



HILLCREST

DEVELOPED, OWNED AND OPERATED BY THE PRESTWICK CARE GROUP

Hillcrest Care Home
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WELCOME TO HILLCREST

Welcome to Hillcrest, part of the Prestwick Care Group

Set within its own private grounds, our 50-bedroom care home is located in the historic market town of Alnwick, in the heart of the beautiful Northumberland countryside. The home is ideally situated close to local services and amenities, while also being within easy reach of renowned attractions including Alnwick Castle, Alnwick Gardens and its iconic Treehouse, as well as the stunning Heritage coastline.

Steeped in history, Hillcrest was originally built in the mid-1800s for a prominent local brewing family. It later became the residence of Charles Percy, Coroner for Northumberland and Estate Solicitor to the Duke of Northumberland. During the mid-20th century, the property served as a maternity home before eventually becoming the welcoming care home it is today.

Hillcrest provides general residential, dementia residential and respite care within a warm, spacious, and welcoming environment set across two floors. The home has been thoughtfully designed to ensure comfort and accessibility throughout, with passenger lifts, spacious corridors and fully wheelchair-accessible facilities supporting ease of movement for all residents.

Every bedroom at Hillcrest is designed to provide a comfortable and relaxing space where residents can feel safe, supported, and at home. Many rooms benefit from en-suite facilities and picturesque views across the surrounding countryside and historic treelines created by the renowned 18th-century landscape architect Capability Brown. Rooms are equipped with fitted furniture, specialist beds where required, and free unlimited internet access. Residents are also encouraged to add personal touches and treasured belongings to make their space feel familiar and individual.

Hillcrest has undergone a significant refurbishment which has enhanced the home's décor and facilities while celebrating its rich heritage and picturesque surroundings. Today, the home combines traditional character with modern comforts to create a relaxing and homely atmosphere for residents and visitors alike.

The home offers a variety of welcoming communal spaces for residents, families, and guests. These include spacious lounges, dining areas, a reminiscence room and an in-house hairdressing salon. Outside, two private and secluded garden patio areas provide peaceful spaces to relax, socialise and enjoy time with loved ones.



DELIVERING EXCEPTIONAL CARE

Our team is key to delivering the highest standards of care at Hillcrest. As a care group, we encourage and support both the personal and professional development of our staff, equipping them with the skills needed to provide the best

person-centred care for our residents. Our full-time training manager ensures that every member of staff completes the necessary qualifications and standards to achieve this.

At Hillcrest, social care is our highest priority. We work closely with everyone involved in our residents' wellbeing, from family and friends to GPs, carers, external professionals, and nutritionists. This helps us consistently provide the highest quality care. Our care home manager is always happy to answer any questions about the care and facilities available to residents.

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When we are at our most vulnerable in life, what is required of others is not pity but understanding, compassion and dignified care.

We believe in providing all of these as core elements of the Prestwick Care service.”

Devinder Malhotra
Chief Executive Officer
Malhotra Group PLC



HOME COMFORTS

There are plenty of open and spacious communal areas on each floor for use by residents and their families including TV lounges, dining rooms, activity and games rooms, as well as quiet rooms for reading and relaxing. The home also includes a hairdressing salon.



Activity programmes are a cornerstone of our holistic approach to care. Our own activities coordinator ensures a full and varied programme, designed to support residents' lives in a fun and homely environment.





A RANGE OF OUR SERVICES

PEACEFUL SURROUNDINGS



Two secluded garden patio areas offer tranquil outdoor spaces where residents can relax with family and friends, enjoy fresh air, or take part in outdoor activities throughout the year. Combined with the home's rich history and countryside setting, Hillcrest House provides a calm and homely atmosphere where residents can feel truly comfortable and connected to their surroundings.

