



**The Royal Star  
& Garter Homes**  
Caring for the nation's military family since 1916

Candidate Information Pack - Home Manager

The Royal Star & Garter Homes, Surbiton



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## Letter from Pauline Shaw, Director of Care

Thank you for your interest in The Royal Star & Garter Homes and the role of Home Manager in Surbiton.

I am so proud to have been involved with this amazing charity for 18 years and am continually moved and inspired by the outstanding care my teams provide to veterans and their partners, living with disability and dementia.

This is a truly exceptional opportunity for you to be involved, and to lead, one of the fantastic and unique Homes of a much loved military charity. All of us who have the privilege of working for The Royal Star & Garter Homes are proud of its 100-year history, but we are also driven by the ambitious vision we share for the care of future generations of veterans in this country. We have exceptional levels of quality in the care we deliver, but we do it with love, courage and a sense of family at the heart of everything.

We are committed to investing in our staff and in driving innovation in the way in which we deliver our care. Ours is no ordinary Home and our staff team are testament to that. I am overwhelmed by the feedback I get from residents and families about the difference we make to people's lives.

I am looking to find someone who shares our values and passion and who wants to lead our Home in Surbiton. I want to work with someone who is professional but also approachable, someone who can always make time for others and who is also forward thinking. Someone who always puts residents first and who is well known and regarded with affection by them.

If you think this could be you then please feel free to contact me for an informal chat. Details of how to reach me are on page 10. I look forward to hearing from you.

Pauline Shaw  
Director of Care OBE, MSc, BHSc, RN

# About The Royal Star & Garter Homes

The Royal Star & Garter Homes is a charity dedicated to the care of the military family. We provide pioneering care to disabled ex-Servicemen and women, and their partners, in our friendly, modern and comfortable Homes.

In 2004, the Charity made the bold decision to move from its iconic Richmond Home and to create three new modern Homes across the country so that we could continue to offer excellence in care. By April 2019 we will complete this journey, with our third Royal Star & Garter Home opening in High Wycombe.

Our Surbiton Home received top ratings by Dementia Care Matters, indicating that the Home is demonstrating exceptional person-centred dementia care. Our care has also been recognised in the National Dementia Care Awards 2016, and in 2018 our Activities & Volunteers Manager, won the Care Activities Coordinator / Facilitator award in the National Care Awards.

We have been always been at the forefront of social care for disabled veterans with many of our innovative approaches now widely adopted within mainstream services. 40,000 veterans will be living with dementia in 2020, and the need for our high quality care increases every year.

Our new strategy reaffirms our promise to deliver excellent nursing and dementia care, but also commits The Royal Star & Garter Homes to an exciting programme of innovation by developing new models of care and to raise the standards of care for all veterans.

Over the next five years we will invest significant sums to at least double the number of veterans we support, and also offer greater choice and flexibility to our beneficiaries. By openly sharing our own best practice, being active participants in programmes of academic research and fully engaging in national initiatives, the Charity will continue to play a leading role in developing improvements for all disabled veterans.



# About this opportunity

This is a critical role for us, the Home at Surbiton has 63 residents and a staff team of 120 all of whom care deeply about their work and the people they support. The Home is a place of love and laughter and this is obvious from the moment you step through the doors. Residents don't join us to sit in a circle, watching daytime television. They come to live life to the full, to make friends, try new activities and adventures and to relax in our spacious and well-designed accommodation. We are seeking someone who shares our desire to provide the very best for people who have served their country.

We want a registered nurse who has experience leading a successful team and who wouldn't have it any other way than to be hands on and who demonstrates a can-do attitude. We want someone with a clear and constructive communication style, who can build teams and who has a confident and fair approach to their leadership.

We offer a competitive salary and pension scheme, as well as 25 days annual leave. We are also open to discussing other benefits including a relocation package so that geography does not become a barrier to you applying.

You will be based at the Surbiton Home which is close to Kingston upon Thames, Surrey, but will be required to occasionally visit our other Homes in Solihull and High Wycombe to share best practice with your peers. Reporting to the Director of Care you will:

- Lead the team to achieve an 'outstanding' inspection report
- Lead, develop and manage a team of experienced staff
- Oversee the quality of care provided to our residents
- Be responsible for all issues relating to safeguarding
- Have a flexible attitude towards your working hours to meet the needs of residents and staff
- Be responsible for a staff team of 120 with direct line management of 7.





# About you

## You will:

- Be educated to degree level
- Be a Registered Nurse with current PIN
- Have senior management experience ideally in a care setting
- Have significant experience of successful people management
- Have an affinity with the Military Service community
- Able to satisfy the requirements for DBS and CQC registration
- Be able to demonstrate up to date clinical CPD

A satisfactory Disclosure and Barring Service enhanced clearance will be required as part of the recruitment process.



