

Solihull Home



Our Solihull Home offers a warm welcome to residents and their families. The Home is rated 'Outstanding' by the Care Quality Commission and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with residents' well-being in mind, including a dedicated activities room.



We offer a range of care for residents:

- Nursing Care
- Short-break Care
- Dementia Care
- Day Care - Star & Garter Club

HOME FROM HOME

Our care team work hard to ensure that life for residents in our Solihull Home is comfortable, stimulating and fulfilling. We support residents to live a full and enjoyable life. The award-winning Home is well designed and informal, with spacious lounges where residents can enjoy activities or find a cosy nook to read or chat with visitors. Residents can visit the hair salon or join friends in the café-bar for a drink. Each resident has a large, en-suite bed-sitting room for enjoying time alone or with family.



ACTIVITIES & OUTINGS

There's always fun and friendship to be had, with a choice of over 50 activities and outings each week including:

- Visits from military organisations & schools
- Arts, games, crafts & cookery
- Films, quizzes & themed days
- Seasonal celebrations & tastings
- Regular multi-denominational religious services
- Story and poetry readings
- Entertainers, sing-a-longs & musical performances
- Pub lunches, theatre visits & outings to gardens

We also arrange outings in our specially adapted minibus for ease and comfort.



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THERAPIES

Well-being is at the heart of the care we provide. We work closely with residents to ensure their physical, social and emotional needs are met.

PHYSIOTHERAPY

The in-house team offer regular physiotherapy sessions in a fully equipped studio to enhance residents' well-being.



SPEECH & LANGUAGE

Residents are assessed and offered support with communication, eating and swallowing issues, as appropriate.



GP VISITS

We have regular visits from our local surgery so residents can see GPs they know and trust.

DIETICIAN

Dieticians work with residents and relatives to develop a suitable eating plan, which our experienced kitchen staff are pleased to create.

SOLIHULL HOME FEES

Nursing Care	£1,300 per week
Dementia Care	£1,400 per week
Please see 'Fees' sheet for details.	

RELATIVE'S STORY *"We are very happy with Dad's care at The Royal Star & Garter Homes. He is treated with respect and dignity and is always well groomed. This is very important to a man who has spent his life in the service of his country. Dad enjoys music and he enjoys visitors, who are always made very welcome. As a family we have peace of mind that his welfare is always a priority."*



THE ROYAL STAR & GARTER HOME SOLIHULL



Tudor Coppice,
Solihull,
West Midlands, B91 3DE

Home Manager: Cheryl Harbourne
0121 711 6330
solihull.enquiries@starandgarter.org



Parking: There is limited parking available at the Home, however there are pay and display car parks nearby.



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Nursing Care

Our highly trained staff take the time to understand all aspects of a resident's needs, wishes and lifestyle to offer them the experience they want. Staff value each individual and specialist nursing care is offered with compassion, 24 hours a day. Short-break care is also available.

“The nursing and pastoral care that Glynnie now receives from the dedicated staff has been instrumental in significantly improving his quality of life.”
Relative



UNDERSTANDING YOU

Nurses and Carers are on hand around the clock to ensure the very best care possible. The care team aren't working to a timetable, they work alongside the residents at their pace, to promote independence and dignity. Staff take the time to understand each resident's life history as well as their medical needs to ensure all-round, holistic care.



IN-HOUSE THERAPIES

Incorporated in each resident's ongoing personal care plan are in-house services, such as physiotherapy and speech & language therapies, to address mobility needs and communication and eating issues. This supports residents in enjoying a full life in our Homes.

FEELING AT HOME

The environment is homely and informal, supporting choice and independence with spacious lounges where residents can choose to join activities (over 50 per week) or socialise. Wheelchair-friendly hallways and well thought-out lounges, comfortably furnished with cushions and lamps, create space where residents can chat with visitors or read.



MEETING YOUR NEEDS

Each spacious en-suite bed-sitting room is fully equipped to meet the nursing care needs of the resident, with tracked ceiling hoists and specialist mattresses to enable independence, comfort and mobility.



