



Tupwood Gate Nursing Home, Surrey

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Welcome to **Tupwood Gate**

Tupwood Gate Nursing Home, which is rated Good by the CQC and has been awarded Platinum Accreditation in the Gold Standards Framework for 4 years in a row, is located in the quiet residential town of Caterham in Surrey. The care and warmth at Tupwood Gate is clear to see the moment you arrive.

The building, which is claimed to be a former diplomat's family residence, offers the combination of a family home, with a touch of luxury. The cosy, wood-lined entrance hall with comfy armchairs and a warm welcome are indicative of the quality of the home. Each room is individual and provides a different feel. Comfortably furnished, light and airy, you'll find the right blend of homely social and private spaces; there's nowhere quite like Tupwood Gate.

Registered nurses and highly experienced care assistants provide expert care and are available 24 hours a day, seven days a week. Additional support by way of skilled catering, housekeeping, activities, maintenance and administration teams ensures our high standards and attention to detail is maintained, and that the welfare of our residents remains at the heart of everything we do.

We host a range of events throughout the year that our residents and their friends and families enjoy. We have two activity co-ordinators qualified to deliver quality activities satisfying both physical and mental abilities at varying levels to include all residents.

Our commitment is to maintain and improve quality of life, involving family and friends and making sure personal choices are understood and respected.



Individuals enjoy a range of pursuits including:



Quizzes



Film nights



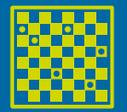
Games



Active sessions



Bingo



Draughts



Jigsaws and more

Individuals can enjoy simply relaxing in one of our comfortable lounges or in our large and private garden. There are also trips out to the local coffee shops and vineyards in good weather, as well as visits from musical groups to magicians for entertainment.

Our resident profile

- > May be physically frail
- > May have a diagnosis of dementia or Alzheimer's disease
- > Requiring short stay or longer term care
- > May require post-operative or convalescent care
- > May require palliative or end-of-life care

 50+ years

 Mixed gender

 32 beds



Our Service Manager

Zwelani is a Registered Nurse and a Registered Social Worker who has worked in the health and social care field for 20 years, starting out as a healthcare assistant before moving into managerial roles.

Zwelani has worked in the NHS with older adults with an acute Dementia diagnosis. She is always conscious of reminiscence and the biographical approach when working with older people. Her passion is for delivering high-quality, empowering, compassionate evidence-based care to residents and their loved ones and promoting their health and independence from admission.

Zwelani works in an empathetic way, taking time to listen, understand and respond to concerns from residents and family members in order to promote good quality of life and well-being until the end of life.



Zwelani Ndlovu
Service Manager



Spacious lounges to sit, relax and enjoy visits from family and friends.

What can Tupwood Gate offer?

We don't believe in standardised care - we provide what each individual needs and wants. If you're not sure about committing to longer-term care, you can try us out on a shorter stay.

Where someone may be frail or need post-operative and convalescent care, our highly trained and friendly teams of nurses and care professionals will ensure each individual's medical and care needs are met. Where an individual is moving towards the end of their care journey, we offer empathetic and sensitive palliative care, focusing on their needs and wants, whilst supporting their loved ones. We work closely with local hospices to ensure residents are appropriately and sensitively supported.

As well as first-class healthcare, Tupwood Gate also offers:



Delicious menus, **personalised to each individual's tastes** and needs and served to the table. Meals can also be served in resident's rooms



