Manchester Care Homes

MCH: Frequently Asked Questions

Q. Can you provide us with a reference from someone who currently has a family member living with you?

At Manchester, we are deeply honored by the trust families place in us, reflected in our 5-star reputation and the many referrals we receive from happy residents and their loved ones. We would be delighted to provide references upon request to help you feel confident in choosing Manchester.

Q. Tell me about your company and how long your homes have been in business. Are your homes licensed?

Since 2009, Manchester Care Homes has operated four luxury residential custom purpose-built care homes in Dallas. Manchester provides concierge level care in a small, residential environment specifically designed to help our residents feel most comfortable. Each home has 8 private suites with ADA compliant en-suite bathrooms that allows for an industry leading 4:1 resident to staff ratio, with two caregivers on premises at all times. Our Caregivers are W-2 employees who receive ongoing extensive training, education and oversight from our director of nursing. Manchester is directly managed by its owner, who oversees all aspects of the operation and ensures that Manchester provides the highest quality of compassionate, individualized care for each resident and continues to meet and exceed all industry and State regulations and guidelines.

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Q. Can we meet your staff? What training and qualifications do they have for memory care?

Our caregivers are truly exceptional and among the best in the industry. We encourage families to meet our team during a house tour to see firsthand the dedication and warmth they bring to work every day. We ensure our team is well-trained by offering 42 annual paid training sessions in addition to specialized training and quarterly paid dementia care training. This commitment to excellence, paired with generous benefits like PTO, 401K match, and gas stipends, fosters an industry leading 90%+ retention rate, ensuring consistent and compassionate care.

Q. Can my family member age in place in your home?

YES! We strive to make Manchester a true home for life. Through comprehensive assessments and ongoing care planning, we ensure that each resident's evolving needs are met. Our commitment to providing a peaceful, nurturing environment means your loved one can age in place with dignity and grace for the duration.

Q. What doctors and resources are available to residents? Can we use our own providers?

While families are welcome to choose their medical providers, many residents opt for concierge-style care coordinated by our Director of Nursing. Specialists like podiatrists, dentists and hairdressers visit regularly, and services such as bloodwork and x-rays are conducted in-house for convenience and comfort. Rarely does a resident ever need to leave the care home.

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Q. How does the nurse assessment work?

Our nurse conducts a brief, no-cost assessment wherever the prospective resident is located.

Q. What are your staffing ratios and how do caregivers communicate?

We maintain a 4:1 or better resident-to-caregiver ratio, with at least two caregivers on duty 24/7. Caregivers ensure seamless communication through shift briefings and secure care notes in our medication management system, fostering consistent, personalized care.

Q. What support is available for health emergencies or resident agitation?

Our staff is trained to handle medical emergencies and deescalate agitation with care and compassion. Using techniques like redirection, reassurance, and minimizing triggers, we prioritize resident safety and comfort. In emergencies, we coordinate with medical services and keep families informed at every step.

Q. How do you support residents with daily hygiene and personal care?

Every day, our caregivers assist with ADL's such as dressing, grooming, showering, tailoring care to individual preferences.

Q. How much does care cost? Are there different care levels?

Our monthly rate of $11,700 includes full care, with no separate care-level charges.

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Q. What is included in the monthly rate, and what costs are extra?

Our monthly rate includes accommodations and full care. Proten shakes, incontinence supplies, and transportation are not included. Families may arrange transportation separately through our private duty division, Cambridge Caregivers, for an additional charge.

Q. Is there a community fee or deposit?

There is a one-time, non-refundable community fee of $3,500.

Q. Are pets allowed, and how do you support resident transitions?

We welcome pet visitations with proof of vaccinations. We understand the comfort pets bring to residents and evaluate each request individually to ensure compatibility, taking into account any allergies or health restrictions of staff and other residents' families.

During transitions, our Director of Nursing works closely with families to create a personalized care plan, monitoring progress and adjusting as needed.

Q. Do you offer short-term stays, and can the monthly rate increase?

We do not offer respite stays. Our homes are designed for long-term residency, and most residents remain with us through the end of life. We do not charge increases for changes in care level. Rates are subject to an annual cost-of-living increase based on inflation.

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Q. Can I watch a video tour?

Yes! Visit ManchesterCareHomes.com to view our video tours and learn more about our care homes.

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