

HILL HOUSE CARE HOME

Comfort with Care since 1954



48-50 Park Road, Kenley, Surrey, CR8 5AR
020 8660 9336

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WELCOME

Celebrating over sixty-eight years of Care, we are a family-run business with two Gold-Standard care homes in leafy Surrey specialising in nursing and personal care. We are delighted that our homes have been voted as a Top 20 Small Care Home Group for 2022, by carehome.co.uk.

The larger of our two homes, Hill House is situated in a beautiful, rural location in Kenley, offering a vibrant ambience and can accommodate up to 58 residents. Hill House won Care Home of the Year in the 2022 Gold Standards Framework Awards, and is accredited with Platinum status for End of Life care.

Originally a large family home, Hill House was founded in 1954 and has been enhanced through a purpose-built extension in 1990, as well as an extensive refurbishment in 2014 and ongoing improvements, to ensure that we continue to meet the highest possible standards. With contemporary décor and plenty of natural light and space, Hill House tends to be the more active of our two homes.

Our CQC Registered Home Manager is supported by the clinical lead and a dedicated nursing team, along with oversight from the owners. A full in-house catering team, led by our head chef, prepare delicious and nutritious meals for our residents on a daily basis. We also have activities and entertainment coordinators who plan regular events and entertainment for our residents.





TYPES OF CARE

Whilst in our care, residents are supported 24-hours a day by our experienced CQC registered manager, along with our dedicated and highly-skilled staffing team. They will make every effort to ensure any stay with us is as comfortable and pleasurable as possible.

Hill House provides accommodation for adults who require nursing care, offering expertise in the following areas:

Long Term Care

Meeting the medical and non-medical requirements of residents who are no longer able to look after themselves, over a sustained period of time.

Palliative Care

Providing specific medical care and nursing intervention to those who require it.

End of Life Care

Giving comfort and a preferred place of care, avoiding the need for hospital admission.

Respite and Recuperation

Offering temporary respite to those who are caring for family members, such as during holidays. Our recuperation programme helps to prepare people to move back into their homes, typically after a hospital stay.

General Support

We also offer residents the following services, as required: GP's, physiotherapy; domiciliary dentist; optician; chiropody; church ministers; alternative therapies; and hairdressing.

Prior to arrival at the home we will visit you or your loved ones to carry out a detailed pre-assessment, identifying care requirements, and ensuring that we can provide the care needs of prospective residents. Hill House is accredited by the Gold Standards Framework' with regards to our excellent 'End of Life care', and won Care Home of the Year in the 2022 GSF Awards.

The care team are innovative in putting new ideas in place, working closely with St Christopher's Hospice and other local multidisciplinary teams.

Our latest Care Quality Commission inspection report, and our statement of purpose, which sets out the home's aims and objectives, are available at the home should you wish to read these.



ACCOMMODATION

The larger of our two homes, Hill House is situated in a beautiful, leafy location in Kenley, offering a vibrant ambience and can accommodate up to 58 residents.

The home is laid out over 3 floors plus a mezzanine level, with lifts servicing each floor, and the home is fully wheelchair accessible. There are recreational lounges on each floor of the home, giving residents the opportunity to spend time with one another, which host daily activities, as well as providing an area to welcome visiting family and friends.

We offer a variety of different sized bedrooms from single rooms to deluxe en-suites, and double en-suites for couples who wish to share. All rooms are tastefully furnished, and we encourage our residents to make the living space their own, with personal items and photos of family and friends.

Our housekeeping staff ensure bedrooms and shared spaces are kept clean on a daily basis, and we also carry out a personal laundry service.





OUR TEAM

We are extremely proud of the high standards of care provided by our staff, and are delighted that many have chosen to work at Hill House for much of their careers, some of whom have been with us for over 25 years.

Our CQC registered manager at Hill House is a valued member of our team, and leads a dedicated and highly skilled staff of qualified registered nurses and health care assistants. Both nurses and carers receive regular training to ensure they fulfil their roles to the highest standard and are able to provide the best possible care.

We also have a team of domestic assistants who ensure that all facilities within the homes are clean, hygienic and infection-free, and laundry staff who provide a personal service for our residents.

We go to great lengths to ensure that our residents feel at home with us, and encourage individuals to continue to enjoy life's little pleasures as much as they feel able to. To this end, we have a talented head chef who works across both homes and manages our skilled catering teams. We also have full-time activities and entertainment coordinators at both homes, who cater to all tastes and abilities.



CUISINE

Dining is always a highlight for our residents, with tasty, nutritious meals enjoyed with good company. The menus are carefully planned to offer a varied choice, and are all prepared onsite by our skilled chefs and catering assistants, taking into account the individual preferences and cultural beliefs of our residents.



Our head chef manages our catering team, and makes a point of visiting new residents to find out their dietary requirements. The chefs like to provide a personal service to those who wish to eat in the dining room, and they are also able to accommodate residents who prefer to take room service instead.



We cater for all special dietary and medical requirements and are happy for residents to invite guests to join them for a meal. We also host an annual summer BBQ and Christmas party with delicious food on offer, which residents are always welcome to invite their friends and family along to. When possible, we also welcome residents to invite family members to join them for a birthday celebration.



