



The Stratfords

A Place to Call Home

Delivering high-quality residential & respite care
in a beautiful, peaceful setting.



Why Choose The Stratfords?

We provide a warm, supportive environment where you are treated as the unique person you are. From shouldering some of the worries about medicines, mobility and meals, to knowing how you like your tea, our dedicated team at The Stratfords are on hand to support you and your family feel totally at home.

This booklet provides important additional information to assist in making a decision to stay at the home.

Life at your own pace

Whether you choose to spend your day relaxing in one of our spacious lounges, pottering around our scenic gardens, or enjoying some of our fantastic activities, life at Clarendon Grange is about enjoying each day at your own pace, with added comfort of knowing that expert help is available should you need it.



Live entertainment
and music sessions



Group activities and
gentle exercise



Visits to local
attractions and outings



Seasonal celebrations
and themed events



Quiet hobbies, reading, and relaxation

Our doors are always open, meaning you can relax, knowing that your friends and family are just as welcome at Clarendon as you are. Pets may be allowed upon prior approval by management.

“The home is clean and serves a choice of diverse, good-quality meals. She appreciates very much living in her care home environment. I too appreciate all the good factors from the home environment that make her life happy.”

Richard H - Family member

Your Life, Carefully Supported

Care Tailored to You

Our promise is compassionate, respectful care that supports every person to live as fully and comfortably as possible. We take the time to understand you and what matters most to you.

From the moment you join us, we create a personalised care plan with you and your loved ones, regularly reviewed as your needs evolve. We support all aspects of daily living, including:



Healthcare and medication



Nutrition and wellbeing



Personal routines and your daily habits

All delivered with dignity, privacy, and respect, alongside trusted healthcare professionals.

Respect & Wellbeing

Living here means being exactly who you are. We take the time to understand the cultural, spiritual, and personal details, ensuring your routine needs are honoured with the care they deserve.

We Always Aim To:

- Support personal choice and independence
- Meet dietary or religious requirements
- Match carers' gender to individual preferences where possible
- Create a safe, comfortable, and familiar environment



We ensure all areas are safe, accessible and support your comfort and wellbeing-with our staff on hand to join you in exploring the garden should you need it.

Our home is regulated by the CQC. We've consistently maintained a 5 (Very Good) food hygiene rating. Scan the QR codes for up-to-date information



"I honestly cannot believe how lucky we were to find The Stratfords – somebody up there was obviously looking down on me the day I made the call. So to everyone at the home – I say a huge thank you from the bottom of my heart – you are simply the best."

Jane B - Family member



Experienced People You Can Trust

At the heart of our home is a team that truly cares. Led by our experienced manager, our care assistants, chefs, and support staff work as one family to look after your's. We never stop learning, with ongoing training that keeps our skills up-to-date and our care heartfelt. We believe in being tucked-in and talked-to; that's why we value your honesty above all. If something isn't quite right, we want to hear it - openly, early, and always with respect.

Team Contacts



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"The decision to move my father into a care home was so difficult, as it is for anyone who has had to deal with this huge step. The care team were so welcoming and attentive. He has a very comfortable bedroom and is able to sit with the other residents in the pleasant lounge.

Norma A - Family member

Your Journey to The Stratfords

Moving home is a big step, and we are here to make it a positive, reassuring experience from the very first hello. Here is how we help you settle in:

1

Discover Life at The Stratfords

The best way to know if The Stratfords feels like home is to experience it yourself. Join us for a meal, meet our team, and get a feel for the daily life. Your family and friends are more than welcome to join you as you explore.

2

Getting to Know You

To ensure we provide the perfect level of support, our trained team will chat with you about your health, social, and personal needs. Where appropriate, we may also work with professionals involved in your care, such as your GP, to build a clear picture of your needs. Of course, everything you share with us is kept in the strictest confidence.

3

Making the Move

When you're ready, we'll help you plan a smooth transition. We suggest a two-week settling-in period to help you find your feet and get comfortable. You're encouraged to personalise your room and can bring selected furniture.

4

A Plan Built Around You

Once you're here, we work closely with you and your loved ones to weave your life history, hobbies, and preferences into a personalised care plan. We check in regularly to make sure your support evolves alongside you.

A Note on Trial Periods: The first 4 weeks of residency for self-funded residents is a trial period. During this time, the resident may end the residency on 7 days' written notice, or we may end it if, for example, we cannot meet the resident's care needs or the resident is seriously disruptive. Any fees paid beyond the expiry of the notice period (or the date of departure, if later) will be refunded. If you leave before the notice period ends and we re-allocate your room before it expires, we will refund any fees paid for the period after re-allocation.

A Note on Urgent Care: We are here for emergencies too. In these cases, we'll gather the essentials within 48 hours and complete a full assessment within five days.

Residents are responsible for arranging contents insurance for their personal belongings. If you sign a self-funded residency or respite agreement during or immediately after a visit by us to your home, hospital or another location, you may cancel it for any reason within 14 days by phone, email or letter. If the resident has not been admitted during that period, all fees paid will be refunded. If the resident becomes eligible for Local Authority funding and the funding does not cover our fees, we may offer a less expensive room (if available) or end the residency by giving 28 days' written notice. If the resident becomes eligible for Continuing Healthcare (CHC) funding, we may end the residency if the funding is insufficient to meet their care needs or the NHS funding body requires a move to another suitable home. If we can no longer meet the resident's needs or their placement significantly affects other residents, we may end the residency by giving 28 days' written notice.



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 [westcottcare.com](https://www.westcottcare.com)

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