A Quality Care Home with specialist residential care for elderly people, those with dementia and nursing needs.

Dear Customer

Our Carter House provides personal care, nursing care and dementia care for 38 residents. We can also provide respite care, for a temporary stay at the home.

Carter House also has a bespoke I.C.U. (Intermediate Care Unit) for seven people. This delivers rehabilitation for people who are medically fit to leave hospital but need a bit more recovery time before going home.

Carter House is a pleasant, well-planned building, which was built in 2004 to replace an earlier care home that transferred to Central & Cecil from the council. It is situated on the site where the Carter Seed company packaged seeds for many years, which some of our older residents remember fondly. Carter House is on Farnham Gardens which is a quiet residential street overlooking a green areas.

We welcome applications from private individuals and local authority placements.

Relatives and residents particularly value the bright, airy and well-lit
Since Mrs Chesterton founded our organisation 90 years ago to provide refuge to homeless young women, we have continued to offer inspirational, person centred care and support to vulnerable people. We are the housing provider “where inspiration lives”.

We aim to be inspirational in everything we do and to promise our residents and service users the very best service.

We believe that life in care can be truly inspirational. We know that for many of our residents a simple conversation can be a valuable social interaction, and our homes are often a hive of activity with thriving communal spaces.

Please have a read through our brochure and come visit where inspiration lives.

Yours sincerely,

Hilma Dunn - Care Home Manager
C&C celebrates every resident living in our care homes with a monthly event called “resident of the day”.

Resident of the day inspires us in everything we do. From daily activities, to continuing an active community presence and real personalised care planning. Resident of the day allows us all to celebrate everyone.

On the resident’s special day, staff arrange for them to have their favourite meal or go out for lunch with family or staff. A special activity may also be arranged that has special meaning for the resident. Also, the resident’s room will have a deep clean, new toiletries and treats can be purchased. It is a real opportunity to complete those things we all need to do.

Resident of the day allows for us to review care needs, update residents’ care plans and make sure the information we keep is real and up to date.
All the activities organised by the staff are very personal to our residents and our staff do their best to ensure each resident feels valued as an individual on their special day.

Wherever possible residents families are invited to come in to discuss future plans, the current care provision, ensuring our care is up to date and relevant. This gives us confidence that we are compliant with the regulations that govern care homes.

If you have a special request for your relative all you have to do is discuss it with the staff. We can’t promise a trip to the moon but we can promise that each and every one of our residents will always be made to feel special.

Resident of the day has created some real inspirational experiences.

“One success was supporting a resident’s love for supporting donkey sanctuaries. We couldn’t bring the resident to the donkey, so we brought the donkey to the resident.”

“As part of resident of the day, one resident went to a local shop to purchase toiletries for herself.”

“We were surprised when the resident ran to the fridge section singing ‘blue cheese, blue cheese.’ This carried on for the rest of the day. Blue cheese was her favourite food which she hadn’t had for two years. This is now on our menus and something she regularly enjoys, with a sherry on the side.”

“Resident of the day really is a joyous experience allowing for real inclusion, community presence, meaningful activities and good old fashioned day to day living.”
Your Room

Feel at home in your own space

It’s hard to tell you what our rooms are like, because we leave that to those who live in them.

We want our residents to feel at home when they come into our care, so we personalise and furnish our rooms to each particular taste.

We believe in “Inspired Spaces”. Residents choose the furniture, favourite colours and soft furnishing. This is your home and we want it to be yours.

Above all, our rooms hold the little details that make life more comfortable. Many are ensuite, fitted with facilities that cater to varying levels of need.

We are committed to providing a high quality service. We pride ourselves on the excellent care and support we give our residents. When you choose one of our care homes, you can expect the best.
Good food is one of life’s pleasures

Our residents enjoy a wide choice of home-cooked meals, prepared daily by a team of professional chefs. Our caterers, Cater-Plus, specialise in using fresh, high quality produce and creating flexible menus that balance nutrition and taste.

We change the menu every four weeks and they feature a choice of meals including vegetarian, special diets, lite and large options. Other meals are available for residents who want an alternative to any of the main choices.

Not only do we take account of all dietary requirements, we go the extra mile to ensure our residents’ varying tastes are catered for. We organise regular meetings between our chefs and residents to discuss the menus. Through resident of the day we find out everyones likes and dislikes so residents are well looked after from the moment they arrive with us.

We are so passionate about food that our residents can choose not only what they eat, but also when and who they eat with.
We believe that people living in care can have inspirational lives.

We believe our residents must have meaningful and purposeful activities, which reflect uniqueness and embrace the past, present and future. Some activities are run by C&C’s Creative Arts programme, which has been providing award-winning artistic and therapeutic activities to our residents for over 30 years.

We have a dedicated Creative Arts service offering residents a host of fun and absorbing artistic activities. Residents in our care homes enjoy gardening, interactive drama, all-abilities yoga, choir groups and music classes and much more. We want residents’ family and friends to feel part of our home, actively engaged and always warmly welcome. C&C’s aim is to be recognised as an innovative provider of excellent homes and services for older people. We are a multi-award winning organisation. Since 2012, we have won six awards at regional and national level that celebrate our distinction in care services, housing services and our Creative Arts programme.
We guarantee a staff to resident ratio of 1:5 at peak times.

We believe care is person centred and driven by communication, not by task. Our care creates the opportunity to talk, listen laugh, cry and just to share day to day conversations.

Through resident of the day our care is personalised and holistic not just meeting medical and nursing needs.

Our staff eat with the residents. This gives opportunity to engage in a shared experience and chat in a relaxed natural way.