



## Senior healthcare experts praise The Royal Star & Garter Homes after Surbiton visit

- Health Education England Chairman Sir Keith Pearson and Chief Nurse Prof Lisa Bayliss-Pratt visited the Charity's Surbiton Home
- They praised the "person-centred care" provided to veterans
- Sir Keith said he was 'humbled', while Prof Bayliss-Pratt was 'blown-away' by quality of care

The Royal Star & Garter Homes has been praised by Health Education England (HEE) Chairman Sir Keith Pearson and Chief Nurse Prof Lisa Bayliss-Pratt.

They were "*humbled*" and "*blown away*" by the compassion and quality of person-centred care they witnessed when shown around the home on Tuesday 14 August 2018.

Sir Keith and Prof Bayliss-Pratt visited the Charity, which cares for veterans and their partners who live with disabilities and dementia, to see quality care in action and discuss the new nursing associate role.

They were shown around the award-winning Home by Pauline Shaw, Director of Care; Chrissie Heyes, Home Manager; Sue Tompkins, Care Services Manager; and Reggie Ballos, Interim Dementia Nurse Manager.



*(l-r) Home Manager Chrissie Heyes, Care Service Manager Sue Tompkins, Director of Care Pauline Shaw, HEE Chief Nurse Lisa Bayliss-Pratt, HEE Chairman Sir Keith Pearson, Interim Dementia Nurse Manager Reggie Ballos*

Sir Keith said: "*We've learnt a great deal about how to provide care, particularly care for people living with dementia.*"

*"I think the thing that has really resonated with me is the care, the compassion, the dignity, the respect we have seen here.*"

*"It has been humbling to see what is done here and I am delighted that I have had the opportunity to be here."*

Prof Bayliss-Pratt agreed. She said: "*I've been overwhelmed and blown away by the kindness, the thoughtfulness, and the fact that people are really thinking about 'how do I care really kindly and compassionately?' for these residents."*



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Praising the efforts of the wonderful staff, she added: *"There's certainly no room here for complacency, there's no room here for anything other than excellence and I would like to applaud all the staff that work here and tell them they must continue what they're doing."*

Following the visit, Pauline Shaw, Director of Care, said: *"Nursing is at its foundation, a profound act of loving compassion. Today we had the privilege to discuss what courage in health and social care looks, feels, sounds and smells like with inspirational leaders."*

The Royal Star & Garter Homes provides learning opportunities for trainee nursing associates from St George's University Hospital and Kingston Hospital.

## **Ends**

### **Further quotes if required:**

Reggie Ballos, Interim Dementia Nurse Manager, said: *"It was such an honour to be able to show and share the positive culture and exceptional care provided at The Royal Star & Garter Homes Surbiton to the two leading lights who visited us."*

Chrissie Heyes, Home Manager, said: *"It was a truly memorable and highly enjoyable visit by two of the most influential and inspiring leaders in the UK who shared with us their thoughts around what a 'bouquet of good care' looks like."*

Sue Tompkins, Care Services Manager, said: *"It was an honour and a great sense of pride to share the charity's ethos of care and love for the residents with such distinguished guests who share our passion for high quality person centred care."*

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### **About The Royal Star & Garter Homes:**



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**The Royal Star  
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**The Charity provides award-winning care for 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 young men returning from the battlegrounds of the First World War. Today we provide specialist care to the whole military family in our friendly, state-of-the-art Homes. Disabled ex-Servicemen and women, and their spouses, can all benefit from our pioneering approach to nursing, dementia and therapeutic care.

We are in the process of building new Homes around the country to provide specialist nursing care for disabled ex-Service people in the best modern surroundings, including dementia care facilities to address this growing need. The Charity has award-winning Homes in Solihull, West Midlands, and Surbiton, Surrey, which also enables the Charity to offer interim care for young disabled Service personnel. Following the successes of the first two Homes, a third Home in High Wycombe, Buckinghamshire, is being built, with a planned opening in 2018.

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.

The Charity celebrated its centenary in 2016: providing specialist care for disabled veterans since 1916.

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**Website:** [www.starandgarter.org](http://www.starandgarter.org)



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](mailto:info@nationalcareforum.org.uk) or by contacting 02476243619. More details on NCF available at [www.nationalcareforum.org.uk](http://www.nationalcareforum.org.uk).

