



# Our Care Homes

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**C&C**  
LONDON HOMES  
SINCE 1926



## Welcome

Choosing a care home is such an important and often difficult decision, that we want to be there for you to make that process as stress free as possible.

You can be confident that your or your loved one's care needs will be met within one of our warm and welcoming care homes, which provides person-centred, specialist dementia and residential respite care.

Our professionally qualified and dedicated staff are here to provide you with a bespoke quality care service, within a home from home and friendly environment.

Joining the C&C care home community provides a new opportunity to experience life in its fullest regardless of age or ability, with a variety of cultural and social activities to choose from, and a wonderful dining experience and facilities to enjoy.

Our team will be delighted to answer any queries or questions that you might have, and we look forward to meeting you or discussing your care home requirements, and to welcoming you to the C&C care home family.

**Julia Ashley  
Chief Executive**



**"Carers are very friendly, loving and kind. Dad is treated with warmth, kindness, respect and dignity. Carers are fully aware of dad's needs and his routine including his likes and dislikes!"**

**Dad speaks positively about the staff saying 'there are very nice ladies around here!'**

**Management is outstanding whilst consistently keeping us informed about dad.**

**The Manager is friendly, reliable and responsive with family emails."**

**- Christina (daughter of resident)**



# A warm welcome to C&C care homes

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Our warm and loving homes offer all the care and facilities your loved one will need; delivered by a team of committed, skilled and friendly staff.

With a rich heritage and vibrant atmosphere, each of our four care homes offers delicious home-cooked food and plenty of regular activities to stimulate the mind and body.

## Supporting the community for over 90 years

C&C has been providing safe and affordable housing and care in London for over 90 years. Our four care homes Cecil Court, Compton Lodge, Homemead and Rathmore House are registered for residential care services. They provide accommodation, meals, person-centred meaningful activities and personal care.

We pride ourselves in providing dementia care and instead of focusing on the things a person can no longer do, we support them to continue to do the things they are able to do that enriches their lives.

## Unique “Out Not In” strategy

Our unique ‘Out Not In’ approach ensures our residents can engage with society, with arts and with nature. We encourage residents to fully engage and enjoy their life, which is reflected in the variety of regular art and fitness activities and special visits organised by care staff, our dedicated events team and specialist facilitators. We also arrange partnerships with prestigious organisations such as the Royal Opera House, Royal Albert Hall, The Old Vic and more. Our approach covers all types of enriching activities; inside, outside, in-person and virtual!

We want residents’ family and friends to feel part of our care homes; to be actively engaged and always be warmly welcomed. Our aim is to be recognised as an innovative provider of excellent homes and services for older people. As a multi-award winner, our aim is to be recognised as an innovative provider of excellent care homes and services.



## Friendly and skilled staff

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

Due to the size of our care homes we are able to offer a more individualised level of care, with significant resident and staff interaction through high staffing ratios (minimum of 1:5).

Our staff often eat with the residents. This gives an opportunity to engage in a shared experience and chat in a relaxed natural way, and they dress in an informal style, so residents feel comfortable and relaxed.

## Digital care plans

Our personalised, Digital Care Plan means that every aspect of your loved ones’ care – from hydration to medicine - is accurately monitored throughout the day.

We use Nourish - the latest care planning technology - which enables our team to respond rapidly and precisely, while ensuring that all residents’ information is stored securely. Of course, monitoring health is imperative and that’s why we’ve also built strong links with local health professionals.

## Safeguarding

We are committed to protecting all our care home residents and staff. We ensure that things are put in place to protect them. Our approach to safeguarding residents is included in our Safeguarding and Whistleblowing Policies.

For more information or to arrange a visit, call Emilia Eroglu, Care Co-Ordinator on 07811 014 098 or email: [carenquiries@ccht.org.uk](mailto:carenquiries@ccht.org.uk) or go to [www.ccht.org.uk](http://www.ccht.org.uk)



# Welcome to Cecil Court

T: Emilia Eroglu, Care Co-Ordinator on 07811 014 098  
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Cecil Court, 4 Priory Road, Kew, TW9 3DG  
[www.ccht.org.uk](http://www.ccht.org.uk)



## Cecil Court – A home from home

Cecil Court provides friendly, expert, person-centred care for up to 46 residents. Set in an attractive, four-storey Victorian/Edwardian building, we offer long-term and respite care within a warm home-from-home atmosphere.

