

How we are handling enquiries

Despite the Coronavirus pandemic, many families across the country still need to find a care home for a loved one. At Abbey Rose we are continuing to serve our local community and remain open to enquiries from families who are seeking excellent care for their relative.

All enquiries taken are forwarded to the manager and then a response given to the enquirer within 24hrs.

- 1 You can find out about our home by contacting us direct via telephone or email. Please make sure you give us your contact details so that we can communicate easily and efficiently. Reception staff are available 5 days a week 9am to 5pm, and 10am to 2pm on weekends.
- 2 A great way to find out about the home is by visiting our website www.maccare.com. Here you will find general information about the home.
- 3 You can also visit the carehome.co.uk website and find out more information there.
- 4 Following your initial enquiry, you will be sent a full enquirers pack giving details of the home.
- 5 The home has an area dedicated to carers and families, where we have leaflets and details of support groups within the area. This information can be posted out in the current climate to any person requesting it. This also includes fact sheets and support information for self-funding families.

For all enquiries made you will, in the first instance, receive a phone call back from our Manager to discuss your requirements.

Email info@maccare.com
Call 0121 377 6707

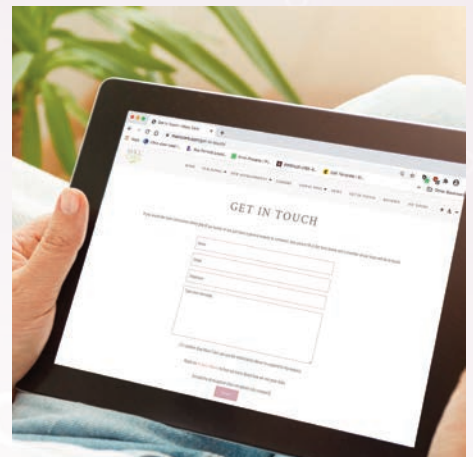


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CARE

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