



# Royal Star & Garter

Care with courage

**FOR IMMEDIATE RELEASE**

## **Praise from relatives sees veterans' charity win national award for third year**

Royal Star & Garter's three Homes have been listed among the best in the UK for a third year running, following feedback from satisfied relatives.

The charity was listed as one of the Top 20 Small Care Home Groups in the country for a third consecutive year in the carehome.co.uk Top 20 Awards, highlighting the outstanding care provided in its Homes.

Royal Star & Garter provides loving, compassionate care to veterans and their partners living with disability or dementia, from Homes in Solihull, Surbiton and High Wycombe.



*Royal Star & Garter Home Managers (l-r) Reggie Ballos, Jamie Stubbs and Helena Maher with the Top 20 Small Care Home Groups certificate*

Carehome.co.uk is the leading UK care home review website, and the recognition for Royal Star & Garter follows a string of five-star reviews left by relatives across the three Homes.

In one, the daughter of a couple living at the Solihull Home said: "I cannot praise Royal Star & Garter enough for the care they have shown my parents. The staff are like our family now, we know them so well. My parents have their own individual needs and are both treated with dignity and respect and are looked after so well. They have fabulous entertainment and stimulation. We tell everyone we know what a wonderful place it is."

Another five-star review from the son of a High Wycombe resident living with dementia, said: "Since taking up residence her quality of life has significantly improved. The care and attention provided by all the staff have been excellent. My mother has put on weight, loves the company and



*Surbiton Healthcare Assistant Kate sharing a joke with residents*



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feels safe and secure. I cannot recommend any more highly Royal Star & Garter, High Wycombe."

Further five-star feedback was left by the daughter of a Surbiton resident. She said her mother was living with dementia and severe physical difficulties, and wrote: "All aspects of her care are well managed with caring, patient and respectful skills by all members of the team... We have nothing but praise for the staff and the Home."

Pauline Shaw is Royal Star & Garter's Director of Care. She said: "I'm thrilled that we have been listed as one of the Top 20 Small Care Home Groups for a third year running. It demonstrates that our staff are determined to consistently provide outstanding person-centred care. I see this every time I step foot into a Royal Star & Garter Home. What makes this award extra special is that it is based on the feedback of relatives, who trust us to provide exceptional care to their loved ones."



*Royal Star & Garter's Director of Care  
Pauline with High Wycombe resident Frank*

Amanda Hopkins, Reviews Manager at [carehome.co.uk](http://carehome.co.uk), said: "We now have over 260,000 reviews of care homes on [carehome.co.uk](http://carehome.co.uk) so we are able to give people a real insight into what a care home and its care staff are like. Choosing a care home can be emotionally and physically exhausting 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 make the search easier. These top performing care homes are putting compassion, respect and dignity at the very heart of their care and are making a profound difference to the lives of residents."

The charity is welcoming new residents in each of its Homes. For more information on this, or working for the charity, go to [www.starandgarter.org/solihull](http://www.starandgarter.org/solihull), [www.starandgarter.org/surbiton](http://www.starandgarter.org/surbiton), or [www.starandgarter.org/hw](http://www.starandgarter.org/hw)

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## 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](http://www.starandgarter.org)



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