



Your home,
Your choice







WELCOME TO YOUR NEW HOME-FROM-HOME

At Coverage Care Services, we have been at the heart of elderly and vulnerable resident care in Shropshire for 30 years. As the county's largest independent not for profit care provider, we reinvest all of our profits into our 10 dedicated homes across Shropshire. This ensures we continue to invest and provide the highest quality of care, whilst also improving the opportunities, training and recognition of our colleagues.

We offer a range of care services across our homes including residential, respite, nursing and dementia care.

Each home has its own unique charm and provides modern facilities ensuring that you always feel **comfortable, at home** and **secure**. The latest interactive technology ensures all our homes are physically, mentally and emotionally well-equipped to give all residents, including those living with dementia, the best quality of life possible.

Our homes are rooted within our local communities and have established strong and meaningful connections with groups, schools and visiting health professionals to ensure residents maintain vital links with the outside world.



YOUR CARE, TAILORED TO YOU

We believe in personalised care. That's why every resident at Coverage Care Services has a bespoke care plan. This is reviewed each month with you to ensure it meets your individual needs, with our friendly team planning and providing tailored support where necessary. Whatever the level of care you need, we can provide it. That means should your circumstances change whilst living with us, in many cases you can remain in the familiar and comfortable environment you already call home.



YOUR WELLBEING, OUR COMMITMENT

Our highly qualified and compassionate staff are dedicated to your wellbeing. They offer flexible and responsive services to ensure you live life to the fullest, your way, with the greatest of dignity, respect, and confidence that help is at hand whenever you need it.



YOUR HEALTH, OUR PRIORITY

Our staff have undergone the highest industry standard training and utilise the latest advancements in digital healthcare technology. With a comprehensive network of visiting health professionals, such as physiotherapists, opticians, and chiropodists, we ensure that you receive the highest standard of care, meticulously tailored to your evolving needs.



LIVING LIFE YOUR WAY

We encourage our residents to live their life their way, so whether you are social and outgoing or prefer tranquillity, our homes are designed to cater to your lifestyle:

- ✔ **Active Living:** Engage in a variety of weekly activities; a mix of physical, social, creative, recreational, sensory, relaxation and reminiscence. Outings to local areas of interest, events throughout the year and wonderful in-home entertainment.
- ✔ **Quiet Comfort:** Enjoy the peace of your private room or enjoy the company of others in our communal areas.



YOUR ROOM, YOUR SANCTUARY

Personalise your space with your own furniture and belongings in our comfortable bedrooms, and enjoy the shared social areas for dining and socialising.

Many of our homes have landscaped gardens and on-site facilities such as salons offering haircare, nail care and beauty treatments.

All residents living in our homes benefit from a choice of healthy and varied food, including three delicious meals every day, plus elevenses and afternoon tea. Food is freshly prepared on site by a qualified chef using locally sourced produce, and we can cater for all dietary requirements. All of our homes have a five-star food hygiene certificate and a platinum healthy eating award.

Where possible, you are also encouraged to maintain independence. You can be supported to bake, be assisted with housekeeping of your room, or growing vegetables and keeping busy in the garden.

Our catering teams are always keen to help residents celebrate any special occasions such as birthdays and anniversaries, and make fabulous cakes and party food for residents to share with any visiting family and friends.



“We encourage residents
to get involved in
day-to-day life”



“We strive to create a
nurturing and supportive
environment for
everyone in our care”

ABOUT US

Coverage Care Services is Shropshire’s leading independent care home provider, operating on a not for profit basis for 30 years. This approach allows us to reinvest our surplus profits back into our homes and staff, ensuring that our care remains at the highest standard possible. By prioritising the wellbeing of our residents and the development of our team, we strive to create a nurturing and supportive environment for everyone in our care.

For details of our homes and the services they provide, see below:

	Barclay Gardens	Briarfields	Cottage Christian	New Fairholme	Greenfields	Innage Grange	Lightmoor View	Montgomery House	Stone House	Woodcroft
Residential	♥	♥			♥	♥		♥	♥	♥
Dementia Residential	♥	♥		♥	♥	♥	♥	♥	♥	♥
General Nursing			♥	♥	♥	♥	♥	♥		
Dementia Nursing			♥	♥	♥	♥	♥	♥		
Learning Disability								♥		
Respite	♥	♥	♥	♥	♥	♥	♥	♥	♥	♥
Day Care	♥					♥			♥	♥

DIGITAL TECHNOLOGY

Our care plans, training, patient monitoring and health and safety systems are all now paper free, enabling us to work smarter and making us more sustainable. This frees up time that would otherwise have been spent doing paperwork - time we can now spend doing what we do best, providing the best possible care for our residents.