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ACTIVE LIVES

Our care team support residents to live as they wish, whether joining an activity, welcoming visitors, enjoying quiet time, or going on an outing. They recognise that having a sense of purpose is vital to a person's well-being and understand how they can help each individual, ensuring that everyone feels valued. Old hobbies are rekindled and new skills and activities are supported.



DELICIOUS FOOD

Our comfortable dining room provides a welcoming space to enjoy delicious hot meals, in excellent company. There's a choice of freshly cooked, nutritious dishes and desserts which can be customised to meet dietary requirements. Morning and afternoon refreshments are also available.

MILITARY CONNECTION

To many of our veteran residents, maintaining a link to the military is hugely important in supporting their sense of personal history and self-esteem. We have close ties with many military organisations and encourage visits and events to keep the bonds strong.

THE ROYAL STAR & GARTER HOMES

Our nursing care is currently available in:

Solihull Home:
Tudor Coppice, Solihull,
West Midlands, B91 3DE

Home Manager: Cheryl Harbourne
0121 711 6330
solihull.enquiries@starandgarter.org

Surbiton Home:
Upper Brighton Road,
Surbiton, Surrey, KT6 6JY

Care Services Manager: Sue Tompkins
020 8339 5100
surbiton.enquiries@starandgarter.org

High Wycombe Home:
Hughenden Avenue,
High Wycombe, HP13 5GG

Home Manager: Michelle Daly
01494 927 555
hw.enquiries@starandgarter.org



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Dementia Care

We recognise that supporting a relative living with dementia can be hard on so many levels. We work with you to understand how we can provide a new and positive chapter in the life of your loved one. Compassion and empathy are at the heart of our award-winning dementia care.



UNDERSTANDING

Our care team works closely with relatives to understand how they can best support each person to live a full life. Staff treat people as they would wish to be treated themselves, with compassion and friendship.

FEELING VALUED

Staff recognise that having a sense of purpose is vital to a person's well-being, so residents are invited to help with homely tasks like washing-up or peeling vegetables if they wish. Staff understand how they can support each individual, ensuring everyone feels valued.



COMPANIONSHIP

Each member of the care team takes the time to be with a resident in their space and at their pace, whether chatting over a cuppa or strolling in the garden. Staff listen and support, sharing the moment with compassion. They might give a hand massage or use lighting and music for a calming atmosphere while they sit together. Staff have created a Home that is infused with laughter, warmth and love.

“There is a genuine interest in individual residents – staff listen to them and their family and make every effort to implement individual approaches and wishes.”

Relative

COMFORT

The Homes are bright, homely and informal and the environment is fine-tuned daily to ensure it is stimulating and comfortable. The care team wear their own colourful clothes or regularly ‘dress up’ in costumes making special moments to promote fun and engagement.



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“The team work tirelessly to create a family setting for everyone, helping each resident with their own unique needs. This in turn enables residents to feel special and supported. They are full of kindness, smiles and warmth. They truly offer the very best of care to our precious and vulnerable loved ones.” Relative



MILITARY CONNECTION

To many of our veteran residents, maintaining a link to the military is hugely important in supporting their sense of personal history and self-esteem. We have close ties with many military organisations and encourage visits to keep the bonds strong. For people living with dementia, such relationships are reassuring in their increasingly uncertain world.

QUALITY CARE

Both the Solihull and Surbiton Homes received top ratings by Dementia Care Matters, indicating that the Homes are demonstrating exceptional person-centred dementia care. Only one per cent of care homes within the UK achieve this distinction.

EATING TOGETHER

Meals and snack times are shared social events where staff eat food alongside the residents, who can taste the dishes to decide what they would like to eat.

Glass-fronted fridges in the hallways are filled with snacks to stimulate appetites and there is a vintage sweet shop where residents can help themselves.



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Solihull Home:
Tudor Coppice, Solihull,
West Midlands, B91 3DE

Home Manager: Cheryl Harbourne
0121 711 6330
solihull.enquiries@starandgarter.org

Surbiton Home:
Upper Brighton Road,
Surbiton, Surrey, KT6 6JY

Care Services Manager: Sue Tompkins
020 8339 5100
surbiton.enquiries@starandgarter.org

High Wycombe Home:
Hughenden Avenue,
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Short-break Care

A short break from the usual routine can be refreshing and provides the opportunity to make new friends in a different environment. Whether recuperating from illness or giving a carer a rest, our short-break care offers you peace of mind that your loved one will be comfortable, safe and well looked-after, 24 hours a day.



