



**THE SHELLEY**  
luxury residential care home

“I cannot speak highly enough of The Shelley,  
it’s wonderful, everybody is so kind and thoughtful.  
To me it’s one happy family.”



## Luxury as standard – A passion for care

Welcome to The Shelley luxury residential care home, a place that offers you the possibility of genuinely enhancing the quality of your life and supports you in leading an active, fulfilled life.

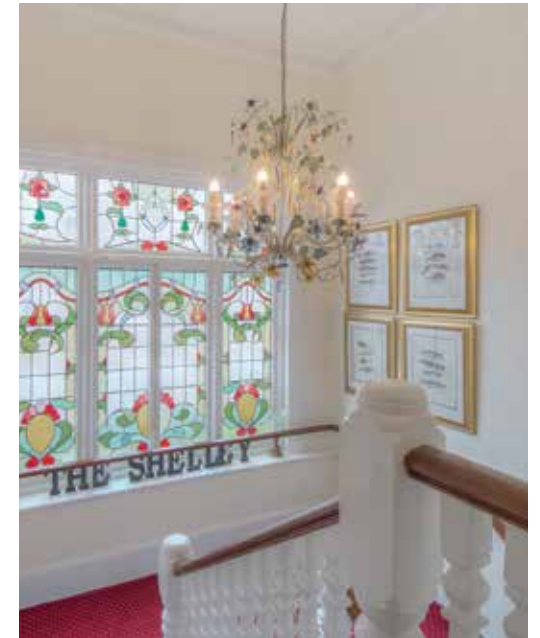
We provide a happy, lively and secure environment which is close to local services, a bustling town centre and Worthing's renowned beachfront. You will be surrounded by friends in an amiable, socially active setting that offers you plenty of interests and pursuits to participate in. Whether with others or on your own, the choice is yours to do as you so wish.

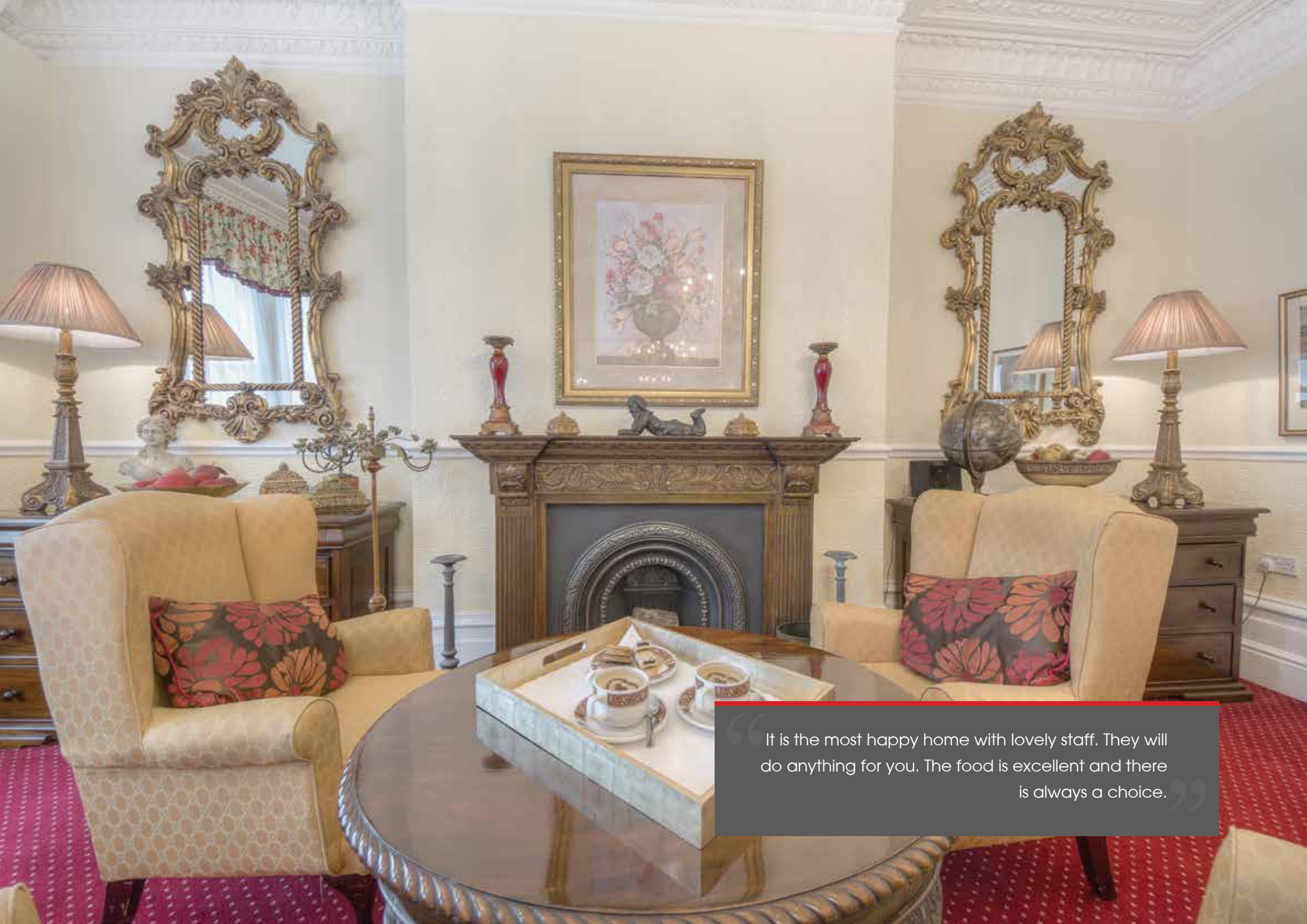
You are assured that our professional personal care and support, which is bespoke to meet your individual needs, is at hand 24 hours a day.

