



Whitby Rest Home and Hospital

# There's only one way to care — your way

Whitby is a spacious, comfortable care home situated on Observatory Close just minutes from the main shops. We have great views out over the water and warm, safe and idyllic courtyards and gardens.



At Whitby we offer rest home, hospital and dementia care. This can be long or short term - including respite and carer support.



### Taking care of the lives in our hands

At Whitby, understanding what you need is really important. We want to make sure that your care is personalised and you live the best life possible. Your enjoyment of each day is our main focus - we make sure you can live 'your day, your way'.

### Expert care

Whenever you have special care needs we will give you the reassurance of a careful balance of independence and security, along with the very best expert care. Our person-centered approach ensures you are looked after with respect and dignity.

### Care and understanding

We want to understand what is important to you and make decisions together with you and your family - after all Whitby is your home. We will ask you about your likes and dislikes and plan care and activities with you to make sure you get the very best from us.

### Short stay breaks

Regular time off is important for carers - and for their loved ones - so we offer respite stays of anything from a day to several weeks. This helps carers to have a break, knowing that their loved ones are getting excellent care around the clock. It's ideal when carers have been unwell or are planning a holiday.

*"In the four years we have been visiting Whitby, we have found it is a happy and well-run home. The staff are considerate, helpful and show such kindness to their residents. It's a pleasure to be there"*

### Making a home

At Whitby we understand how important it is to be in your own home and everyone from the gardener to the manager will strive to make your stay with us as pleasant as possible and to provide you with a home like environment. We have beautiful new rooms and landscaped gardens and even a pet or two around the facility.

### Our staff

The staff are friendly, happy people - well trained to provide you with the best possible care. We continue to invest in our staff to ensure that we stay well ahead of our competitors in the care we provide.

### What makes us special?

Whitby is a lovely environment with friendly, well trained staff. It has been newly renovated, providing rest home, hospital and dementia level care.

Bupa's purpose is to enable people to live longer, healthier, happier lives. We do this by providing a broad range of healthcare services, support and advice to people throughout their lives.

## We have no shareholders

Our focus is on our customers, we reinvest all our profits into providing better healthcare to our customers and communities around the world.

## Over 60 years experience

We began operations in 1947 in the UK when 17 provident associations joined together to form Bupa with the purpose of "preventing, relieving and curing sickness and ill health of every kind". We have 22 million customers in over 190 countries.

## Largest residential aged care provider in NZ

High satisfaction scores and customer recommendations continue to endorse why people choose a Bupa care home.

## Specialists in dementia care

We play a leading role in shaping dementia services, providing around one third of New Zealand's specialist dementia beds. Globally, Bupa is the largest provider of specialist dementia care. Bupa and Alzheimers International have developed a joint Global Dementia Charter - aimed at helping people to live well with dementia.

## Talk to us today

We would love to have the opportunity to talk to you about what we can do to help you. Please give our care home manager Esme Labotsky a call on **(04) 234 7981** or **027 237 4570**.

Our address is:

**4 Observatory Close,  
Whitby**

For directions, please visit the Whitby page on our website **[www.bupa.co.nz](http://www.bupa.co.nz)**, or simply call our care home manager.

