

# Surbiton Home



**Royal Star  
& Garter**

Care with courage



Relaxed, spacious and comfortable, our Surbiton Home offers a warm welcome. Our highly trained staff provide specialist nursing and dementia care, offered with love and friendship, in beautiful, specially designed surroundings. In-house therapies complete our person-centred care.



## We offer a range of care:

- Nursing care
- Short-break care
- Lunch club
- Dementia care
- Day care



## Home from home

Our care team ensure that life for residents in our Surbiton Home is comfortable and fulfilling. The Home is beautifully designed and informal, with spacious lounges where residents can enjoy activities and musical performances or find a cosy nook to read or chat with visitors. A visit to the hair salon or physiotherapy or joining friends in the café-bar for a drink all enhance residents' wellbeing. Each resident has a large, en-suite bed-sitting room for enjoying time alone or with family.



## Our Wellbeing Programme

At the heart of our values lies the desire to ensure each resident lives life to the full. Our Wellbeing Programme offers meaningful activities to support individuals in feeling engaged, valued and loved. Activities and exercises are available seven days a week.

- Arts, games, crafts and cookery
- Films, quizzes and themed days
- Seasonal celebrations and tastings
- Regular multi-denominational religious services
- Story and poetry readings
- Entertainers, sing-alongs and musical performances
- Pub lunches, theatre visits and shopping
- Outdoor clubs, al fresco dining and events in our gardens

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



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## Taking care of you

We want to ensure all aspects of a person's health are taken care of. We provide in-house one-to-one and group Physiotherapy sessions and organise external support from Speech & Language Therapists, Podiatrists, Dentists and Dietitians.



## Staying connected

Families are always welcome in our Homes and we invite relatives to join in the fun activities. Our large multi-functional rooms are perfect for celebrating birthday parties or anniversaries together.

Helping loved ones stay connected is really important to us. Our dedicated website is exclusively for relatives to access features, photos, news and stories from our Homes. This provides an insight into the daily lives of our residents, which relatives love to see.



### Surbiton Home fees for 2025

|               |                 |
|---------------|-----------------|
| Nursing care  | £2,000 per week |
| Dementia care | £2,250 per week |

Please see 'Fees' sheet for details.

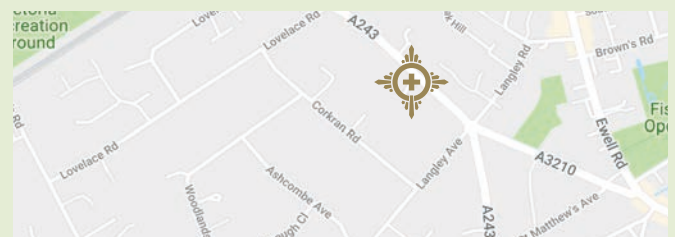
“ It is a beautiful Home with beautiful, caring souls who look after her. It's the perfect match for my Mum, I know that mum is very happy there.

Carol, daughter of Connie



**Royal Star & Garter**  
Upper Brighton Road  
Surbiton, KT6 6JY

Home Manager:  
Helena Maher  
020 8339 5100  
[surbiton.enquiries@starandgarter.org](mailto:surbiton.enquiries@starandgarter.org)



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



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## Nursing care

Our residents are part of the family and our highly trained staff take the time to understand their wishes, needs and lifestyle to offer them the care they deserve. Staff value each individual and specialist nursing care is offered with friendship and compassion, 24 hours a day. Short-break care is also available.

