



# *Highlands*

*Where your family is part of ours*



# Highlands

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Forty years ago, four Woodbridge families had dearly loved relatives who were finding the practicalities of living in their own homes increasingly challenging. Unable to find a care home with the levels of compassion, understanding and kindness they sought, they decided to create their own.

Today, we're a fully independent, charity run care home, still driven by one founding principle - to treat each resident as you would one of your own.

We are located in a comfortable, homely family house close to the town centre with stunning views of the River Deben. We offer flexible and personalised care to our 24 residents.

**Welcome to Highlands. Where your family is part of ours.**





# We're not just here to care for you, we're here to make you feel cared for

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This ethos is our starting point for everything. Our residents all have different requirements and we take a fully rounded approach aiming to provide the right balance between privacy, community, support and independence.

We can provide practical help if you need it, or just the assurance that help is always at hand. We're here to look after your emotional needs as well as your physical ones and our professional, trained staff are here whenever you need us, day and night.

Highlands is your home and we do everything we can to make it feel that way. We know what a difference it makes to be surrounded by your own furniture and memories and you're welcome to bring additional pieces with you to make it your very own space.

Your time is your own. However you feel like spending your day, we have the perfect environment in which to do so. Relax and socialise in our sitting room where you can watch TV and DVDs, play board games or use one of our iPads, or be peaceful in the garden room or conservatory from where you can enjoy our beautiful grounds.

The view over Woodbridge and down to the River Deben is simply stunning. With a summerhouse and comfortable chairs, ramps, hard footpaths and raised beds, everything is ready and accessible for you to find the perfect spot to take it all in.

# Life at Highlands

We know the importance of feeling part of the wider world so encourage and support your own independence. With the space to come and go as you please, we'll help you to maximise your sense of freedom and respect your privacy, but always with the reassurance and comfort that care and help is on hand 24 hours a day.

Our warm and inclusive atmosphere extends to your friends and relatives. They are welcome to visit you whenever you like, including joining us at mealtimes by arrangement. There's also a guest room available for those visitors staying overnight.

Delicious food is key to life at Highlands. Our large dining room offers the chance for everyone to come together and socialise over home cooked meals. We always use fresh local produce when we can and you're welcome to tell us about your favourites so we can make sure we include some of them on our menu.





Many people's daily highlight comes with the homemade cakes we bake for afternoon tea.

We know how important social engagement and activities are to life and we offer a varied programme of things to do, although we always respect those who prefer their own space.

Coffee mornings, weekly quizzes, arts and craft afternoons, exercise classes and outings to local attractions are all on offer. You're always welcome to make your own suggestions if there's something you'd like to do.

Every summer we host our annual garden party here in Woodbridge, where friends and family are all welcome.



***"I would like to thank you and all the staff at Highlands for the warm welcome given to me. Everything that could be done, and even that little bit more, to make my stay here pleasant, has been extended to me"***

*Resident*



***"I wanted to say a big thank you to all the staff that showed such care, love and support for my dear late mother. Highlands is such a wonderful homely place."***

*Daughter of a resident*

We also have a broad range of books to choose from and the Suffolk mobile library makes regular visits so you're never short of a page-turner.

Looking and feeling good can have a big, positive impact on how people feel so we have our own well-equipped hairdressing salon at Highlands. Hairdressers and a manicurist visit regularly or you can invite your own to come and take advantage of the facilities. We also have our own shop within the house where you can purchase any essential items you may need.

We have special, trusted relationships with two local GP practices in Woodbridge with regular visits to Highlands every week, so if any resident feels unwell they can request an appointment.

Faith plays a central part in many of our residents' lives and our local Woodbridge churches visit us monthly to celebrate Holy Communion and Songs of Praise.

## Our fees

Highlands is owned and managed by the Abbeyfield Deben Extra Care Society Limited, a charity that was set up with that as its sole purpose, with a grant from the government and donations from other charities.

Because we are a non-profit organisation, we don't have to pay dividends to shareholders, rent to a landlord or interest on any loans, so we can provide excellent value for money to our residents.

The 'extra care' in our name means that we have a higher than average ratio of care staff to residents. We do not provide nursing or dementia care, but we may be able to provide temporary additional support where needed (for an additional cost). Your fees will include your meals, accommodation costs, activities and care.



## Our team

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Our staff are dedicated to providing the highest standards of care. Our management team is supported by a large team of highly experienced care staff, our own catering team and our domestic staff. We understand how important continuity of staff is to our residents, helping to build stability and confidence through long-lasting relationships.

Our staff are supported by our highly valued network of safeguarding checked volunteers, all of whom donate their time and energy generously to enhance the lives of our residents and help to make Highlands the happy place it is.

The strategic management of Highlands is overseen by an executive committee of specialist volunteers who ensure our operation is efficient and financially stable.



***"A very big thank you to everyone who made my mum's stay at Highlands a special time. You looked after her with kindness, sensitivity and fun! I can never thank you enough, I am so grateful to you all for that."***

*Daughter of a resident*

Get in touch on **01394 386204** to find out more  
or to arrange a visit to Highlands,  
Email: [info@highlands-care.org](mailto:info@highlands-care.org)

**Highlands,  
Fitzgerald Road, Woodbridge, Suffolk, IP12 1EN**



Highlands is an  
independent member of the  
Abbeyfield Society



Overall rating  
**GOOD** ●

Abbeyfield Deben Extra Care Society Limited is regulated  
by the Financial Conduct Authority under the Co-operative and Community Benefits Act, 2014, company  
number IP22810R, and is on the register of the Regulator of Social Housing, number H3148.  
Our Registered Office is: Highlands, Fitzgerald Road, Woodbridge IP12 1EN