaton House they wrote
on the leaflet "Yes"”



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
01568 610395



Your Life. Your Home. Our Care.