“

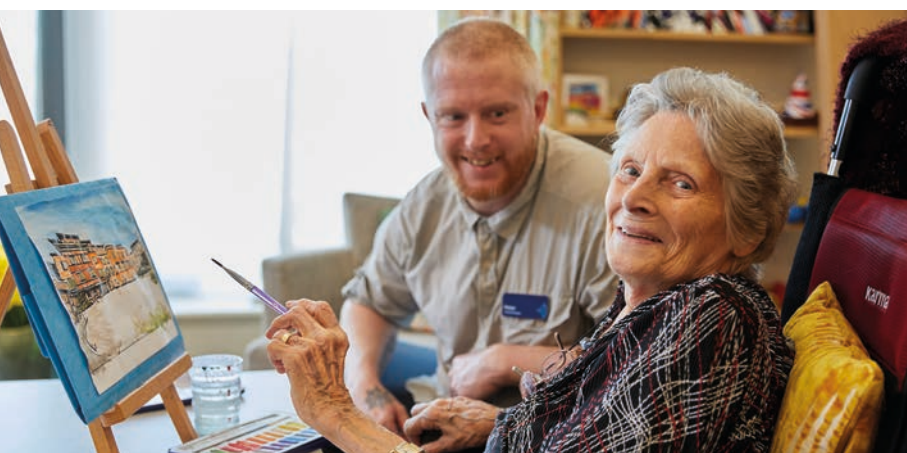
Physiotherapy is helping my recovery tremendously. I can stand up now, I couldn't do that before moving here. And therapy has really improved my speech. It's remarkable, and a real achievement for me. I feel proud. The care they provide is amazing.

Brian, resident



### Understanding you

Nurses and carers are on hand around the clock to ensure the very best care at all times. 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 as well as their medical and wellbeing needs to ensure all-round, holistic care.



### In-house therapies

Each resident will have an ongoing wellbeing plan incorporating services such as in-house physiotherapy and access to speech and language therapy to address mobility needs or communication and eating issues. This supports residents in enjoying a full life in our Homes.

### Feeling at home

The atmosphere in our Homes is friendly and informal, supporting choice and independence with spacious lounges and café-bars where residents can choose to join a wide range of activities or socialise. Wheelchair-friendly and well-designed, our Homes offer plenty of space for chatting over a cuppa or reading the papers.



### 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 supports 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 wellbeing and understand how they can help each individual, ensuring that everyone feels valued. Our dedicated team of Wellness Coordinators love to rekindle old hobbies and talents and help to develop new interests.



## Delicious food

Our comfortable dining rooms provide a welcoming space for residents to enjoy delicious meals, in excellent company. There's a choice of freshly cooked, nutritious dishes and desserts, which can be adapted to meet dietary requirements. Refreshments are always available – and there's plenty of cake!

## 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.

Our nursing care is available in:

### Royal Star & Garter

Tudor Coppice,  
Solihull, B91 3DE

Home Manager:

Katie McCauley

0121 711 6330

[solihull.enquiries@starandgarter.org](mailto:solihull.enquiries@starandgarter.org)

### Royal Star & Garter

Upper Brighton Road,  
Surbiton, KT6 6JY

Home Manager:

Helena Maher

020 8339 5100

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

### Royal Star & Garter

Hughenden Avenue,  
High Wycombe, HP13 5GG

Home Manager:

Reggie Ballos

01494 927 555

[hw.enquiries@starandgarter.org](mailto:hw.enquiries@starandgarter.org)



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## Dementia care

We recognise that supporting a relative living with dementia can be challenging on so many levels. We work as a family with you and your loved one, to understand how we can offer a new and positive chapter in their life. Compassion, courage and genuine friendship are at the heart of our award-winning dementia care.



### Feeling valued

The team recognise that having a sense of purpose is vital to a person's wellbeing, so residents are welcome to help with homely tasks like washing-up or peeling vegetables if they wish. Staff support each individual, ensuring everyone feels valued and one of the family.

### 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, not uniforms, and regularly dress up in costumes making special moments to promote fun, engagement and positivity.



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The team 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

Our Homes have received high ratings by the Care Quality Commission and Meaningful Care Matters, indicating that they demonstrate exceptional person-centred dementia care.

### Eating together

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

Residents are welcome to help themselves to snacks from glass-fronted fridges in the hallways. This stimulates appetites and prompts residents to recognise when they feel hungry. They can also choose tasty treats from the vintage sweet shop and share a few memories too.



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Home Manager:

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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 your loved one is recuperating from illness or giving a carer a rest, our short-break care offers you peace of mind that they are comfortable, safe and well looked-after, 24 hours a day.



### One of the family

We want 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.

