

# Tupwood Gate Nursing Home, Surrey

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- Older Adults Nursing Home
- End-of-Life Care



# Welcome to Tupwood Gate

**Tupwood Gate Nursing Home** is located in the quiet residential town of Caterham in Surrey. The care and warmth at Tupwood Gate is clear to see as soon as you arrive. The cosy, wood-lined entrance hall with comfy armchairs and a warm welcome are all a barometer of the quality of the home.

From the nursing and care staff looking after your every need, to our unique and individual bedrooms, there's nowhere quite like Tupwood Gate. As a former diplomat's family residence, the house offers the combination of family home, with a touch of luxury.

We have everything you would expect from a quality place of care; qualified nursing and care staff working 24 hours a day, seven days a week in homely social and private spaces. Each room is individual and provides a different feel, all are comfortably furnished, light and airy.

We aim to maintain and improve quality of life, involving family and friends and making sure personal choices are understood and respected. Our many family events are always well attended and much enjoyed – families are welcomed and encouraged!

Individuals enjoy a range of pursuits including quizzes, film nights, games, active sessions, bingo, draughts, jigsaws and more. There are also trips out to the local coffee shops and vineyards, as well as visits from musical groups to entertain.

Individuals can also enjoy simply relaxing in one of our comfortable lounges or in our large and private garden that residents love tending to.



# Our Resident Profile



Age Range:

**50+**



Gender

**Mixed**

- > 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



Nursing care beds

**28**

End-of-life beds

**5**

“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!”

From a Relative



# 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 health care, 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 residents' 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 chiropody 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, we have been awarded platinum status for our support given to individuals nearing end-of-life.

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
- > Provide 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.

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.



**Specialist** end-of-life care – supporting individuals and their families with compassion and sensitivity



# 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 rooms.

## **When can family and friends visit?**

There is a real family feel at Tupwood Gate and we encourage 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 recreational therapists who organise things residents enjoy, such as crafts, art, games, shopping and many others. We also have visiting professionals 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.

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.

**Tupwood Gate is one-of-a-kind. Each room has a different feel, providing choice to meet your individual needs**

# We're easy to find



## 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

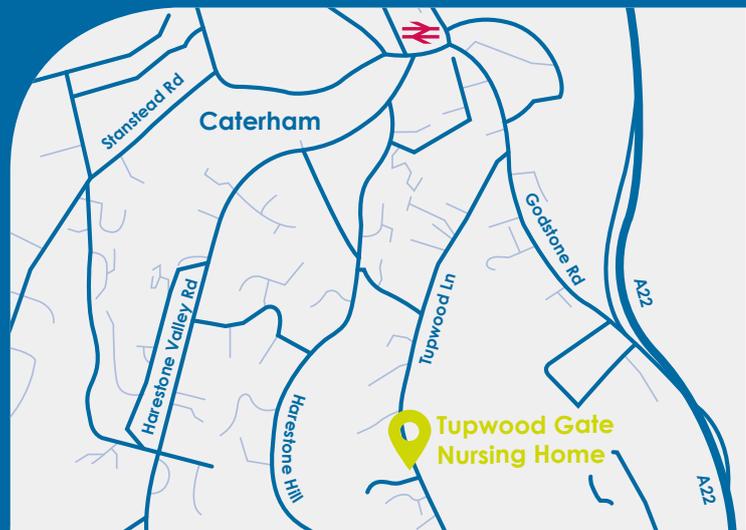
From Caterham train station take a short taxi ride to Tupwood Gate Nursing Home. It is possible to walk, however Tupwood Lane is up a steep hill.

## Contact us

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

 **01883 342275**

 **tupwood@cygnethealth.co.uk**



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

**“We wish to thank all the team at Tupwood Gate. After three months on a hospital ward he came to Tupwood Gate in a bad way. However after your superb care he improved to the point of playing games and sitting in the garden with the family. In the last months’ the staff showed great respect and we felt the staff were now like family. We cannot thank you all enough for what you did for him and for the memories we were able to make for the two years he was with you”.**

From a Relative

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