

# 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 for residents:

- Nursing care
- Short-break care
- Dementia care



## Home from home

Our care team ensures that life for residents in our Surbiton Home is happy, stimulating and fulfilling. We support residents health and well-being – with love. The award-winning Home is comfortable and informal, with welcoming 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. We arrange fully supported outings in our specially adapted minibus for comfort.

- Visits from military organisations & schools
- Films, quizzes & themed days
- Regular multi-denominational religious services
- Entertainers, singalongs & musical performances
- Arts, games, crafts & cookery
- Seasonal celebrations & tastings
- Story & poetry readings
- Pub lunches, theatre visits & shopping



**Royal Star  
& Garter**

Care with courage

## 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' fitness and well-being.



### Speech & language

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

### GP visits

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



### Dietician

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

#### Surbiton Home fees

Nursing care	£1,700 per week
Dementia care	£1,850 per week
Please see 'Fees' sheet for details.	

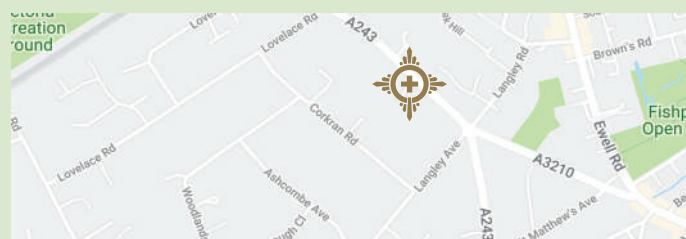
**“**  
I love it here. Royal Star & Garter is a very homely place, people are very friendly. We felt the atmosphere as soon we walked in the front door.

Flo, resident



**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.





**Royal Star  
& Garter**

Care with courage

## 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.



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 well-being 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 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 activities (over 50 per week) 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.



# Royal Star & Garter

Care with courage



## 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 well-being and understand how they can help each individual, ensuring that everyone feels valued. Our dedicated Activities Teams 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 currently available in:

### Royal Star & Garter

Tudor Coppice,  
Solihull, B91 3DE

Home Manager:  
Cheryl Harbourne  
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)





**Royal Star  
& Garter**

Care with courage

# 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 well-being, 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.



# Royal Star & Garter

Care with courage

“

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 Dementia 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.



Our dementia care is currently available in:

### Royal Star & Garter

Tudor Coppice,  
Solihull, B91 3DE

Home Manager:  
Cheryl Harbourne  
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)





**Royal Star  
& Garter**

Care with courage

## 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.

### 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.







# Royal Star & Garter

Care with courage



## Fun & friendship

Guests who join us for a short break receive the same support and care as our long-term residents. Our dedicated activities team helps residents to spend 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, freshly made dishes. Menus can be adapted to meet special dietary requirements.

“

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

Relative



Our short-break care is currently available in:

### Royal Star & Garter

Tudor Coppice,  
Solihull, B91 3DE

Home Manager:  
Cheryl Harbourne  
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)





**Royal Star  
& Garter**  
Care with courage

## Bringing loved ones together

We now have purpose built Covid-secure meeting rooms so families can visit their loved ones safely.

The rooms are well lit, cosy and feature an audio-enhancement system to support communication. With safety as a priority, the rooms have floor to ceiling glass to prevent transmission and a coffee table each side of this to help create a sense of connection. The residents' side closely mirrors the decor of the Home, which is especially important for people living with dementia, limiting disruption and distress. Outside visits are also possible (weather permitting) in covered designated meeting areas.



### Keeping everybody safe

Our dedicated team is committed to meeting, or exceeding, all national guidance to ensure everyone in our care is kept safe. Extremely high standards of infection control, the use of Personal Protection Equipment (PPE) and enrolling staff in our regular Covid testing programme all helps to minimise the risk of viral transmission.



### Using technology

While we recognise the importance of safety, we also understand the importance of keeping in touch with loved ones. We've invested heavily in technology to ensure residents stay connected.



## Key Facts about our Care in Surbiton

### Funding arrangements

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

Our fees are:

**Nursing Care      £1,700 per week**

**Dementia Care    £1,850 per week**

### Key features of our service

- We provide residential nursing, dementia and respite care.
- 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 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)
- 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 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