

Rathmore House

A true Home
from Home



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A warm welcome to Rathmore House



Rathmore House provides permanent and respite residential care for up to 20 residents, catering for both general and dementia care needs.

The home's size means we are truly able to provide individual and specialist care, and there is a wonderful family feel between residents and staff – with a maximum resident-staff ratio of 4:1.

At Rathmore, we work closely with both residents and loved ones prior to you moving, in order to create a personalised and digital care plan based on your individual needs, preferences and personality.

Our home has several communal areas, a lounge, dining room and foyer, and residents enjoy both relaxing and engage with different leisure activities.

Rathmore boasts a small but beautiful and secure garden for you to independently access if you are able to – or be supported by our amazing and caring staff.

Our expert staff team gets to know all residents extremely well, and as a result can offer a real personal care experience.

A handwritten signature in grey ink that reads "Edith Mansfield".

Edith Mansfield
Manager, Rathmore House



We strive to
feel like **home**
first; a care
home second

Helping you settle – from Day One

We fully understand that moving yourself, or one of your loved ones, from home to a care environment can be an unsettling and sometimes quite traumatic experience.

We believe and hope you will find that Rathmore offers a fantastic day to day environment in which to live. If you do decide to stay with us longer-term, we will work hard to get to know both you and your loved ones quickly and on a personal level. We have a great relationship with family members and friends of our residents, all of whom are regular visitors to our home.

In your first few weeks, we make every effort to integrate you by making you feel warmly welcomed, supported and engaged with our team and your fellow residents. You can get involved in our wide range of activities, enjoy our indoor and outdoor communal spaces, and our staff will always be on hand to ensure you are safe and cared for.



If you're thinking about a care home but are unsure, why not come and look around?



Book a tour of the home

Have a cup of tea and cake, and meet our friendly staff.



View a virtual tour

For you to view us from the comfort of your own home.



Book in a short stay

Come and visit for a week, or even just a couple of days.

Try us out. We're really confident you will have a positive and enriching experience.

“

The atmosphere at Rathmore House is very special. It feels more like a home than a care home. Everyone I have met has been so friendly and welcoming, but also extremely responsive. The moving process was great. They even lent me a wheelchair and asked me to choose the paint colour of my mum's new room. Very happy indeed.”

Dr Robert M Lawrence, Consultant Psychiatrist, SW London & St

Covid-19 update

Rathmore continues to maintain high standards of protection against Covid-19. We support and encourage our residents and staff to be fully vaccinated and we can arrange for new residents to receive vaccination(s) if required. We test residents displaying any symptoms of Covid-19, and have lockdown procedures in place should the home experience a Covid-19 outbreak.

Both staff and visitors to the home are required to wear full personal protective equipment (PPE) when delivering personal care and masks continue to be worn at all times.

Social distancing is maintained between residents and visitors, aside from the resident they have come to see. Visiting can take place both indoors and outdoors and we have a range of solutions available. We take steps to maximise visiting as we recognise how important it is for our residents to stay connected with their loved ones.

A full list of questions and answers related to our Covid-19 policy is [available on our website](#).



Helping you live your best life

Both before moving in and during your stay at Rathmore House, we get to know all about you and support your changing needs in order for you to live your best life. All new residents complete a 'This is Me' document prior to their move, so we can build a picture of your care needs, your likes and dislikes, and your taste choices. Each month we conduct resident-needs reviews and update your personalised care accordingly.

Use of technology

We have a variety of technology solutions that enrich our care offering. We use sensory-stimulating Tovertafel tables which provide interactive activities for residents to experience and enjoy, while Nourish digital systems monitor every aspect of needs to enhance the quality of our care. My Life Films support residents with dementia in particularly, creating unique personalised video stories that reflect on residents' lives and include pictures, music and interviews from loved ones.

We pride ourselves in having built an outstanding reputation for encouraging residents to continue engaging in society, arts and nature. This is led by our 'Out Not In' care strategy, which sees us focusing on activities that residents are able to do rather than those they can no longer do.

Activities and events

Our successful activities programme is part of the reason residents' lives feel so fulfilled. Yoga, craft making and choir are just a few of the events and classes that make Rathmore such an enriching place to live – and demonstrate why we were finalists for Best Home for Activities at the 2021 Care Home Awards. The karaoke machine at Rathmore is a particular favourite, and is wheeled out regularly!