- Residential Care
- Dementia Care
- Continuing Healthcare
- Spacious Single En-suite Bedrooms
- Specialist Beds
- Specialist Bathing Facilities
- Private Landscaped Gardens with Seating Area
- Full Laundry Facility
- Hairdressing Salon



NUTRITION



Prestwick Care takes pride in offering high-quality menus for our residents, featuring freshly prepared dishes made primarily with organic ingredients.

Nutritious food is a key part of daily life, supporting residents' health, wellbeing, and enjoyment. Our meals are served in spacious dining rooms, but residents' preferences and needs are always considered, so food can also be served in their bedrooms.

When preparing menus, we consult with residents, their families, and specialist suppliers to ensure our offerings meet a wide range of dietary needs, including vegan, vegetarian, gluten-free, low-fat, celiac, soft, and diabetic diets. Residents' requirements can change over time, so regular reviews are essential to maintain adequate nutrition and fluid intake.

To support residents living with dementia and other disabilities, picture menus are used, and staff are always on hand at mealtimes to offer guidance and choices.



Dietitian

We also work closely with a wide range of healthcare professionals, including dietitians who may be referred to us by a GP. We often include dietitians in discussions when preparing menu plans with residents and their families.

Visitor Meals

We recognise that mealtimes play an important role in daily life, offering valuable opportunities for socialising and companionship. While we encourage residents to dine in our dining rooms, family and friends are also welcome to join them when visiting for extended periods.



Special Occasions

We encourage our residents to celebrate birthdays and other special occasions, recognising the importance of sharing these events with family and friends. Our chefs are happy to cater for such occasions, and one of our lounges can be booked to host private social gatherings.

Sample Menu

Although our menus vary throughout the year, a typical menu example is shown below. In essence, our food is made to look good, taste great and most importantly help nourish our residents.

Morning Breakfast

Tea, Coffee, Fresh Juice | Grapefruit Segments
Selection of Cereal or Porridge
Continental Breakfast | Full English Breakfast
Bacon & Egg Sandwiches | Scrambled Eggs

Mid-Morning

Tea, Coffee, Fresh Juice
Selection of Biscuits | Freshly Prepared Fruit

Lunch

Homemade Vegetable Broth
Roast Lamb, Mint Sauce, Roast Turnip,
Fresh Vegetables
Scampi and Chips
Selection of Salads and Sandwiches
Soft Option: Lamb Purée
Dessert: Poached Pears, Chocolate Sauce
Selection of Ice Creams

Mid-Afternoon

Tea, Coffee, Fresh Juice, Fruit Smoothies,
Home Baking

Evening Meal

Corned Beef Pie, Vegetables
Poached Egg on Toast
Selection of Salads and Sandwiches
Soft Option: Corned Beef, Potato
Dessert: Cheese Scone

Supper

Selection of milky drinks including
Horlicks, Hot Chocolate and Ovaltine

PHYSIOTHERAPY

OUR SERVICES

Prestwick Care employs its own chartered physiotherapists, delivering evidence-based care to support residents' mobility, independence, and quality of life.

Assessment

While our physiotherapists are not based within the home, they are readily available to residents who wish to access their services. Our physiotherapists conduct a thorough assessment of our residents to determine their individual needs and abilities. This includes a detailed review of their medical history and previous mobility, forming the basis of a structured, personalised programme tailored specifically to them.

Treatment

Physiotherapy goals are set collaboratively between the resident and their physiotherapist, and, where appropriate, with input from family or carers, before treatment begins. Sessions take place either in the privacy of the resident's room or in a dedicated physiotherapy treatment room.

Programmes are tailored to each resident, taking into account their symptoms and condition, and addressing all aspects of physical, psychological, and social wellbeing. Most residents are seen once or twice a week, but our physiotherapists can provide intensive daily treatment if required.

Our full-time training manager ensures that all staff complete the necessary qualifications and standards to support the delivery of this care.

Equipment

Prestwick Care offers a range of specialist physiotherapy equipment for use during residents' treatment sessions.

Our physiotherapists can also provide advice on suitable aids and adaptations to support mobility. For more details and pricing, please speak with our care home manager.

