



Royal Star & Garter

Care with courage

FOR IMMEDIATE RELEASE

Award for Surbiton care home praised by relatives

Royal Star & Garter in Surbiton has been listed among the best care homes in the capital, following endorsements given by residents' families.

The Home was named in the Top 20 Care Homes in London by carehome.co.uk, after it published its annual Top 20 Awards.

The awards are based on reviews of the care home written by the residents who have experienced the care, and relatives and friends, with thousands of homes competing to make it into the Top 20 for each of the 12 UK regions.

The recognition for Royal Star & Garter follows a string of five-star reviews left by relatives for the Surbiton Home. There are 1,272 care homes in London, according to carehome.co.uk.



*Proud Surbiton Royal Star & Garter Home
Manager Helena Maher, with the
carehome.co.uk Top 20 certificate*

Royal Star & Garter is a charity which provides loving, compassionate care to veterans and their partners living with disability or dementia, and has launched new services reaching out into the community. It has Homes in Solihull, Surbiton and High Wycombe.

It marks the fourth year running that the charity has featured in carehome.co.uk's Top 20 Awards, reflecting the exceptional person-centred care provided in its Homes.

Among the recent five-star reviews left by relatives on the site, one resident's son wrote: "Royal Star & Garter is a very special place. The staff who care for the residents are committed and create the atmosphere that it has. My mother has been a resident for three years, and she tells me how lucky she is to be surrounded by such great people." Another five-star review said: "My mother is extremely happy living at Royal Star & Garter, and we are so pleased she is there... All of the residents are treated with immense kindness, respect, dignity, patience and love; my mother feels cared for, settled and happy."



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Another relative said in their five-star review: "Royal Star & Garter is superb, and my brother feels quite at home here. He tells me the staff are his new family. The care is exceptional and nothing is too much trouble. The Home is always spotless and the staff are happy and friendly to all."

Billy is one of the relatives who left a five-star review for the Surbiton Home, where his mother lives. He said: "It's great news that the Home has been listed among the Top 20 in London. I think it's richly deserved, and it is proof that they're doing something really special there. It helps me sleep at night knowing how well my mum is looked after."



The carehome.co.uk Top 20 certificate

Helena Maher is the Home Manager at Royal Star & Garter. She said: "Hearing relatives say how happy they are with the care we provide is the ultimate endorsement. I'm delighted that the incredible work staff do every day has been recognised in this way. We care for very special people, and the whole team feels it's an honour to do so."

Amanda Hopkins, Reviews Manager at carehome.co.uk, said: "Our reviews show the standard of a care home's facilities and the quality of their care and support, staff, activities and nutrition as well as if the care home is good value for money. We would like to congratulate Royal Star & Garter in Surbiton on being a Top 20 care home in London as their reviews show they provide an excellent standard of care. It is such an achievement to be named as a top-rated care home by the residents who actually receive the care as well as their family and friends. Choosing a care home can be overwhelming and very time consuming for both the person going to live there as well as their family, so we hope our awards which are given to the highest-rated homes will help to simplify the search."

The Surbiton Home is welcoming new residents, and holding open days in March and April. Dates for March have been booked up, but tickets are available for 12 April. It is for veterans or partners of veterans, as well as an accompanying relative or friend, and takes place between 2-4pm. For more details, or to book a place, go to www.starandgarter.org/openday.



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For other information, including working at the Home, go to
www.starandgarter.org/surbiton

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For further information please contact:

Goolistan Cooper
Communications Officer
goolistan.cooper@starandgarter.org
0208 481 7669 / 07391 868796

Cally Madden
Marketing & Communications Manager
cally.madden@starandgarter.org
020 8481 7692 / 07881 017299

About Royal Star & Garter

Our charity provides loving, compassionate care to veterans and their partners living with disability or dementia.

Twitter: @starandgarter

Facebook: facebook.com/starandgarter

Website: www.starandgarter.org



Royal Star & Garter
is a member of the
National Care Forum

About carehome.co.uk

carehome.co.uk is the leading care home reviews website and lists all registered UK care homes, helping people in their quest to find the right care home.

The carehome.co.uk Top 20 Care Home Awards 2024 are based on over 109,000 reviews received from residents and their family and friends between 1st February 2022 and 31st January 2024

The Review Score, as of 31st January 2024 was calculated using a combination of the number of reviews, the average of each of the ratings and the size of the care home. Care homes



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were excluded from the awards if they were not compliant with their regulatory authority at the time of the announcement of the Awards.

The homes were rated on: Overall Experience; Facilities; Care / Support; Cleanliness, Treated with Dignity; Food & Drink; Staff; Activities; Management; Safety / Security; Rooms and Value for Money.