The great outdoors

Nature is also so important to us in allowing residents space and freedom to enjoy the world around them and stay active. Residents spend many hours enjoying all that our gardens have to offer, and are looking forward to the new sensory garden that is to be installed during 2022.

And we very much encourage residents to head further afield and engage with the stunning local area. We are blessed to have Primrose Hill Park and Hampstead Heath on our doorstep, and regularly run local walks, café trips and group outings to the likes of Camden Lock, as well as supporting loved ones to take residents out visits.

We also put on special outings to places of cultural interest. We have partnerships with the likes of the Royal Opera House, the Old Vic and Lords' Cricket Ground. During the summer, we even run enjoyable and memorable trips to the beach!



Our activities programme
has operated for 30+ years
and **enriched thousands**
of resident lives during
that time.

Catering to your every tastes

When it comes to your stay at Rathmore, we recognise it is never a 'one-size-fits-all' approach. There is no such thing here as a 'typical' resident and our team works hard to ensure that your own unique needs and tastes are catered for in every aspect.

For food, our expert chefs will take your meal preferences into account. We offer a wide variety of options and cater for dietary requirements, such as Halal. We provide special seasonal menus at times such as Easter and Christmas, and staff often eat with the residents in our dining areas, providing a relaxed shared experience.

We know that eating in a group environment isn't for all residents, all of the time. When and where you eat is your choice. If you'd prefer to sleep in in the mornings, for example, and have breakfast in bed at the time of your convenience, then that is what we will provide! Your family and loved ones are always welcome to join you for a meal.

For activities, we offer arts, fitness, dance and music classes to name but a few, hosted by professional facilitators who regularly visit

the home. We also run an inter-generational project that involves residents interacting with primary school children; talking to each other, playing games, and taking part in a variety of activities. Our activities programme has

There's a range of visiting options to suit both residents and their loved ones alike. Visitors can come to see our residents in their rooms, sit out in our gardens on nice days, or use our safe and secure visiting pods, which provide some protection from Covid-19 as well as privacy. Residents also keep in touch digitally, through the home's iPads and Skype-enabled TV.

Rathmore House even allows pets to move in! Please speak to the home to find out more.



Rathmore's resident gardener

Nigel, current resident (story told by Nigel's niece Lucy)



“When he moved to Rathmore House in summer 2020, Uncle Nigel took with him some of the orchids he had been looking after for a few years. Edith, Rathmore’s manager, was very encouraging and took him to a garden centre a couple of times, also making sure there were some trowels and forks available for him. They chose various plants which were planted outside and looked after over the summer. They mostly died over the winter period, but maybe some will come back, it’s difficult to know!

“I know Edith plans to take him back to the garden centre and buy some more plants. He still likes gardening and likes to potter around and do stuff, and is looking forward to having something to do outside!

“There’s a benefit to the other residents too. They all enjoy the plants and it gives them a talking point and something to engage with. My uncle doesn’t mind sharing his passion!”

It feels like home

Enabling Rathmore to feel like a 'Home from Home' includes helping you to personalise your room with your own furniture, pictures and memorabilia that you may have held for years. You can even choose your colour scheme and soft furnishings for your room before moving in, and most rooms come with an ensuite toilet with ensuite showers available for some rooms.

All profits we make are put straight back into the home to ensure that they are well maintained. Our activities programme also benefits in this way, as does our technological offering to support individual care programmes and your ability to engage and interact with others.



Our family feel

Not only do our residents and staff report how Rathmore is like being part of a family, but so do their loved ones.

We build strong relationships with families and loved ones – be this a partner, child, niece or nephew, grandchild or a friend – they are regular visitors to the home, are actively engaged and always warmly welcomed. Family and friends are also often seen taking residents out to the family home, to visit other relatives, to go for a walk or to the local pub, café or restaurant.

We have a perfect balance of staff who have worked in care for many years and those who are newer to care. We invest in our staff and their continued professional development with both professional qualifications and ongoing training. We don't use agency staff; instead, we have developed our own trusted additional staff members to provide extra support cover when needed.