# About you

We would also expect you to fully represent our values:

## Respect

- We acknowledge Residents rights, dignity and privacy
- We appreciate the needs and emotions of each individual and their loved ones
- We value and have admiration for Residents; for their past, their present and their future

## Courage

- We seek opportunities to innovate and be leaders in care delivery
- We understand the need for a sense of purpose and strive to promote quality of life
- We support and enable people to be as independent as possible
- We never lose hope
- We are unwavering in our determination to provide brilliant care to the military family for generations to come

## Love

- We provide a warm and loving atmosphere that encourages positive relationships
- We love what we do and have a strong bond with the people we care for
- We understand the importance of trusting, mutual relationships

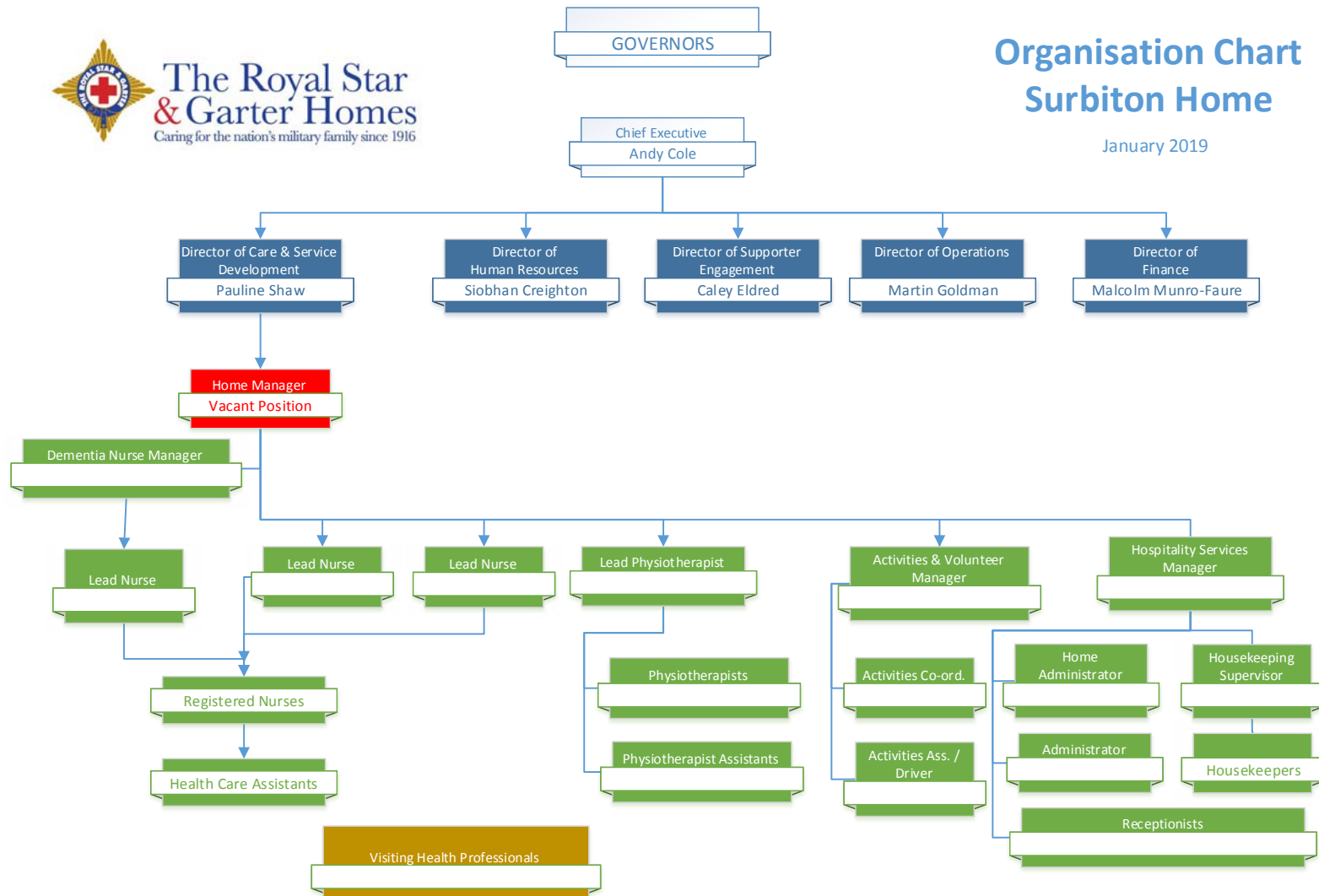
We would also be looking for someone who can demonstrate these important qualities:

- Must support and value staff and be able and prepared to show this
- Want to really get to know people, both staff and residents
- Be able to build strong teams
- Be a good listener and communicator
- Be hands-on when necessary
- Have accountability, even when things go wrong
- Be approachable and make time for people
- Want to be seen in and around the Home, not just stuck in their office
- Have a modern and forward-thinking outlook





# Organisational Chart





# Package and application process

- Salary circa £70,000 - £75,000
- Relocation package negotiable
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%.
- 25 days holiday per annum plus normal bank holidays
- Life insurance of 3 x salary
- CPD – access to RCNi to create and update nursing portfolio
- Learning and Development – fully funded opportunities to support you in your role

Please submit your CV with a covering letter explaining why you believe you are the right candidate to:

[siobhan.creighton@starandgarter.org](mailto:siobhan.creighton@starandgarter.org)

Director of Human Resources





# How to find out more

To really get a feel for our Home and this role visit:  
[www.starandgarter.org/homemanager](http://www.starandgarter.org/homemanager) .

If you are interested in the role then please email or call to arrange an informal chat and an opportunity to visit the Home.

You can directly contact:

Pauline Shaw, Director of Care:

E: [pauline.shaw@starandgarter.org](mailto:pauline.shaw@starandgarter.org)

T: 07717 308458

Siobhan Creighton, Director of Human Resources:

E: [siobhan.creighton@starandgarter.org](mailto:siobhan.creighton@starandgarter.org)

T: 020 8481 7670

We look forward to hearing from **you**.







*“My enjoyment of the role comes from the feeling of solidarity and friendship. When I am here, I feel at home because residents and staff have such a close relationship.”*

**Connie,  
Lead Nurse**



The Royal Star & Garter Homes  
[www.starandgarter.org](http://www.starandgarter.org)  
Registered Charity No. 210119

