



Austenwood Nursing Home, part of Salveo Care Ltd, provides high-end specialist residential nursing care for elderly residents and other adults over the age of 50 years. We invited Peter Evans to tell us more about the firm and its dedication to providing the very highest standard of care.

Austenwood Nursing home offers high quality care combined with the ability to manage complex medical issues, which allows it to treat people in a person centred way, with dignity and respect. As the home's parent company, Salveo Care, entered the elderly healthcare sector through personal experience of poor care received and a desire to run a successful operation where profit and excellence of care are not mutually exclusive, this is of particular importance, as Peter outlines.

"The mission of Salveo Care Ltd and Austenwood as a Care Home is to provide Outstanding Care and to continually improve what we do. We look at how care is delivered in the public and private sector and look to implement best practice where we can. We try to identify innovative ways to deliver care so that we not only deliver really good care but differentiate ourselves from the plethora of other homes providing similar services."

What truly sets the firm apart, according to Peter, is its innovative approach to care and management.

"Austenwood is different to many providers as we are family owned, dynamic and believe in care over profit. Decisions are made quickly and with the best interest of patients at the heart. If a manager identifies a need for a new piece of equipment. They do not need to go through a protracted procurement process; if it is needed, it is purchased without delay. The Clinical team have complete autonomy when it comes to care of residents."

Moving forward, Peter outlines the firm's aim to continue offering the very highest standard of care whilst operating flexibly to ensure it innovates and works with industry developments in order to provide the very best support and assistance to its residents.

"Here at Austenwood we are always trying to look at new ways of doing what we do. As the popular phrase goes, "excellence is doing ordinary things exceptionally well" but it is also looking at how we can do things better and differently. This will be our continued

focus in the future so that we can continue to offer the standard of care that we pride ourselves on."

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