Life at The Shelley is built around a philosophy of providing residents with a 'home' of their own and

the opportunity to remain active and independent with the emphasis on personal choice, privacy and dignity.

We're confident that our delightful choice of accommodation, luxurious facilities and 24-hour supportive care will exceed your needs, now and in the future. We aim to create the perfect environment that reinforces our core value of supporting individuals to take control of their own lives and make personal choices in all issues that affect them on a daily basis.





“ It is the most happy home with lovely staff. They will do anything for you. The food is excellent and there is always a choice. ”





Nothing is too much trouble and I have all the independence I need. The security of living here is a massive relief and I have no need to worry anymore. I am pampered, respected and loved greatly by many.



## Who we are

The Shelley was born out of a strong and genuine desire to enhance and enrich the lives of our residents. We have a wealth of experience and our objective is to be recognised as the care home that delivers the very best in personalised care and offers experiences of exceptional quality for individuals or couples.

From the moment you arrive, you will appreciate we have created a warm, luxurious and comfortable home by using superior design and by paying attention to the smallest detail which, along with our highly professional and motivated team, is all in order for us to deliver outstanding personalised care.

Accommodation is luxuriously appointed with quality furnishings, décor and standards that set us apart from other retirement and care facilities. Our beautifully decorated lounge, elegant dining room, café area, beautiful gardens and hairdressing salon all have the necessary design features to ensure appropriate care can be delivered as and when required, 24 hours a day.

## What we believe

We place a very high value on the fact that each of our residents' care needs and desired experiences are different.

We believe everyone is unique: everyone has their own special likes and ways of doing things, and how they prefer to be treated and cared for.

We also know that needs can change and that it is impossible for one type of care experience to meet everyone's needs. We know that the best care starts with a deeply instilled belief that tiny details are important, that's why we create a highly personalised care experience for each and every one of our residents.



## How we succeed

We work with a team of dedicated specialists to develop a bespoke care programme that includes: discovering personal interests and hobbies, making the right lifestyle choice and identifying how best we can enhance independence, wellbeing and choice.

Every room at The Shelley has been designed with this in mind. From the moment you enter our home, there is a feeling of being welcomed into a warm, inviting and luxurious home. Small touches such as books, daily newspapers and magazines, fireplaces, beautiful throws and cushions and an eclectic range of accessories make everyone feel comfortable and at home. We also like to encourage our residents to personalise their bedroom suites by bringing with them their favourite pieces of furniture, mementoes and artwork.

The professional care team works to provide the best in care experiences where everyone has a role to play led by the principles of kindness, empathy, integrity, respect, trust and dignity.