We understand that staying in-touch with family and friends is essential, so we provide landline and mobile telephone facilities, Wi-Fi internet and a public computer to keep you connected with family and friends.

A JOURNEY TOWARDS SMART HEALTH

We have implemented new technology as part of our continued improvement in all areas of our work, and our journey towards smart health. One of the most impactful is a pain scale application to improve pain assessment and treatment for residents who can't verbalise their pain, or for those with moderate to severe dementia.

The smartphone camera uses AI technology through an app to identify the presence of pain even when it's not obvious. It automatically recognises and records facial muscle movements indicative of pain.

Our care staff then use the app to observe and record pain related behaviours such as movement and how pain is vocalised by the person. The app calculates an overall pain score and stores the results securely. These insights can be used to guide decision-making, inform care planning, and ensure residents receive effective pain management by being responsive to our resident's health needs.

OUR COMMITMENT

Our core purpose is to provide quality care which is delivered by a skilled, knowledgeable workforce that shows care and compassion every day.

We regard our staff as our most important asset, so staff training and personal development are always key priorities for Coverage Care.

We are prioritising our dementia strategy and workforce development to enable staff to develop further clinical skills. We provide wound care training and a variety of other clinical training opportunities to both care staff, nurses and shift leaders to ensure they recognise frailty and deteriorating residents.

We are committed to training our workforce with the recommended training modules, one of which is the Oliver McGowan mandatory training on learning disabilities and autism. This ensures our workforce has the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with learning disabilities.

GREEN GROWTH

We are always looking for better ways to improve our carbon footprint in any project we undertake. All investment into our home improvements is now carried out using greener alternatives. We source any products or equipment needed, such as LED lighting, to take advantage of the huge savings in energy costs, as well as being more environmentally beneficial due to their lower power demand.



Using solar energy as a greener alternative has been at the top of our priority list. Our home New Fairholme has had solar panels fitted, with a further home identified for installation in early 2025 and future investment planned year on year. Major environmental investment has commenced to improve outside spaces for our residents.



OUR DEMENTIA STRATEGY

Dementia is one of the major health and social care challenges across the world, affecting 47 million people. We have a mature dementia strategy, designed to support people living with dementia. Through this strategy we have built dedicated dementia units in our homes, invested in interactive digital technology and delivered trailblazing dementia training to all our employees. However, we are not resting on our laurels.

By 2026, we have pledged to be the best care provider in Shropshire for people living with dementia and have developed a further two-year Dementia Strategy that sets out our vision and the actions we will undertake to achieve this.



CARE HOME CONTACT DETAILS

- 1 Barclay Gardens** - Wellington Road, Donnington, Telford, TF2 8AB
Debbie Ellis - 01952 605321 - BGardens@coveragecareservices.co.uk
- 2 Briarfields** - Raby Crescent, Belle Vue, Shrewsbury, SY3 7JN
Sarah Evans - 01743 353373 - briarfields@coveragecareservices.co.uk
- 3 Greenfields** - Liverpool Road, Whitchurch, SY13 1SG
Jonathan Cook - 01948 661040 -
greenfields@coveragecareservices.co.uk
- 4 Innage Grange** - Innage Lane, Bridgnorth, WV16 4HN
Claire Childs - 01746 762112 - InnageGrange@coveragecareservices.co.uk
- 5 Lightmoor View** - Nightingale Walk, Lightmoor, Telford, TF7 5FN
Charlie Bradley - 01952 432412 - Lightmoor@coveragecareservices.co.uk
- 6 Montgomery House** - Sundorne Road, Shrewsbury, SY1 4RQ
Rhea Paller - 01743 297970 - rpaller@coveragecareservices.co.uk
- 7 New Fairholme** - Shrewsbury Road, Oswestry, SY11 2RT
Imelda Briones - 01691 684970 - fairholme@coveragecareservices.co.uk
- 8 Stone House** - Union Street, Bishop's Castle, SY9 5AJ
Keturah Bloor - 01588 638487 - Stonehouse@coveragecareservices.co.uk
- 9 The Cottage Christian** - Granville Road, Newport, TF10 7EQ
Rudolph Flores - 01952 825557 - CottageC@coveragecareservices.co.uk
- 10 Woodcroft** - Croft Way, Market Drayton, TF9 3UB
Lindsey Arnold - 01630 657486 - LArnold@coveragecareservices.co.uk





01743 283 200



enquiry@coveragecareservices.co.uk



Allison House, Oxon Business Park,
Shrewsbury SY3 5HJ



www.coveragecareservices.co.uk



Follow us on Facebook