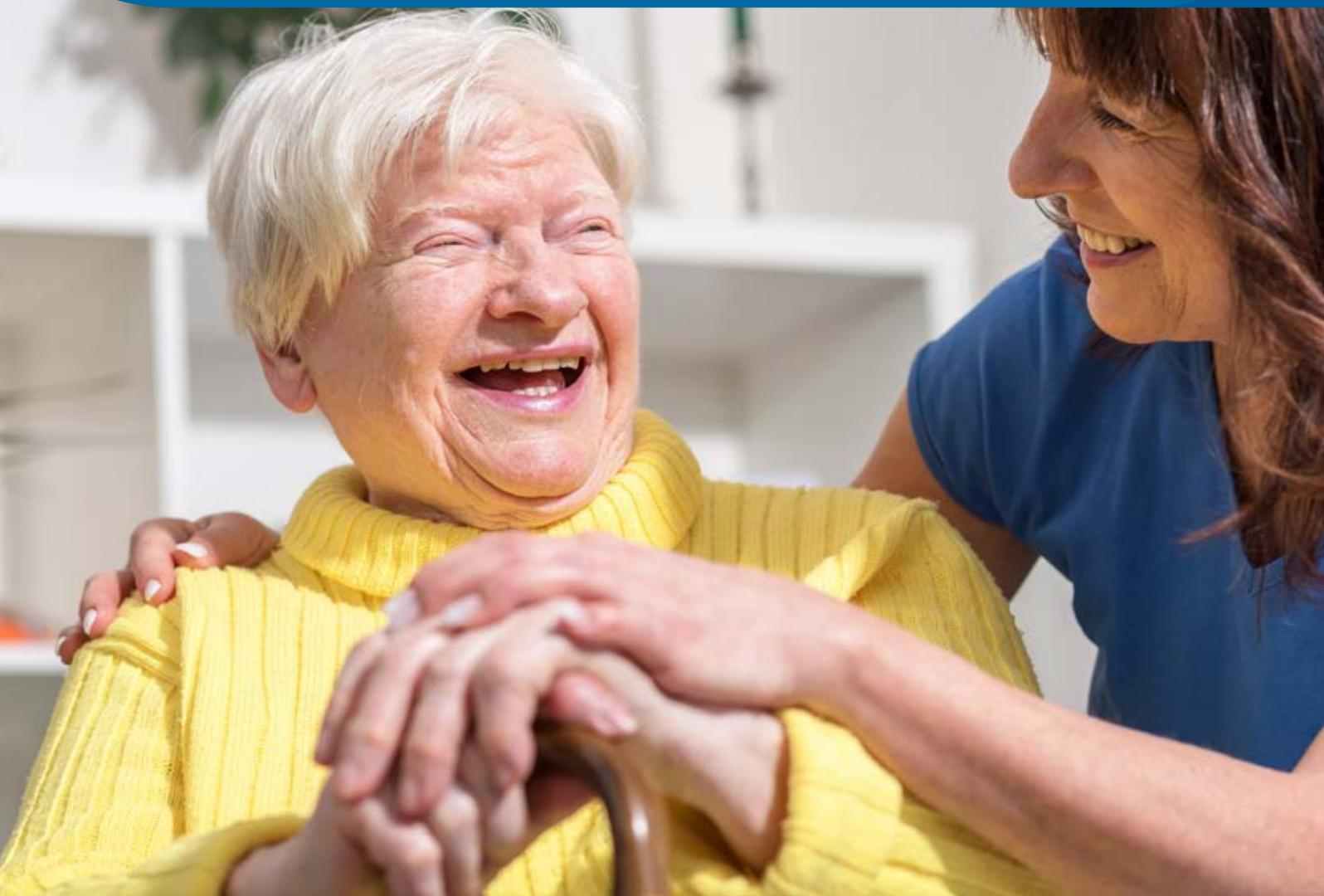
Fun visits to **local attractions** and **social events**



Services to support **self-care**, including a **hairdresser** who can cut hair within the home



Healthcare support, including **chiroprody** and **physiotherapy**



End-of-life care

We firmly believe that everyone deserves dignity and respect as they approach the end of their life. We provide compassionate and sensitive end-of-life care at Tupwood Gate. This has been recognised by the Gold Standards Framework, where we have been awarded platinum status for our support given to individuals nearing end-of-life for four years in a row.

We recognise that as someone is nearing the end of their life, it can involve very intense feelings for both the resident and their loved ones. At Tupwood Gate we have dedicated end-of-life facilities to allow families to stay, enabling them to spend those precious last moments together.

All staff at Tupwood Gate have a duty of care and are responsible for:

- > Recognising that someone is nearing the end of their life in the next few days or hours and communicate the decisions and actions that are to be taken
- > Communicating with everyone involved, including the resident, their friends and family and also the rest of the staff team
- > Involving the resident and those who have been identified as important to them, in decisions regarding their care and treatment
- > Supporting the needs of the family and friends
- > Providing a compassionate individualised care plan which addresses:
 - Food and drink
 - Symptom control
 - Psychosocial needs
 - Spiritual needs

When you or someone you love are nearing the end-of-life, you deserve the best possible standard of care, which means high quality, reliable and consistent support.

