

# Surbiton Home



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



With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist nursing and dementia care in comfortable surroundings, where the focus is always on the individual.



We offer a range of care for residents:

- Nursing Care
- Short-break Care
- Dementia Care
- Younger Veterans' Care



## HOME FROM HOME

Our care team work hard to ensure that life for residents in our Surbiton Home is comfortable, stimulating and fulfilling. We support residents to live a full and enjoyable life. The award-winning Home is comfortable 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 & 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 offer. We work with every resident to ensure that 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

Each resident is assessed and offered support with communication, eating and swallowing issues, as appropriate.



## GP VISITS

We have regular visits from our local surgery so that residents can see GPs that 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.

## SURBITON HOME FEES

Nursing Care	£1,550 per week
Dementia Care	£1,650 per week
Please see 'Fees' sheet for details.	

## RESIDENT'S STORY

*"When I came here I was in a wheelchair and unable to do a lot of things without help. The physiotherapy team have made it possible for me to get around without the assistance of others."*



## THE ROYAL STAR & GARTER HOME SURBITON



Upper Brighton Road,  
Surbiton, Surrey,  
KT6 6JY

Care Services Manager: Sue Tompkins  
020 8339 5100  
[surbiton.enquiries@starandgarter.org](mailto:surbiton.enquiries@starandgarter.org)



**Parking:** There is no parking available at the Home, however on street parking is available in surrounding roads.



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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](mailto: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](mailto:surbiton.enquiries@starandgarter.org)

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

Home Manager: Michelle Daly  
01494 927 555  
[hw.enquiries@starandgarter.org](mailto:hw.enquiries@starandgarter.org)

# 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.



## THE ROYAL STAR & GARTER HOMES

Our dementia 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](mailto: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](mailto:surbiton.enquiries@starandgarter.org)

### High Wycombe Home:

Hughenden Avenue,  
High Wycombe, HP13 5GG

Home Manager: Michelle Daly  
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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](mailto:solihull.enquiries@starandgarter.org)

Registered Charity Number 210119

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

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## **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