



HAMPTON MANOR

RESIDENTIAL & DEMENTIA CARE · CONSETT

Our home is your home



ARLINGTON
CARE GROUP





WELCOME

Choosing a care home, **together**

We know that deciding to move into a care home, for yourself or someone you love, can feel complex and emotional. We are here to help you make the choice that is right for you.

At Hampton Manor, we have seen how much a good care home can add to someone's life: round the clock care and support, friendly faces every day, real companionship and, for many residents, a renewed sense of confidence and independence.

This brochure introduces our home, our team and daily life with us. At the back you will find a checklist of questions to ask on any care home visit, so you can compare with confidence.

If you would like to talk anything through, our home manager and team are always happy to help.

The Hampton Manor team

Round the clock care, friendly faces every day and real companionship, in a home that feels like your own.

24 HOUR CARE · COMPANY · INDEPENDENCE



— AT A GLANCE

A modern home in the heart of Consett

Opened in 2024, Hampton Manor is purpose built to combine luxurious, homely surroundings with modern care facilities.

We specialise in residential and dementia care, with permanent, short and respite stays. Close to the town centre, residents stay very much part of the community.

55

EN SUITE WET ROOMS

Good

CQC RATING

Top 20

NORTH EAST 2025 & 2026

CARE WE PROVIDE

- ◆ Residential care
- ◆ Residential dementia care
- ◆ Respite and short stays
- ◆ Convalescent care
- ◆ Palliative and end of life care

WE ALSO SUPPORT

- ◆ Parkinson's disease
- ◆ Stroke
- ◆ Physical disabilities
- ◆ Sight and hearing loss



TOP 20
NORTH EAST
2025 & 2026



— OUR HOME

Built for comfort, designed for dignity

Hampton Manor is purpose built across four floors, with a lift throughout, and fully equipped to help residents keep their independence. Every one of our 55 bedrooms is a spacious single room, fully furnished with its own en suite wet room.

Residents are welcome to bring photographs, favourite belongings and furniture to make their room their own. Regular inspections and audits keep the home clean, beautifully decorated and well maintained.



Everything **close at hand**

Beautifully furnished lounges, elegant dining rooms and peaceful gardens, all designed so residents can live comfortably and families always feel welcome.

- ◆ En suite bedrooms with wet room showers
- ◆ Assisted bathrooms
- ◆ Elegant dining rooms
- ◆ Sensory gardens and courtyard
- ◆ TV lounge
- ◆ WiFi throughout
- ◆ On site hairdressing salon
- ◆ Dedicated activities facilitator
- ◆ Full laundry service
- ◆ Lift and wheelchair access
- ◆ On site parking
- ◆ Close to the town centre





FOOD AND DINING

Good food, at the heart of our home

OUR KITCHEN

Our chefs and kitchen assistants are fully qualified, and every member of our team is trained in food safety. There is home baking every day, and we use fresh ingredients wherever we can to create appetising, varied dishes.

Our kitchen is audited internally every month and inspected every year by Environmental Health.

YOUR MEALS, YOUR WAY

Eat in the sociable dining room or in the comfort of your own room. There is a choice at every meal and, if nothing on the menu takes your fancy, we will always offer an alternative.

Special diets are catered for, whether for health or cultural needs, and snacks and fresh fruit are available at any time, day or night.

SPECIAL OCCASIONS

We love helping residents celebrate birthdays, anniversaries and family events, with a little something from our kitchen.



A life that is full, and your own

Every resident has a personal care plan, built around their practical, medical and emotional needs, and reviewed as those needs change.

We work closely with healthcare professionals and our activity team so every plan supports the whole person. Activities are part of every care plan, from group sing alongs to a quiet afternoon of embroidery. Family and friends are always welcome to join in.

We hold regular meetings with residents and families so everyone can share their views, and we welcome feedback through our quality surveys.