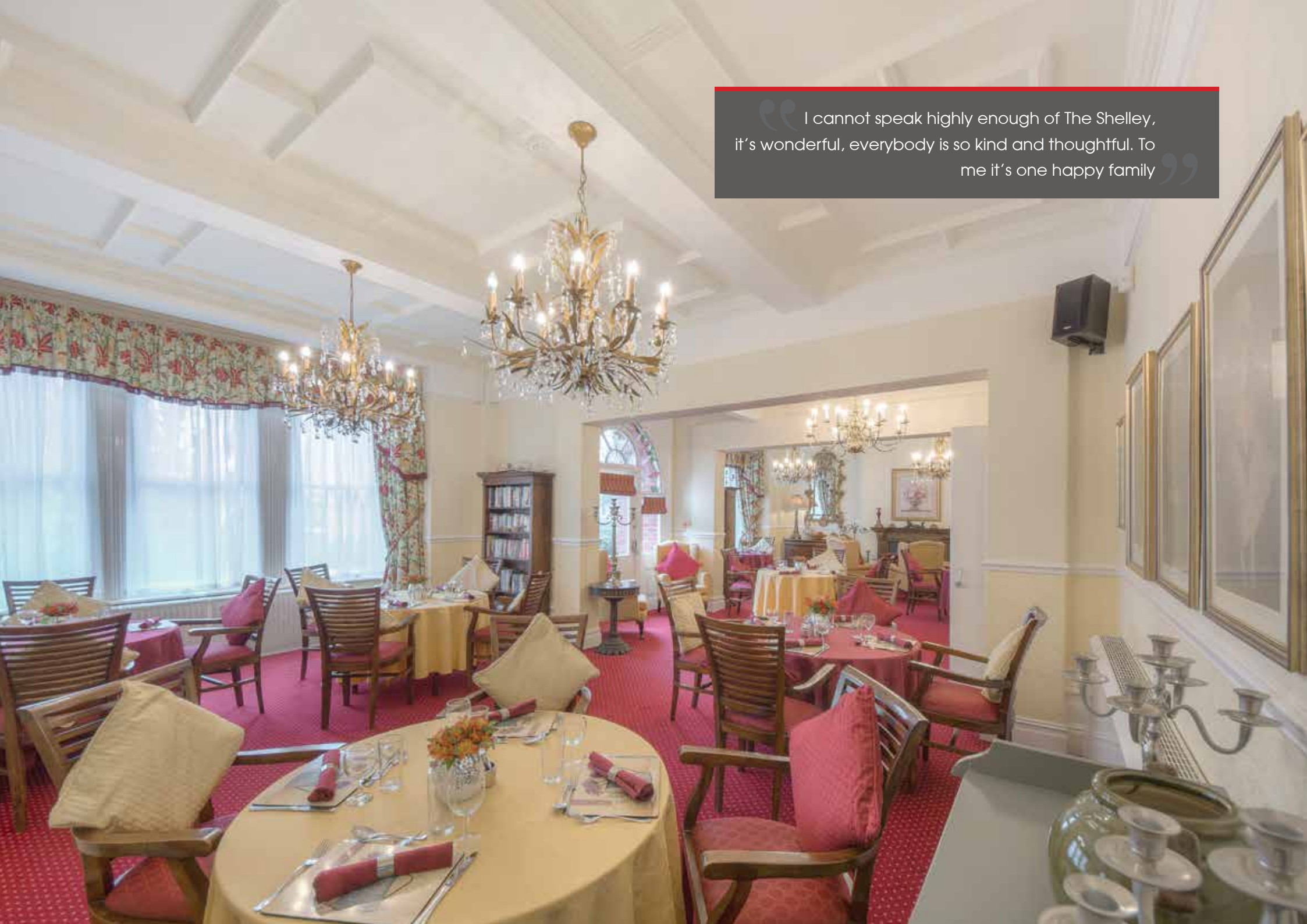
## Your dining choices

We know good food makes people happy and is essential to health and wellbeing. We like to ensure that every one of our residents enjoys a highly varied range of delicious, wholesome food. We also know how important a healthy, nutritious and varied menu is for our residents and high quality food is something we take very seriously. Our chefs consult regularly with the residents to ensure they understand the food preferences and requests. We like to ensure everyone's personal and favourite dining preferences and dietary requirements are

met while using freshly cooked, appetising and nutritionally balanced meals with locally sourced, seasonal choices. We also enjoy celebrating special occasions and organising favourite treats, functions and themed events.