Gold Standards Framework

The National Gold Standards Framework (GSF) supports and enables front line staff teams to provide a gold standard of care for individuals who are nearing the end-of-life. GSF improves the quality, coordination and organisation of care. This leads to better outcomes for our residents in line with their needs and preferences.



Accredited Platinum

The principles of GSF are:

- > The right people
- > The right care
- > The right place
- > The right time
- > Every time

All staff at Tupwood Gate need to know the GSF standards of care, whether they are a housekeeper, chef, administrator, maintenance or part of the nursing and care team.





Our experienced catering team are passionate about food and ensure that meal times are a wonderful experience for residents.



Our garden make-over has enabled us to get residents out in the garden every day. They enjoy taking in the surroundings whilst enjoying their tea and biscuits or even a lunchtime glass of wine.



Unique and individual bedrooms decorated and furnished to ensure our residents feel relaxed and at home.

Life at Tupwood Gate

We know there are lots of questions about Tupwood Gate that you might want to ask.

Here's some of the most common we are asked:

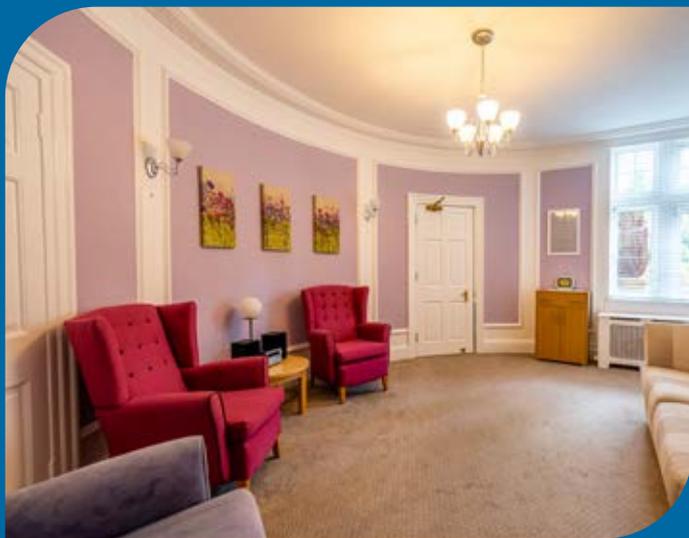
What are the rooms like?

Every room at Tupwood Gate is different and has its own character, enhanced by each individual's personal possessions and decorations. All rooms are beautifully and comfortably furnished. We have flexible spaces available for those who would like to share with a friend or loved one, as well as a range of single en-suite rooms.

When can family and friends visit?

There is a real family feel at Tupwood Gate and we welcome visitors. We do have some protected times for meals, so residents can enjoy their meal fully, however visitors are welcomed any other time during the day.

We love families and friends to take part in all aspects of life here at Tupwood Gate.



What is there to do?

Residents are supported to do as much or as little as they would like and are key to choosing the activities and events that are offered. We'll speak to individuals, their families and friends to develop a plan for care and this will look at their health and care needs alongside hobbies, personal preferences and how they like to spend their time and structure their day. This helps us make sure we're offering the best possible care and support.

We have expert activity coordinators who organise things residents enjoy, such as crafts, art, games, shopping and many others. We also have visiting entertainers who offer demonstrations, musical entertainment and more.

Would someone have to move if their health needs increased?

We can support individuals right through their care journey and ensure their needs are met with dignity, respect and empathy. Our care in this area is accredited by the Gold Standards Framework and we are constantly monitoring the needs of those in our care.

We are happy to come and meet with someone who is thinking of moving to us so that we can assess their requirements to ensure we can meet their needs.

We hope this information answers some of the questions you might have about life at Tupwood Gate and how it can enhance quality of life for residents and their families. However, we firmly believe the best way to "get a feel" for Tupwood Gate and all we can offer is to visit in person.

Reviews and Compliments

“

Thank you so much for all the outstanding care you gave to mum over the last 9 years. She was so well looked after, you gave her the best quality of life she could have had. I will remember all the Christmas and summer parties and all of the fun entertainment. We can't thank you enough!"

