



Royal Star & Garter

Care with courage

FOR IMMEDIATE RELEASE

Relatives' praise helps Royal Star & Garter win two care awards

Royal Star & Garter has secured a double success in a respected award after a string of positive feedback from the relatives of the care homes' residents.

The charity was named twice in carehome.co.uk's Top 20 Care Home Awards, securing a place in the nationwide 'Small Care Home Groups' category, while its Surbiton Home featured in their London shortlist.

Royal Star & Garter provides loving, compassionate care to veterans and their partners living with disability or dementia.



Proud Helena with the Top 20 Care Homes London certificate

The national recognition in the 'Small Care Home Groups' category follows glowing feedback from relatives, and is testament to the outstanding care provided at the charity's three Homes in Solihull, Surbiton and High Wycombe.

Feedback for the Surbiton Home, which helped propel it into the capital's top 20, included a resident's daughter-in-law who said: "I simply cannot fault the care, devotion and understanding... They are so dedicated." In another, a daughter said about her mother's care: "I can truly say that she has been the happiest we've seen her in many years. The carers and nursing staff have become like family to her, especially during the Covid-19 lockdown." And another daughter said of her father's care: "At his age (98 on arrival) he has, amazingly, had a new lease of life. This is a huge tribute to the whole team at Royal Star & Garter. I cannot recommend them highly enough."

Director of Care Pauline Shaw was delighted with the success. She said: "It means so much to us to have such positive feedback from relatives, because they are trusting us to provide the very best care possible to their loved ones. We're thrilled with their comments and this recognition. It is acknowledgment of the hard work carried out by dedicated staff in each of our three Homes."



Royal Star & Garter

Care with courage

Home Manager Helena Maher said: "Staff here care for our residents like we'd want our own parents and grandparents to be cared for – with love and compassion. I'm so happy that relatives recognise this, and I want to thank all those who took the time to feedback to carehome.co.uk."

Royal Star & Garter's outstanding dementia care also received national recognition when it won the 2021 Professional Excellence category in Alzheimer's Society's Dementia Hero Awards.

The charity is welcoming new residents. For more information, visit www.starandgarter.org. For further details about the Surbiton Home, go to www.starandgarter.org/surbiton

[Ends]

For further information please contact:

Goolistan Cooper
Communications Officer
goolistan.cooper@starandgarter.org
0208 481 7669 / 07391 868796

Cally Madden
Marketing & Communications Manager
cally.madden@starandgarter.org
020 8481 7692 / 07881 017299

About Royal Star & Garter

Our charity provides loving, compassionate care to veterans and their partners living with disability or dementia.

Twitter: @starandgarter

Facebook: facebook.com/starandgarter

Website: www.starandgarter.org



Royal Star & Garter
is a member of the
National Care Forum



Royal Star & Garter

Care with courage