OUR ACTIVITIES

- ◆ Games and quizzes
- ◆ Pamper days
- ◆ Exercise classes
- ◆ Art and horticultural clubs
- ◆ Reminiscence sessions
- ◆ Cookery and music
- ◆ Regular live singers
- ◆ Monthly coffee mornings

VISITING PROFESSIONALS

- ◆ GPs and district nurses
- ◆ Physiotherapists
- ◆ Chiropodists
- ◆ Dentists and opticians
- ◆ Hairdressers
- ◆ Entertainers

Someone who knows you, **every day**

Every new resident is given their own key worker, who makes sure they are settled, happy and living the way they want to.

Each week the whole team, from our care staff to our administration team, meets together to make sure the home runs smoothly and every resident's needs are met.

We recruit for kindness first, then give our team the training and support to deliver outstanding, personal care.

“We look after every resident the way we would want our own family cared for.”

OUR PROMISE



— COME AND SEE US

From our home, to your home

We hope you choose Hampton Manor, but we always encourage families to visit a few homes to compare and make the right choice.

You are welcome to call in without an appointment to feel our welcoming atmosphere for yourself. Where possible, please avoid mealtimes to respect our residents' dignity. If you would like to meet the manager, please book ahead.

FEES AND FUNDING

Fees depend on the room and the care needed. Please contact us for a personalised quote. We welcome:

- ◆ Self funding residents
- ◆ Local authority funding, with or without a top up
- ◆ NHS Continuing Healthcare



— VISIT

Hampton Manor
Gloucester Road, Delves Lane
Consett DH8 7FA

— CALL

01207 423 423

— ONLINE

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Choosing your care home

It can be hard to remember everything to look for and ask on a visit. Take this checklist with you to any care home, including ours.

APPEARANCE

- ☐ Is the atmosphere homely and welcoming?
- ☐ Do I like the look of the home?
- ☐ Is it too luxurious or too basic?
- ☐ Is it too big or too small?
- ☐ Is it clean?
- ☐ Is there a lift?

THE STAFF

- ☐ Does the person in charge make me feel at home?
- ☐ Are the staff friendly?
- ☐ Do the staff talk to the residents, and how?
- ☐ How do staff and residents address each other?

LIFE IN THE HOME

- ☐ Do I know any of the other residents?
- ☐ Do residents seem happy, cared for and interested?
- ☐ Are residents' meetings held?
- ☐ What are meals like? Is there a choice?
- ☐ Are special diets catered for?
- ☐ Can I make drinks and snacks for myself?

PERSONAL NEEDS

- ☐ Can I bring my own possessions and furniture?
- ☐ Can I use my room at any time of day?
- ☐ Can I have a TV and my own telephone?
- ☐ Is there somewhere safe for my valuables?
- ☐ Can my own doctor still visit me?
- ☐ What happens about hospital, dentist or optician appointments?
- ☐ How often can I have a bath?
- ☐ Will I be encouraged to do things for myself?

DAILY ROUTINE

- ☐ Can I choose when I go to bed and get up?
- ☐ Can I make private phone calls?
- ☐ When can people visit, and can they stay overnight?

LOCATION

- ☐ Can family and friends reach the home easily?
- ☐ Is it on a bus route?
- ☐ Is it near a park, shops and a post office?

- ☐ What is the policy on smoking and alcohol?
- ☐ Can I manage my own money?
- ☐ Are there house rules, such as visiting times?
- ☐ Can I bring my pet?

- ☐ Are outings and holidays arranged? Is there a charge?
- ☐ Will staff take me to the shops or for a walk?
- ☐ Is there a library service?
- ☐ What is the garden like? Can I help in it?
- ☐ Can I join in with household tasks?

- ☐ Can I have a trial stay first? How long?
- ☐ Are there extra charges, such as laundry, hairdressing or chiropody?
- ☐ What happens if I become more dependent?
- ☐ What if the home can no longer meet my needs?
- ☐ What happens to my room if I am in hospital or on holiday?
- ☐ Does the home offer day care?
- ☐ How would I make a complaint?



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Rated Good by the Care Quality Commission
Top 20 Care Homes, North East England 2025 & 2026