



Our Philosophy & Mission Statement

Our Philosophy

Lancaster House aims to provide service users with a secure, relaxed and homely environment in which their care, well being and comfort is of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere, and in doing so will be sensitive to the service user's ever changing needs.

Such needs may be medical/therapeutic, cultural, psychological, spiritual, emotional and social, and service users are encouraged to participate in the developments of their individual care plans and wishes with regard to End of Life decisions, in which the involvement of the family and friends may be appropriate and greatly valued.

We deliver the best service possible in a way that lets residents we serve know they are valued and cared for as individuals. This is our core philosophy of 'Compassionate Care'. We treat the whole person, not just their diagnosis, by working to restore confidence, dignity and a sense of self-worth through encouragement, kindness and open communication.

Our Mission Statement

Four Crest Care Ltd exists to enhance the quality of life of the individuals we serve while providing an environment for all to flourish. To achieve our vision, we adhere to the following guiding principles:

- Honesty and Integrity
- Compassionately caring for others
- Individual commitment to team goals
- Continual innovation in an ever-changing environment
- Loyalty and commitment to the individuals that comprise and support the organization
- Excellence in service to the customer above all

Core Values of Care

Privacy
Independence
Security

Dignity
Choice
Respect

Rights
Fulfilment
Equality