

## 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 Austin 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. Our reception is manned 7 days a week, although sometimes only until 1pm at weekends.
- 2 A great way to find out about the home is by visiting our website [www.maccare.com](http://www.maccare.com). Here you will find general information about the home.
- 3 You can also visit the [carehome.co.uk](http://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.

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

Email [info@maccare.com](mailto:info@maccare.com)

Call 0121 475 7871



AUSTIN *Rose* | MACC  
CARE

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[www.maccare.com](http://www.maccare.com)

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 [facebook.com/MaccCareAustin](https://facebook.com/MaccCareAustin)