



At Prince's Court we make every effort to ensure that all our visitors receive a very warm, homely and welcoming greeting when they arrive. We have a wide range of visitors, from people looking for a Care Home for a loved one through to Health and Social Service professionals, and we make sure that they all receive a professional, but at the same time warm and friendly service.

Our staff are hard working, very professional, committed and caring, and they interact extremely well with residents and their families. Above all, they take pride in their work.

We try to foster close and meaningful relationships with the families and friends of residents, encouraging them to visit and get involved in activities as much as possible.

We think it is important for staff to get to know as much as possible about our residents: their individual needs, their likes and dislikes – to really know and understand them on a personal basis.

Residents and relatives are encouraged to get involved in the running of the home. To this end, we hold resident meetings, where we discuss what's happening in the Home and try to get them to be part of the decision-making process.

One of our priorities is to keep the residents physically and mentally stimulated, and to enrich their lives as much as we can. We try to give them the best quality of life that we can, depending on their abilities. This can involve simple things such as chatting with them, or doing person-centred activities, such as dancing. We also try to get them to laugh – we have a great sense of humour here in the northeast, so we're good at that!

You can read our CQC report [here](#)



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<https://akaricare.co.uk/care-homes/north-east/princes-court-north-shields>



Last Updated - 29th November 2023

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