

## How we are handling enquiries

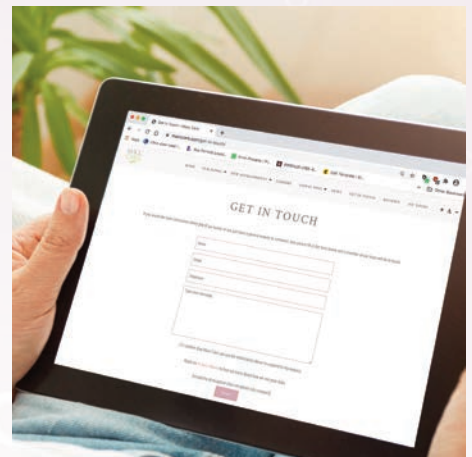
At this difficult time we want you to know that we are here to Help You. At Meadow Rose we are continuing to serve our local community and remain open to enquiries from families who are seeking excellent care for their relative.

- 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](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.
- 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. We also have books that can be loaned and signed out that are for families who need reassurance about admitting loved ones into care for the first time.

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 476 9808



MEADOW *Rose* | MACC  
CARE

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

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