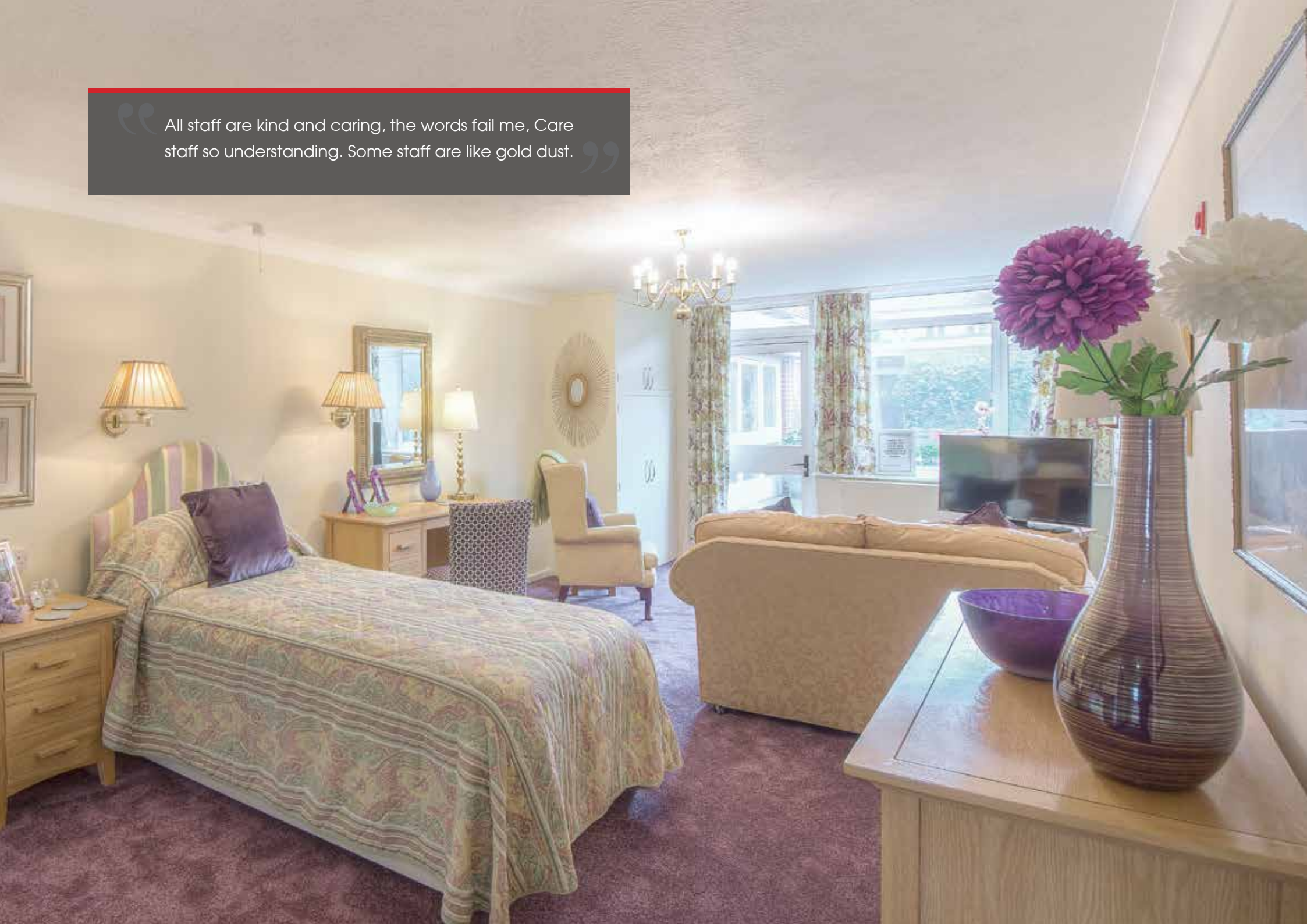
As well as serving three delicious meals every day with complimentary juices, beers, wines and sherry, residents have access to drinks and snacks throughout the day and night. We are happy to discuss any particular dietary requirements you may have – we cater for a range of special diets and allergens.

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it's wonderful, everybody is so kind and thoughtful. To  
me it's one happy family





All staff are kind and caring, the words fail me, Care staff so understanding. Some staff are like gold dust.







## Your personal care and support needs

Our guiding principle in everything we do is to enrich the lives of our residents by providing the very best in personalised care.

In order to fully understand our residents' specific needs and expectations, we work closely in partnership with our residents and their families to develop a bespoke plan of care before any admission.

Each programme of care includes identifying how we can enhance your independence.

You may wish for assistance in bathing or dressing, or maybe just someone to run some errands. Above all, we will be looking after your general wellbeing, supporting you in improving and enhancing your quality of life while developing opportunities to build an enjoyable social life and companionship.

We focus on creating a stimulating mix of activities, which relax, promote a sense of wellbeing and

enable personal growth and independence through new experiences. We listen carefully to our residents and their families to ensure hobbies of old, favourite trips or personal celebrations are organised. We strongly believe in the joy of learning and the power of laughter and strive to ensure families and friends communicate and socialise regularly. We are proud of our residents and encourage intergenerational learning as we feel that they have much to offer the local community. Our events programme also includes trips to areas of interest and local beauty for everyone to enjoy.