ONE OF THE FAMILY

We want the residents to feel at home. All residents receive the same warm and personalised care whether they are having a short break or are with us for longer. The care team work alongside the residents at their pace, to promote independence and dignity. Relatives can be reassured that their loved ones are well cared for around the clock.

DESIGNED FOR COMFORT

The environment is homely and informal, with spacious lounges for socialising and comfortable spaces to chat or read. Spacious bed-sitting rooms are fully equipped to meet care needs.



HOLISTIC CARE

Working with each individual and their family, we devise a bespoke care plan for short-break guests, including nursing care and in-house services such as physio- and speech & language therapies. This helps all of the residents to enjoy a full life in our Homes.





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FUN & FRIENDSHIP

Residents who join us for a short break receive the same support and care as our long-term residents. Our dedicated activities team supports residents in spending their days as they wish. With over 50 activities and outings a week, there's something for everyone. Mealtimes offer the opportunity to enjoy good company over delicious, fresh dishes. Menus can be adapted for people with special dietary requirements.

“Gary enjoys all the activities, residents and the wonderful staff. He feels at home. The quality of care is superb!” Relative



THE ROYAL STAR & GARTER HOMES

Our short-break care is currently available in:

Solihull Home:
Tudor Coppice, Solihull,
West Midlands, B91 3DE

Home Manager: Cheryl Harbourne
0121 711 6330
solihull.enquiries@starandgarter.org

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Day Care

The Star & Garter Club offers a friendly and supportive day care service for people who have served in Her Majesty's Armed Forces and their partners, who live with disability or dementia. We are delighted to welcome day care guests to our Star & Garter Club, held at our award-winning Solihull Home, recently rated 'Outstanding' by the Care Quality Commission.



FUN & FRIENDSHIP

Our day care guests share their day with fellow veterans and partners, supported by friendly staff, in a warm, homely environment. Guests can choose to join in with a varied programme of activities, entertainment and events in the lounges or activities room. Or they may prefer a chat over a cup of tea or quiet time in the café-bar, library or garden.

FOOD & COMPANYY

Our comfortable dining room provides a welcoming space to enjoy delicious hot meals, in excellent company. There's a choice of freshly cooked, nutritious dishes and desserts which can be customised to meet dietary requirements. Morning and afternoon refreshments are also available.

YOUR GOOD HEALTH

We offer complimentary health checks and advice to support our guests' well-being. The service includes an initial and ongoing health and well-being discussion to meet each person's needs and preferences.

"Good conversation is so important, for everyone. It doesn't matter how old you are, you always need to have someone to engage with and share moments. The Star & Garter Club hasn't disappointed – everyone I've met is so friendly. I've chatted to club guests, residents and staff and everyone is so warm and welcoming... I'm am so impressed. Everything is brilliant. The atmosphere, the friendliness of the staff, the entertainment. The food is excellent." Day Care Guest





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“I really enjoyed it. I enjoyed the singing and the exercises. I'm looking forward to next week and I've even booked to have my nails done ... They really looked after me and my lunch was lovely.” Day Care Guest



LITTLE EXTRAS

We can help with laundry, personal care, hair styling, physiotherapy, a packed tea and spa treatments, at an additional cost.

GETTING HERE & HOME

Our trained drivers offer door-to-door transport in wheelchair-friendly vehicles to bring you to us and safely home again in comfort, at an additional cost.

Star & Garter Club

WHERE & WHEN?

The Royal Star & Garter Homes – Solihull

Monday & Wednesday, 10am to 4pm.

Tuesday, Thursday & Friday, 10am to 4pm
for people living with dementia.

This service is supported with a grant from the Aged Veterans' Fund funded by the Chancellor using LIBOR funds.