The menus change seasonally, according to residents feedback and will always contain fresh fruit and vegetables. Snacks and hot & cold drinks are available at all times.



ACTIVITIES

We invite our residents to socialise with one another as much as they wish and offer in-house facilities and activities to cater for all tastes. There are multiple shared spaces at the home, both inside and outside, for all residents to enjoy alongside their own private bedrooms.

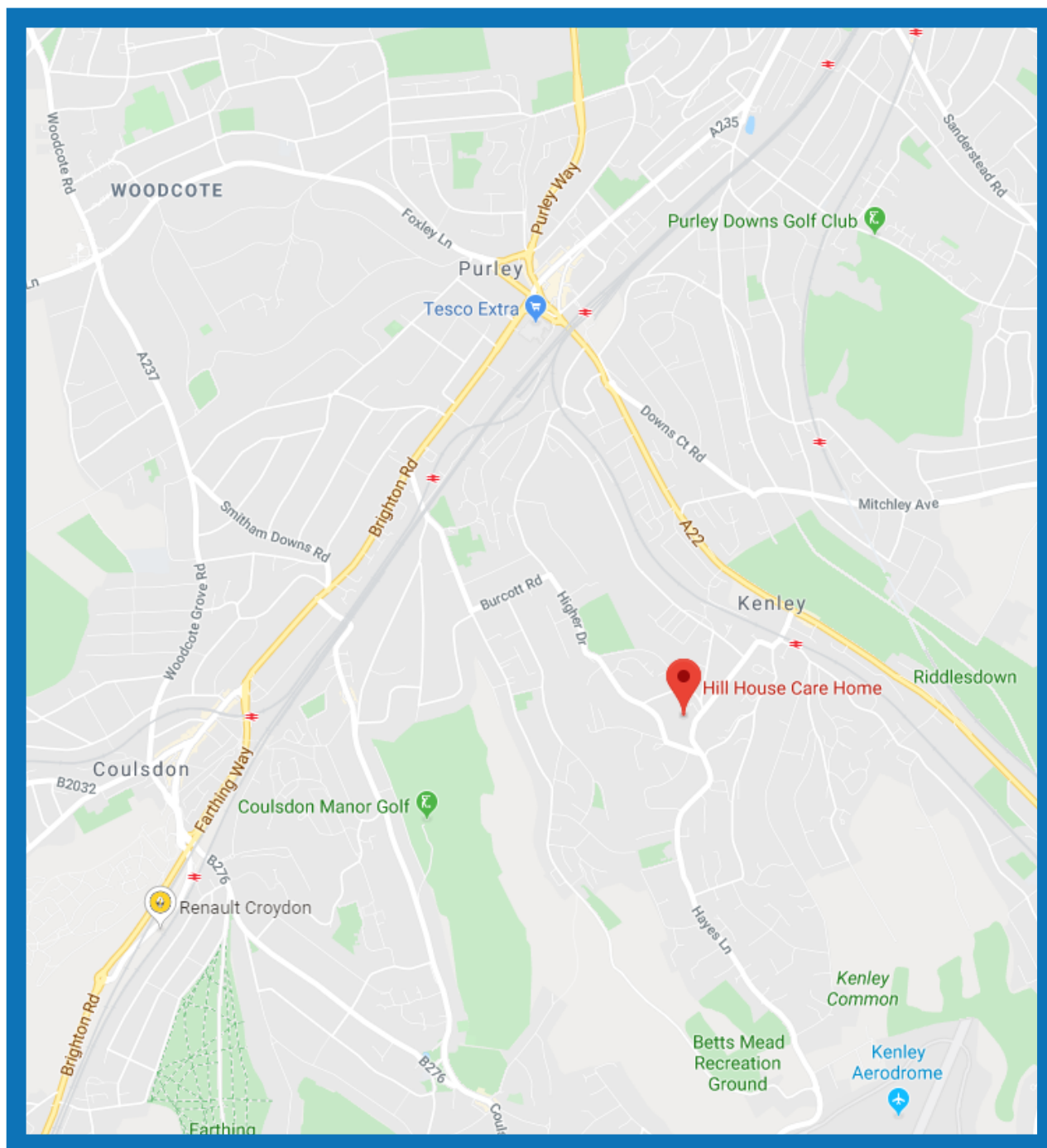
Our entertainment coordinators plan a broad range of events every month, and tailor all activities to the abilities and preferences of those who wish to participate.

Some of our residents' favourites include group discussions about current affairs, crosswords & jigsaw puzzles, board games such as Scrabble and Chess, gentle exercise classes to music, stimulating Arts & Craft therapy sessions, cookery, flower arranging, weekly religious services, and gardening demonstrations. We also host parties for residents and their families in the Summer and at Christmas.

Residents are free to travel out with family and friends, as long as staff are made aware of the arrangements. We regularly hold "Residents' Views" meetings, where residents and their families can put forward suggestions and have a say in the running of the homes, and air any concerns.







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