



**WINDERMERE
HOUSE**

01403 327500
www.silverlakecare.co.uk



Our iconic Silverlake Swan represents the grace, love and confidence in the skillful care we deliver in our remarkable residential resorts 24 hours, every day.



Welcome to the Silverlake Care experience at Windermere House

A safe, warm welcome to our extraordinary purpose-built environment in Horsham.

Expert, high-quality, person-centred care, devoted to enhancing the lives of the people we support, including 24-hour nursing care for those with long-term neurological conditions.

Our team is highly skilled in supporting those living with acquired brain injury, multiple sclerosis, stroke and motor neurone disease.

Designed to provide the perfect balance of care, support and companionship, our hydrotherapy pools and salt cave complement an innovative approach with a wealth of assistive technology to enhance the lifestyles of the people we support.

Beautiful, tranquil and accessible gardens with sweeping lawns and mature trees are tended to be enjoyed at your leisure.

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It is our mission to make sure that the people we support enjoy the highest standards of care and the opportunity to live their best life



WINDERMERE HOUSE

Great teamwork starts with amazing people

We go to great lengths to create a happy atmosphere for everyone to enjoy living, working and visiting Windermere House.

By investing time in getting to know the people we support, we can understand their needs, strengths, and interests.

This enables us to perfectly tailor our care planning to individual needs - alongside our professional chefs and kitchen staff who provide an amazing selection of homemade food and treats with special requests always welcome!



Our highly trained teams are proud to have close working relationships with leading specialist consultants



WINDERMERE HOUSE

A Holistic Approach

We have a holistic broad reaching approach towards your health and wellbeing. Working with our multi-disciplinary team and engaging with specialist community support teams across Sussex and beyond.

When complex health needs require specialist support, Silverlake Care teams are here with support you can count on, 24 hours a day.

Our nursing care packages are tailored and adapt as your needs evolve and support your continual journey in rehabilitation.




SILVERLAKE
CARE



EXCELLENCE
IN
CARE

Enabling each person to maximise independent abilities



WINDERMERE HOUSE

Delivering the highest levels of service in remarkable environments

With the use of our extensive facilities, we can assist the achievement of person centered goals and objectives with trained support.

With a focus on each person's desired and meaningful outcomes, to enrich their quality of life, we ensure people are continually supported by our skilled team throughout their personal journey. We aim to support the perfect balance of everyday living skills, social and community activities, home comforts and a holistic broad reaching approach to health and wellbeing.

Activities include:

- Music therapy*
- Art therapy*
- Hydrotherapy*
- Physiotherapy*
- Dedicated therapy rooms*
- Mobility skills*
- Cooking*
- Gardening*
- Leisurely countryside and coastal walks*
- IT skills*
- Daily living skills such as handling money and using public transport*




SILVERLAKE
CARE



Sensory salt cave



Well equipped gym



Promoting independent living

Our friendly team are on hand to listen, reassure and support you every step of the way



Our Values

Enhancing Lives

At Silverlake Care, we believe that everyone should have the opportunity to enhance their quality of life. By providing safe, comfortable environments with excellent person-centred care, we are proud to help the people we support to maximise their physical, emotional, and social potential. We offer continued training and support to encourage our staff to learn, develop and achieve their ambitions.

Personalised Care

We are committed to ensuring the people we support and their families have choice and control in their care and are encouraged to be involved in decisions affecting their life. We recognise that everyone is different and tailor our care plans to the unique needs, preferences, strengths and skills of each individual.

Dignity and Respect

Our teams respect and enable the people we support to live dignified lives and stand by the principle that the needs of the resident come first. We promote each individual's right to privacy and independence, with each resident entitled to private accommodation. This is a safe, secure space to use as and when they wish, to store belongings and invite guests to.

Choice and Opportunities

We understand that tastes differ and that not everyone will want to do the same thing at the same time. From personalising rooms to selecting which activities to take part in, or having a lie in when the mood takes, we ensure our residents' lives are full of choice and opportunities to do the things they love.

WINDERMERE HOUSE

We're always here to Care

We understand choosing a care centre for a loved one, or for yourself, can be a daunting prospect. It is a huge decision, and you want to make sure that you get it right.

At Silverlake Care, we ensure that our care centres are safe, friendly places where people can flourish and truly feel at home.

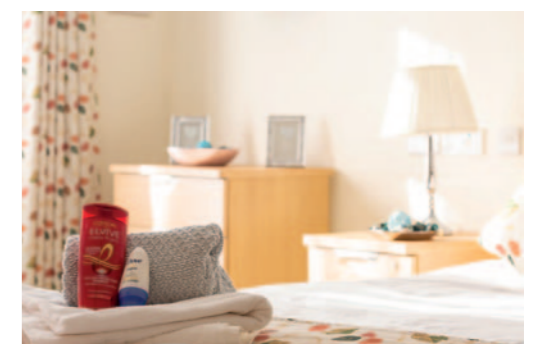
With a wealth of experience and expertise in providing individual care we can help with any questions or concerns you may have.

Friends & Family

Friends and family are as important to us as they are to our residents. We work hard to ensure that you can safely spend time with loved ones through a range of visiting options, stay in touch in between visits and remain involved in decisions.

If you have any questions about visiting arrangements, our centre manager will be more than happy to assist.

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We commit. Our best every day.



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