



Living Well North Tyneside

Supporting Health and Wellbeing

Our staff are very bubbly and lively. There's always banter and laughter and jokes – nothing too rowdy, of course, but there always seems to be a buzz about the place. What's more, we make sure that everyone who walks through our door gets a smile and a warm welcome.

We try our best every day to put a smile on the faces of our residents. Staff show a great deal of caring and compassion towards them. They ask questions, they listen to them, they're genuinely interested in finding out about their personal history. And they can be a shoulder to cry on when needed.

We have a full-time Activities Co-ordinator, who is brilliant. She's very good at raising funds so we can have even more activities. We have a singer every week, arts and crafts sessions, a lady does Zumba every Friday, we have quizzes, painting, a knitting club, music nights and music quizzes. In the summer we have taster sessions with drinks such as Pimms – nothing too strong, of course!

We go out to the local community and they come to us. Our residents use the local shops. The local church holds a service every Wednesday, and once a month we have a huge service with communion. Pupils from local schools also visit us and hold a carol service every Christmas. A community centre opposite the Home sends in young people working with the Prince's Trust. We regularly have animals in the Home. One of our residents likes to go to the pub, so we drop him off and pick him up later.

The residents are also encouraged to get involved with daily tasks. We have a specialist dementia unit with ten bedrooms, and we keep the residents very involved with daily tasks, such as washing up, laying tables, making the beds. We have some sort of activity every day to keep their minds active.

You can see our CQC report here



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Last Updated - 29th November 2023

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