THE ROYAL STAR & GARTER HOMES

Star & Garter Club
Tudor Coppice,
Solihull,
West Midlands, B91 3DE

Home Manager: Cheryl Harbourne
0121 711 6330
starclub@starandgarter.org
Registered Charity Number 210119



Parking: There is limited parking available at the Home, however there are pay and display car parks nearby.



Key Facts about our Care in Solihull

Funding arrangements

- We accept both self-funded and state-funded residents

Our fees are:

Nursing Care £1,300 per week

Dementia Care £1,400 per week

Key features of our service

- We provide residential nursing, dementia and respite care.
- We have **60** spacious en-suite bed-sitting rooms which are furnished and have a telephone and internet connection.
- The Home has a spacious dining room, café-bar, a lounge, library, hair salon and landscaped sensory gardens and balconies.
- We have in-house physiotherapy and provide speech and language therapy, GP visits and a dietician.
- We have a dedicated Activities Manager and offer **over 50 activities and outings per week.**
- We have one care team member per three residents during the day and one to five residents at night. There will always be qualified nurses on duty at night.

Important Terms and Conditions

- We **do not** charge a deposit.



- Our fee is charged monthly in advance based on the number of days in the month. Payment of the first month is required in advance of you taking up residence in the Home.
- As part of our admission process, we require evidence that, if you are self-funding, you can pay the fees payable for a minimum period, which is usually 3 years. If this evidence cannot be provided, we may require a Guarantor to sign the Admission Form to guarantee the payments.
- Our fee is subject to review each year with any change to that fee usually effective from 1 January in the year immediately following the review. The Home is entitled to increase the fee for existing residents to reflect the increase in current and predicted operating costs, including staff costs, costs to meet regulatory requirements and any other reasonable costs. Fees will usually not be increased by more than 20% above the rate of inflation (Consumer Prices Index) measured in the September immediately preceding the increase.

Eg. Based on the rate of 1.8% (Jan 2019) the increase would not be more than 2.16%

Trial Period

1. The first 6 weeks after you move into the Home shall be a trial period. You can terminate this agreement at any time during the trial period by giving 7 days' notice. Thereafter 28 days' notice is required.
2. If during the trial period we determine, after consultation with your medical General Practitioner and/ or Home Manager, that we do not provide an appropriate range of care services or accommodation for you, or if you are in serious breach of our standards of conduct, then we may in our absolute discretion choose to end this Agreement by giving you 14 days' notice in writing.



Fees – Services Included and Optional Extras

Our Weekly Fee and what it includes

Residents will be charged a Weekly Fee, which is calculated following an assessment of your needs as set out in your care plan.

Our Weekly Fee includes:

- Accommodation
- Meals (including a choice of menus)
- 24hour residential care including nursing and personal care
- Access to physiotherapy, occupational therapy and speech and language therapy
- Utilities
- Laundry services
- Bedding and towels
- TV licence (or exemption from licence)
- Care reviews
- Events and trips arranged for Residents
- Access to the lounge and gardens
- Tea, coffee and soft drinks from the lounge bar; wine, beer, cider or soft drinks (Residents are invited to make a voluntary contribution towards the cost of alcoholic beverages from the lounge bar)
- Newspapers and magazines available in the lounge
- Liaison with outside agencies such as medical practitioners and district nurses and pharmacy services
- Basic podiatry services
- Annual testing of Resident's personal electrical equipment
- Access to Wifi



Additional Services

The following services are not covered by the weekly fee. However the Home can arrange for you to receive the following at an additional cost.

- Dental care services
- Optical care services
- Specialist podiatry services
- Toiletries and over-the counter medicines
- Hairdressing
- Dry cleaning
- Personal newspapers and magazines
- Monthly telephone calls and line rental charge in Resident's room (if applicable)
- Specialist seating and non-NHS wheelchairs
- Service and repair of personal equipment and effects, including hearing aids and purchase of batteries, wheelchairs where privately owned
- Private taxi or ambulance fares
- Taxis to hospital appointments
- Escort duties for privately arranged trips
- Digital TV (Sky or Virgin)
- Private parties, private dining, wakes etc