We offer a wide range of activities including visits from our furry and feathered friends – from goats and dogs to owls and other birds of prey – magicians, a host of entertainers ranging from vocalists and musicians to a 25-piece choir and professional West End singers. There are art and craft workshops, exercise classes, relaxation, yoga classes, bridge afternoons, games and quizzes to name a few.

We also offer lunch clubs, individual shopping trips and plentiful group outings to local places of interest throughout Sussex, the theatre, the beach and community events.

Enjoy the facilities on hand, the extensive programme of entertainment and fun-filled activity calendar or just sit back and relax with a delicious cappuccino or latte from The Café with the morning paper or simply enjoy afternoon tea and homemade cakes with friends. The choice is yours.

We create easy ways for residents to stay in touch with friends and family with a number of events and activities that everyone can participate in.

We want our residents to be happy, live full and independent lives and enjoy taking part in engaging activities that are tailored to individual choices and lifestyle preferences.

Ipads and a computer are available to allow you to surf the web or keep in touch with your family and friends via email or Skype. We will give you simple tuition to get you started and complimentary Wi-Fi is available throughout the home.

## A unique place to live

We offer a range of bedroom suites, all beautifully designed with an emphasis on luxurious homely touches. Each delightfully decorated suite comes complete with a superb package of furniture and high quality soft furnishings. Residents may wish to personalise their bedroom suites by bringing their own furniture, home accessories and favourite mementoes. Whatever you choose to do we will assist you in any way to make it your very own. All rooms have private en-suite bathroom facilities, some have kitchen facilities, and the ground floor suites have doors opening directly onto the garden and personal seating areas.



## Your family updates, visits and activities

We want our residents to live happy and fully independent lives which often is reliant on getting involved in things of interest, seeing family regularly and keeping up to date with what's going on in the lives of friends and family. We offer an extensive calendar of events and a host of visiting services for you to enjoy such as hairdressers, chiropodists, aromatherapists and manicurists. We also have our own occupational therapist.

## Our staff

Our staff – truly our greatest asset – are compassionate and wholly committed to making a difference. We have a low staff turnover, high job satisfaction and we offer all our staff intensive training. Getting to really know the residents is paramount in supporting them to enjoy all the little things that turn a good day into a great day, while delivering outstanding relationship-centered care.

## Bookable respite

Another unique feature of The Shelley is our bookable respite room for individuals who may require a short break away from their own home, require convalescence following hospital treatment, or perhaps are uncertain about moving into a care home. We will always try to accommodate residents' needs and be flexible in terms of the length of their stay while making sure that all their needs and expectations are met during their time with us.

## Marlene Sanders – Care Provider and Nada Wakeford – Manager

We are very proud of the reputation The Shelley has gained since opening and the outstanding care and accommodation that we offer. We have worked tirelessly to achieve this and believe that we have built a great team delivering a very special brand and a unique standard of person-centred care that supports the residents who have made The Shelley their new home. We know the thought of entering a care home can often be difficult and complex on many levels and feel we are able to offer help and support by meeting your expectations and answering all your questions during this process.







## The Shelley difference:

- Residents feel safe, secure and valued.
- Our home has its own unique personality offering a warm and homely feel in comfortable surroundings.
- Attention to detail, recognising that the tiniest things make a huge difference.
- The very best in individual, personalised care.
- The warmest welcome, 'home from home'.
- A strong desire to enhance the lives of people in need of care and support, promoting independence and choice.
- Our objective is to be recognised as delivering the very best in care.
- We understand that every resident's individual needs and care expectations are different.
- Generously sized en-suite rooms.
- Our outstanding trained professional team are led by principles of kindness, empathy, respect, trust and dignity.
- Discovering and encouraging personal interests and hobbies.
- The personalisation of residents' rooms.
- Creating ways for families and friends to keep in touch.
- Providing delicious and nutritious food choices.
- Café area with freshly ground specialty coffees, home-made cakes, pastries and a selection of teas.
- Regular outings in our new, purpose-built minibus.
- Comprehensive diary of daily activities and professional entertainers.
- Weekly complimentary manicures and beauty treatments.
- Complimentary non-alcoholic drinks served with all meals with complimentary wine and sherry available at lunch and dinner.
- Outstanding staff and management team always prepared to go that extra mile.

**Come see for yourself what makes it the ideal place to spend your retirement and experience our unique philosophy centred on independence, dignity, choice, activity, fulfilment and enjoyment. It's a breath of fresh air.**

**Feel free to come and visit us whenever you wish.**



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care home

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**The Shelley**  
Worthing

CQC overall rating  
**Outstanding** ☆

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