What our residents' loved ones say about us

A selection of recently published Rathmore House reviews on carehome.co.uk



Rathmore is homely, like a family house, and we enjoy the garden where birthdays are unmistakably celebrated. My husband is still a happy eater... probably due to the chef's talent. It is a pleasure to see how the residents are going around as if they were still at home; as a relative, I found a second family."



The carers who administer my mother's personal care are friendly and kind and her medication is regularly reviewed and efficiently administered. The manager of the home is truly amazing, always ready to help the residents and often interacting with them around the home."

Please get in touch to find out more and book a tour



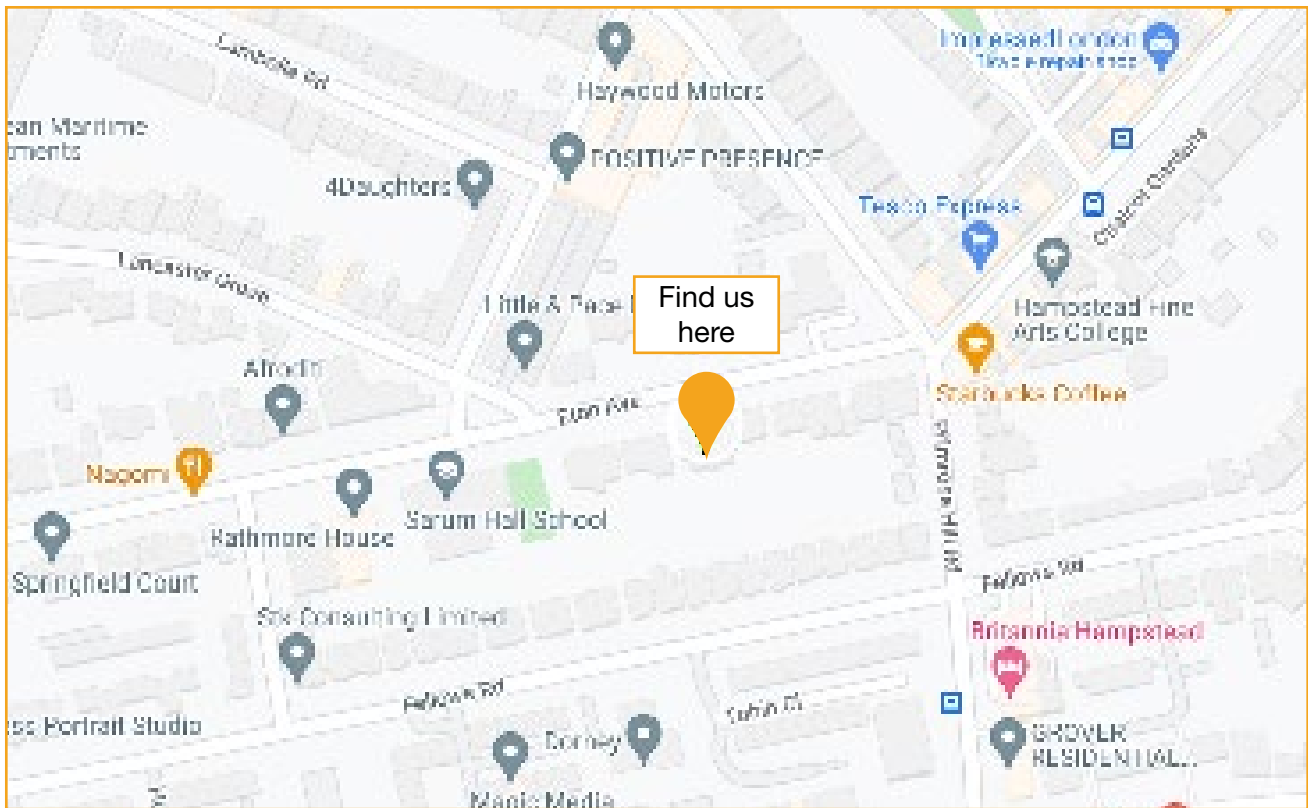
[020 8977 5002](tel:02089775002)



careenquiries@ccht.org.uk



ccht.org.uk/rathmore



All our care homes are registered with CQC and are fully compliant ensuring we meet the standards set out by CQC. For further details please look at our latest reports at: www.cqc.org.uk/rathmore



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