We are highly regarded for dementia care, with one local doctor stating the best for dementia care in the area! We welcome private applications, as well as referrals from local authorities. As a charitable organisation, we offer competitively priced and inspiring care.

**Facilities:** 24-hour quality care, regular GP visits; cable television, telephone point, and wash basins and toilets in all rooms; 4 lounges with Smart TV; one conservatory, 4 dining rooms and a café. On-site laundry and wheelchair access.

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## Covid-19 update

New residents will be COVID tested, supported with personalised care and our strict infection controls. All staff and residents are being regularly tested.



**“This care home is a lovely place. The staff are absolutely wonderful. They are so friendly, kind and inviting. They do an incredible job.” – Corinne (cousin of resident)**

Our staff also have close relationships with residents' friends and families, and strong connections to GPs, hospitals and the community.



## Residents feel valued and special My Life Project

This project supports residents living with dementia and provides them with a film of their lives. This includes images from family albums, an interview with the resident and their families. All of this is accompanied by their favourite music. The **My Life** project can also provide a short film for carers, giving them personal insight into the person they are caring for. This serves as an innovative care tool; the carer is able to build a more meaningful relationship and provide better person-centred care.

## Feel at home in your own space

We believe in ‘Inspired Spaces,’ where residents can choose their furniture, favourite colours and soft furnishings. Residents can also bring their own furniture so that they feel comfortable. All rooms are ensuite and fitted with facilities that cater to different needs.

“My mother lives on one of the dementia floors at Cecil Court. The home has charm and character. It lacks the ‘institutional’ feel of newer homes.”

– Alex (son of resident)

## Food is at the heart of life

Our residents enjoy a wide choice of home-cooked meals, prepared daily by a team of professional chefs. We change the menu every four weeks and they feature a choice of meals including vegetarian and specialist diets, including Kosher and Halal food.

We take time to learn about our residents’ likes and dislikes, so that they are well looked after from the moment they arrive.

## Achievements to highlight

- Dementia Awards ‘Care Innovator’ at the Great British Care Awards in London
- ‘Good’ CQC grade



## Inspirational activities

We believe that people living in care can lead inspirational lives. As part of our ‘Out Not In’ Strategy, we fully immerse residents in arts, culture and fitness activities (both indoors and out), delivered by our award-winning Engagement Team and external facilitators. Staff at Cecil Court also deliver a range of their own daily and regular activities such as: weekly bingo, regular musical entertainment, visits to Richmond park, seaside and boat trips, magic table, hairdresser, dance club, My Life films, manicures, exercise, sherry evenings, Men and Ladies Clubs, movies, crafts, baking, pub lunches, choir, gardening, fashion shows and schools exchanges.

## Stunning gardens

Residents and their loved ones can also relax and have fun in our beautiful gardens.



“My mother feels safe and at home and our family are able to relax more about her.”

– Brett (daughter of resident)

## About Fiona Saadat, Cecil Court Care Manager



Fiona prides herself on being a personable and approachable Manager and leading a committed team of professionals.

Fiona was nominated by her colleagues for a London Borough of Richmond Dignity in Care Award, and has achieved a WOW award, and an Outstanding rating across all areas of the internal regulatory audit in 2018. She’s also achieved the CQC Outstanding rating for being ‘well-led’, and is the Winner of the Care Innovator Award London.

Fiona also received the Independent Healthcare Award Winner of Management Excellence.

## Meet Maurice



Maurice has lived at Compton Lodge residential care home for over 15 months. Maurice is very well educated and originally studied at the Sorbonne in Paris, and later geology at the University of Lausanne.

Maurice's son James has recreated his bedroom so that it feels like he's living at home with his family. It's full of his own furniture and mementos from his travels whilst working in the airline industry, and also from living in other countries including: France, Switzerland, Italy and Japan to name a few. He is also fluent in five languages, and the walls of Maurice's room are covered with his own photography from his exciting travels.

"Simply the best care home we could possibly have wished for when my mum was diagnosed with vascular dementia. The care staff are obviously very well chosen - compassionate and friendly. Mum was on the 'dementia wing' and we always saw the same carers there who got to know her well."

