

MEDIA RELEASE

FOR IMMEDIATE RELEASE

Exceptional dementia care recognised at The Royal Star & Garter Home, Solihull

The Royal Star & Garter Home in Solihull has retained its status as one of the leading providers of dementia care in the country.

The Home in Tudor Coppice received its Level 1 Accreditation from Dementia Care Matters (DCM) following an unannounced audit in August.

Level 1 is the highest accolade achievable through Dementia Care Matters' National 'Butterfly Household Model of Care Accreditation Award'. Level 1 is awarded to homes that demonstrate 'exceptional person-centred dementia care of the highest quality of life level'.



Dementia Care Matters has undertaken 750 audits. Only 1% of these care homes within the UK achieve a Level 1 distinction.

To achieve Level 1, there must be over 70% of the day where the majority of the people living in the home are experiencing positive social interactions and positive personal care.

The Royal Star & Garter Homes are 'Butterfly Service' Homes and follow the Dementia Care Matters' internationally recognised standard of care. The care team work as a close, coherent family which is feelings-based and emotional; they treat residents as they would wish to be treated themselves, with compassion and love.

Staff at the Charity also provide in-house DCM training and refresher courses to colleagues.

In its summary, DCM reports: *"The Royal Star & Garter Homes is clearly, as confirmed in last year's rating by CQC, an 'Outstanding' home and appears to be able to sustain this going forward."*

The Charity cares for ex-Servicemen and women and their partners living with disability or dementia.



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

Home Manager Cheryl Harbourne said: *"I am so incredibly proud of the team in the Solihull Home. This consistent achievement is indicative of the hard work and passion within the team, and I am delighted it has been recognised once again in the form of the Level 1 award."*

The Charity's Director of Care Pauline Shaw added: *"I'm delighted with this news. It is just reward for the Solihull team, and I'm so happy their hard work and dedication has been recognised again. To maintain a Level 1 is exceptional."*

END

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About The Royal Star & Garter Homes:

The Charity provides award-winning care for military veterans and their partners who live with disability or dementia.

The Royal Star & Garter Homes is a charity founded in 1916 to care for the severely injured men returning from the battlegrounds of the First World War.

Today our friendly, state-of-the-art Homes offer a pioneering approach to nursing, dementia and therapeutic care. We have award-winning Homes in Solihull, West Midlands and Surbiton, Surrey. Our third Home in High Wycombe, Buckinghamshire, opened in April 2019.

We continue to expand our services to reach even more veterans. In 2018, we were able to support 186 residents in our Homes and 36 guests at our Day Care service. We also offer interim care for young disabled Service personnel. We provided 11,700 individual sessions of physiotherapy and speech & language therapy last year to support our residents' health, and over 5,600 places to residents for activities, outings and events, to promote well-being.

We are proud to have enjoyed Royal patronage since our foundation, including that of Her Majesty Queen Elizabeth II from 1953 to the present day.

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The Royal Star & Garter Homes is a member of the National Care Forum – the leading voice for not-for-profit care providers. A national perspective may be available from info@nationalcareforum.org.uk or by contacting 02476243619. More details on NCF available at www.nationalcareforum.org.uk.