### Dementia care

Caring for a family member living with dementia can be challenging, and we understand the importance of taking a break. Arranging a short break in our Home will give you time to recharge, while knowing your loved one is being supported with award-winning care. To ensure we can meet your needs, our dementia care short breaks are always subject to an assessment.

### Designed for comfort

The environment is homely and informal, with spacious lounges for socialising and comfortable corners to chat or read. Generous bed-sitting rooms are fully equipped to meet care needs and make each guest feel right at home.





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### Fun & friendship

Guests who join us for a short break receive the same support and care as our long-term residents. Our dedicated team of Wellness Coordinators helps residents to spend their days as they wish. With a wide range of activities and outings each week, there's something for everyone. Mealtimes offer the opportunity to enjoy good company over delicious, freshly made dishes. Menus can be adapted to meet special dietary requirements.

“  
The care is fantastic, the carers are very attentive. They understand your needs and you can just be yourself.

Short-break guest



Our short-break care is available in:

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Tudor Coppice,  
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## Day care

If you enjoy meeting new people, would like wonderful food and a host of entertainment in homely surroundings, then our fun and friendly day care service is for you.



### Fun & friendship

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

### Food & company

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.

“

I've made some really good friends here, and I very much look forward to coming. I go on outings, take part in activities, and they serve a very nice lunch. If you want something that is not on the menu, they just whip it up. There's so much going on, and you're never bored. It's full of life.

Pat, Day care guest



### Your good health

We provide regular wellbeing reviews to meet people's needs and preferences. Once we've understood an individual's interests and what makes them happy, we review and adjust activities and approaches during the day.



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“

I've really enjoyed it. I enjoyed the singing and the exercises... They have really looked after me and my lunch was lovely.

Day care guest



### People living with dementia

There are dedicated days for people living with early-stage dementia where the focus is always on the individual and the best approach for that person on the day.



Our day care is available in:

#### **Royal Star & Garter**

Tudor Coppice,  
Solihull, B91 3DE

Mondays, Wednesdays  
and Fridays - 10am - 4pm

Home Manager: Katie McCauley  
0121 711 6330  
[solihull.enquiries@starandgarter.org](mailto:solihull.enquiries@starandgarter.org)

#### **Royal Star & Garter**

Upper Brighton Road,  
Surbiton, KT6 6JY

Mondays, Wednesdays  
and Fridays - 10am - 4pm

Home Manager: Helena Maher  
020 8339 5100  
[surbiton.enquiries@starandgarter.org](mailto:surbiton.enquiries@starandgarter.org)

#### **Royal Star & Garter**

Hughenden Avenue,  
High Wycombe, HP13 5GG

Tuesdays, Wednesdays  
and Fridays - 10am - 4pm

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

## Key facts about our care in Surbiton

### Funding arrangements

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

Our fees are:

**Nursing care**            **£2,000 per week**

**Dementia care**        **£2,250 per week**

### Key features of our service

- We provide residential nursing, dementia and short breaks plus Day Care and Lunch Clubs.
- We have **63** 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 access to speech and language therapy, GP visits and a dietician.
- We have a dedicated team of Wellness Coordinators and activities & exercise are available 7 days a week.
- There are trips and outings in our specially adapted minibuses supported by our dedicated driver.
- Bespoke dementia activities & exercises are created to support residents at every stage of their journey.
- We provide over the standard levels of care staff to residents and ensure that we are always nurse led.

## Important terms & 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 three 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 and any changes are usually effective from 1 January. We will give four weeks' notice of any increase in our care fee. The fee increase for existing residents reflects the increase in current and predicted operating costs, including staff costs, costs to meet regulatory requirements and any other reasonable costs. Fees will not be increased by more than 1.2% above the rate of inflation (Consumer Prices Index) measured in the September immediately preceding the increase. For example, based on the rate of 1.7% (September 2024) the 2025 fee increase was not more than 2.04%.

## Trial period

1. The first six weeks after you move into the Home will be a trial period. You can terminate this agreement at any time during the trial period by giving seven 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 & 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)
- 24-hour 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 lounges and gardens
- Tea, coffee and soft drinks from the lounge bar; wine, beer or cider (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, 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 we 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