



HARTLEY HOUSE

Luxury Residential Home


— By Eleanor —

YOUR SANCTUM OF QUALITY CARE & COMFORT



Experience **#LifeAtEleanor**
Embracing Care, Compassion and Community





“We create an environment that cherishes and nurtures the lives of our residents in our care homes. Our mission is to provide a place where they can flourish, find joy, and experience a sense of belonging.

From the warm and inviting living spaces to the engaging activities and personalised care, we strive to create a holistic and fulfilling experience.”

**- Marc Santhi,
CEO**







About



Welcome to the Eleanor Healthcare Group, where we believe in the power of compassion and heartfelt care.

Since our humble beginnings in 1979, we have come a long way and grown into a leading independent healthcare provider, offering a diverse range of services including home care, residential and nursing care homes, day centres, and hospital logistics. Our experienced and compassionate team tirelessly supports NHS patients and individuals in need, catering to various age groups and support levels.

At the core of our organisation is a commitment to excellence and continuous learning. We prioritise the professional development of our staff through our dedicated training facility, empowering them with the skills and knowledge to provide exceptional care.

Driven by a shared passion for improving lives, we strive to make a positive impact on our community's well-being. With warmth and compassion, we deliver personalised care, ensuring that each individual receives the highest level of attention and support.



46 Councils &
NHS Partners



2.5 Million Care
Visits Annually



2000
Employees



14 Home Care
Branches



8 Care
Homes



17 Hospitals
We Supply Logistics



2 Day
Centres

Our values

At Eleanor, our focus centres around five core values: **trust, respect, empowerment, innovation, and fulfilment.**

These values shape our operations and guide our dedicated staff, ensuring a reliable and safe service.



Trust

It is the foundation of our relationships. We trust our carers to provide exceptional support, working diligently to earn your trust in return.



Respect

Unwavering and unconditional, we treat everyone with utmost dignity, empathy and consideration: reflecting the respect we would expect for ourselves.



Empowerment

Collaboration and empowerment lie at the core of our approach. We equip our carers with the necessary skills to deliver personalised care and support, fostering a sense of empowerment for both carers and individuals.



Innovation

We strive for excellence through innovation. Our dedication to finding inventive ways to enhance services and improve quality, enables us to provide exceptional care.



Fulfilment

Our ultimate goal is to help you live a fulfilling life, achieving what may have once seemed impossible. We are deeply committed to your well-being and happiness.

Mission Statement

Our mission statement is not just a collection of words; it is our heartfelt pledge to you.

“Eleanor aims to set standards in the care sector by delivering exceptional quality of care, with a passionate team that is client-focussed and demonstrates compassion, dignity and respect, valued and admired by all stakeholders.”



Our Commitment to You

At the heart of our mission lies your safety, well-being, and happiness. We recognise the difficulties of leaving your home and community, which is why we prioritise ensuring a smooth and worry-free transition to our care homes.

Within our welcoming environment, we foster personal growth and bring out your true potential. Our experienced and dedicated staff are committed to providing the care and support you need, empowering you to live a fulfilling life. Trust that we will always go the extra mile to meet your needs and respect your preferences.

Our Care Homes

Choosing the right care home can be overwhelming. You need the assurance that the care home offers top-quality professional care and support.

Our care homes excel in this aspect, with a comprehensive care planning system that tailors each resident's plan to their unique personality, care needs, and preferences.

In our diverse care homes, we offer specialised services for elderly care, nursing support, dementia care and assistance with learning disabilities and challenging behaviour.

With a warm atmosphere and a compassionate team, we prioritise a safe and comfortable environment. Our engaging activities promote holistic well-being, fostering a true sense of belonging. Choose our care homes for your loved ones' happiness and well-being.

We strive to ensure that all our residents experience:



A safe place with a welcoming atmosphere



A stimulating and interesting environment



Understanding and compassion



Comfort & reassurance



Respect & dignity



Professional care that is tailored to meet their needs



A rich and fulfilling life



Welcome to



HARTLEY HOUSE
Luxury Residential Home

— By Eleanor —

It is more than just a care facility; it is a sanctuary of quality care and comfort for your loved ones. As you step through our doors, you will immediately feel the warmth and compassion that permeates from every corner of our home.

Nestled near Union Mill and St. Dunstan's Church, Hartley House Luxury Residential Home is a welcoming care home that evokes a profound sense of belonging and comfort. With spacious rooms that offer garden views, residents enjoy a serene and inviting atmosphere.

Throughout the year, Hartley House hosts engaging events and themed nights, accompanied by culinary delights from around the world.

Our facility is thoughtfully divided into four wings: Hardy, Camden, Sackville and Harris. Each wing features its own lounge, dining room, and kitchenette, allowing residents to receive individualised attention in smaller, more intimate groups.

Hartley House underwent a remarkable expansion, skillfully executed by renowned architects. The result is a breath-taking extension that has captured the hearts of residents and guests alike.



Care Categories

Elderly Care



Palliative Care



Dementia Care



One to One Care



Sensory Impairment



Home Features



Well-Being



Bathroom &
Shower rooms



Call Bells



Beautiful
Garden



Quiet
Room



Dining
Room



Family
Visits



Kitchenette



Cafe



Wi-Fi



Hairdressing



Pet-friendly

Care Packages



Long-term stay



Short-term stay

You're in safe hands

At Hartley House, we prioritise the health and safety of our residents. Our personalised care guarantees their grooming, mental & emotional stimulation and social engagement. Regular care plan reviews ensure we meet agreed outcomes.

With secure premises and alarmed exits, we prioritise fire safety through weekly drills. As an ISO 9001-accredited organisation, we maintain high standards of safety, health and well-being for our residents.



Kerry Cameron

Registered Manager

Our **Manager**

Kerry Cameron, a dedicated professional in the care sector since 2000, has made a positive impact at Hartley House Residential Home. As the Home Manager since 2022 and currently pursuing an NVQ Level 5 program, Kerry leads a dedicated team in providing exceptional care and support to the residents. Her experience and commitment make her an invaluable asset to Hartley House Residential Home.

Awards and Accreditations

At Eleanor HealthCare Group, we take pride in being a top-rated and accredited care home provider, acknowledged for our innovative approach towards enhancing the health and well-being of our clients.



Our Customers and Partners

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Testimonials



"I moved my mum to Eleanor care homes in June of last year to look after my mum's needs. The support from carers that mum has received has been amazing. Thank you"

– **Emma W**
Daughter of Our Resident



"I cannot find words to express my thanks to the Eleanor care home team. The carers have tirelessly looked after my complex needs throughout these challenging times"

– **Benjamin H**
Our Resident



"At Eleanor Healthcare Group, the staff provided exceptional care for my mother during the difficult times of the pandemic. Their kindness, understanding, and genuine care made a positive impact on her late-stage dementia journey. I highly recommend Eleanor Healthcare Group for their exceptional support and dedication."

– **Kay Fitzgerald**
Daughter of Our Resident




"The care staff is amazing and treat the residents with love and dignity. My mum is happy, healthy and safe, what more could I ask for? Thank you all at Eleanor Healthcare Group"

– **Jayne Ford**
Daughter of Our Resident Mary Ford



**We believe that everyone deserves to be surrounded by
care, compassion and community.**

**Together, we create a vibrant tapestry of shared
experiences, treasured memories, and a place to call
home.**







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Visit Website



Hartley House Luxury Residential Home

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