Family member

”

“

Tupwood Gate came highly recommended and having looked around various care homes, it soon became clear why. This is a beautiful old house, a welcoming home, and my mother settled in quickly. There's a good range of activities, and it is impeccably clean. There's a lovely garden to sit out in during the summer.

Son of resident

”

“

A lovely place with lovely staff. They go the extra mile to make my gran as comfortable and entertained as possible. Very professional and ahead of their time with testing and visiting procedures. Looking forward to moving myself in there in 40-years.

Grandson of resident

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“

Dad has been a resident at Tupwood Gate Nursing Home for more than 3 years. He regards Tupwood Gate as his home. The atmosphere is welcoming, relaxed, and peaceful. There is always a warm welcome from the helpful and caring team. We feel confident that Dad is safe, comfortable and treated with compassion and respect.

The activities team work exceptionally hard to keep residents active, engaged and entertained and are a real asset. We have found the senior team ready to discuss any aspect of Dad's care and wellbeing. They offer information and advice based on extensive experience. The nursing team have been exceptional throughout the current pandemic; making decisions to keep ahead of the virus; maintaining effective communications and enabling visits when it was safe to do so.

Son of resident

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We're easy to find

Contact us

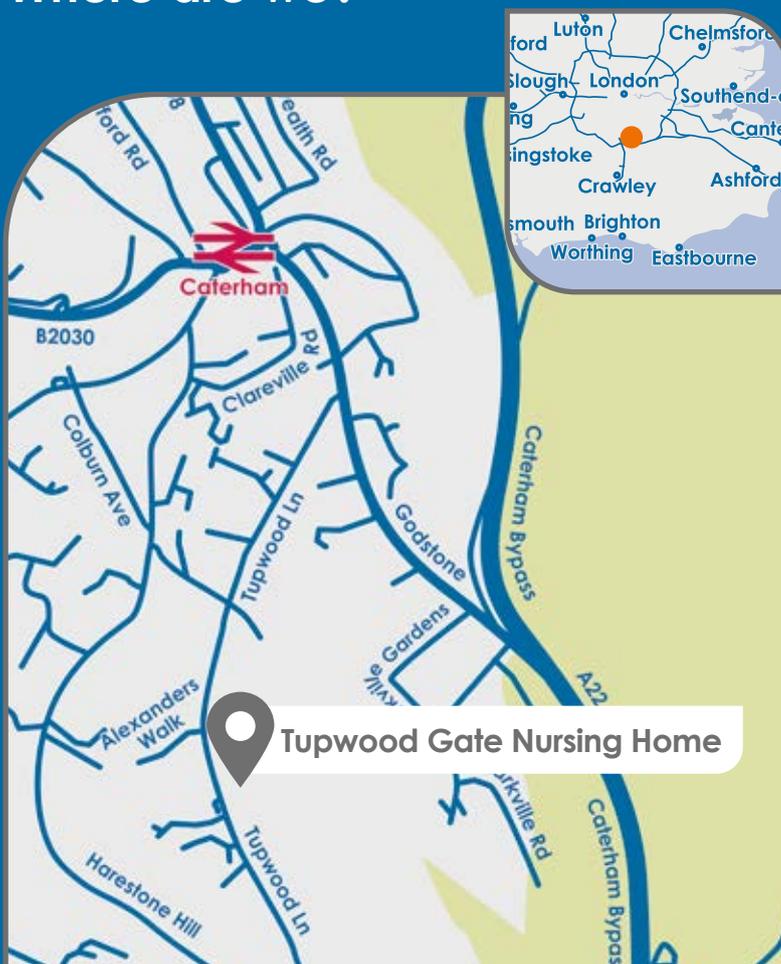
To find out more, please contact **Tupwood Gate Nursing Home**

 **01883 342275**

 **tupwood@cygnethealth.co.uk**

 **Find us on Facebook**

Where are we?



 **Tupwood Gate Nursing Home**

**Tupwood Gate Nursing Home,
74 Tupwood Lane, Caterham, Surrey CR3 6YE**



By car

From the M25 take the exit at Junction 6 on to the A22 toward Caterham. Travel down the A22 for 4 miles then take the B2030. After one mile on the B2030 you will see Tupwood Lane on your left.



By train

From Caterham train station take a short taxi ride to Tupwood Gate Nursing Home.

 **/@tupwoodgatenursinghome**

www.cygnetnursinghomes.com