- Lisa (daughter of resident)

So that his day is full of both sensory and physical memories from his past, every morning and evening, staff play Maurice's favourite French musicians for him to wake up and fall asleep to.

Maurice and his wife Angela have rarely spent any time apart during their 49 year-marriage. So she was especially happy to be able to celebrate his 90th birthday with him and their family and friends. She said: "The staff here have been wonderful. They've just done absolutely everything they could to make it as easy as possible to keep in touch."

Celebrating his birthday, Maurice said, "As long as we're a happy family" then he was content.

# A true home from home!

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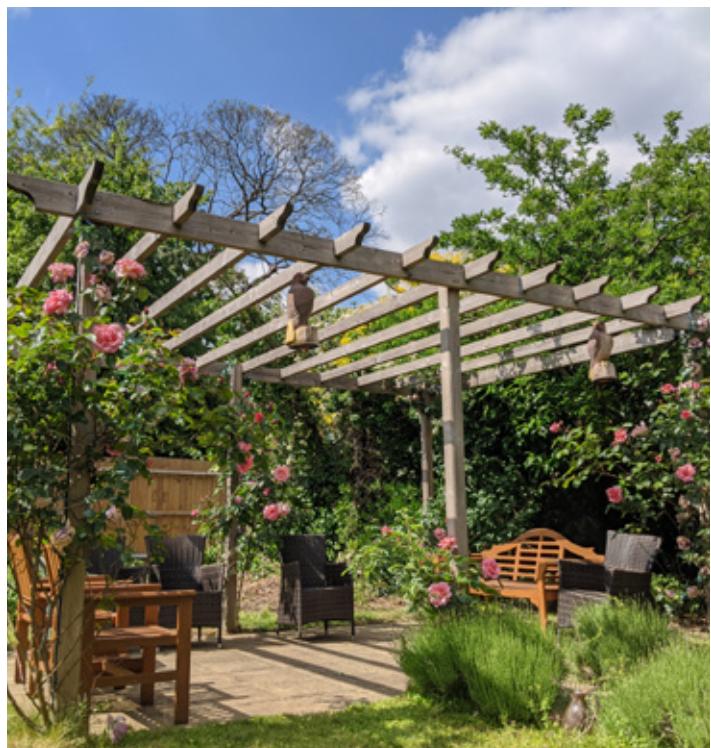


## Feel at home in your own space

We help new residents – and their loved ones – feel right at home from day one by allowing them to tailor their rooms to their own liking, and by encouraging them to incorporate their favourite possessions.

All our rooms are comfortable and spacious, and connected to the homes' call system, as well as offering a TV socket and BT connection. Many rooms are ensuite and fitted with facilities that cater to varying levels of need.

Each of our beautiful homes have a long, interesting history and families often remark that we are nothing like a normal care home! Residents and families also very much enjoy our gorgeous gardens!





## Good food is one of life's pleasures

The personalised approach isn't confined to resident rooms. Not only do residents enjoy a wide choice of home-cooked meals, prepared daily by a team of professional chefs, we actively consider dietary requirements and preferences. We find out everyone's likes and dislikes, so residents are well looked after from the moment they arrive. We even organise regular meetings between our chefs and residents to discuss the menus.



Our caterers specialise in using fresh, high quality produce and creating flexible menus that balance nutrition and taste. The weekly menus are in a four-week cycle, and are reviewed twice a year, to ensure seasonal changes. They feature a choice of meals including vegetarian and specialist diets such as Kosher or Halal foods. Other meals are available for residents who want an alternative to any of the main choices or require bespoke portion sizes. A variety of food is available throughout the day.

We are so passionate about food that our residents can choose not only what they eat, but also when and who they eat with. For a small charge, visitors are able to dine with residents upon request!

## Inspirational life with meaningful activities

We help our residents engage in meaningful and purposeful activities, which reflect their uniqueness and embrace their past, present and future! A number of our activities are run by C&C's dedicated Engagement Team, which has been providing award-winning artistic, fitness and therapeutic activities to our residents for over 30 years. Each of our care homes also runs its own programme of activities too so residents really are spoilt for choice!

Our residents enjoy gardening, G-Fitness, interactive drama, all-abilities yoga, choir groups, arts therapy, music therapy and much more.



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Inspected and rated

Good



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:  
<https://www.cqc.org.uk/what-we-do/services-we-regulate/find-care-home>



## Contact

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