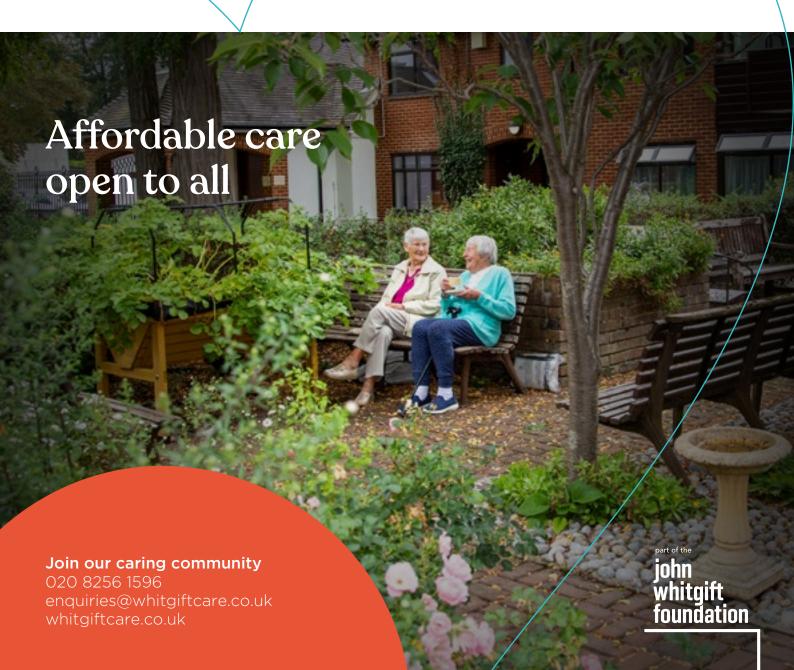
Whitgift Care.

# community at heart



We believe everyone deserves to be cared for and respected in a safe, secure, clean, and comfortable environment. But we think we can offer so much more. By really focusing on the individuals we look after, we can provide better quality care and a better quality of life – helping people to find a personal sense of joy, purpose, and belonging as part of a loving and caring community.

Our care services 4-5 Our approach to care 6-11 Our care settings 12-19

serve

We pay close attention to the individual needs of the people within our care.

care

We provide excellent quality care and support quality of life.

excel

We help people to find a sense of joy, purpose, and belonging in community.



# our care services

From supported independent living to round the clock nursing, we care for a broad range of needs across Croydon. But while the different services we offer are as varied as the people we look after, they're all guided by a single approach – focused on helping people to live their lives to the full, from the day they join us to the day they leave us.



	Carer support	Supported independent living	Respite care	Residential care	Nursing care	End of life care
Carers Information Service						
Whitgift Almshouses						
Whitgift House Sheltered Flats						
Whitgift House Nursing						
Wilhelmina House						

We are registered with the Care Quality Commission (CQC) and rated good or above across all our care settings. A copy of recent inspection reports can be obtained at <a href="https://www.cqc.gov.uk">www.cqc.gov.uk</a>

#### Carer support for family and friends

Free advice and support services for unpaid carers in Croydon and surrounding areas. Operating remotely and from the Carers Support Centre on George St, the Carers Information Service provides information, advice, support, and wellbeing services to thousands of people across Croydon and beyond who are caring for a friend, family member, partner or neighbour. They provide help and advice on claiming financial support to free massages and yoga sessions to help carers unwind. Find out more www.carersinfo.org.uk



#### Supported independent living

Residents come and go as they please in the safety and security of a gated community where their basic needs are looked after and help is always on hand.

#### Respite care

A short stay in one of our residential or nursing care settings, so regular carers can enjoy a bit of time off without having to worry.

#### Residential care

Full-time personal care for people who would struggle to live on their own but don't require nursing care.

### Nursing care

In addition to needing full time residential care, nursing care means residents require round the clock nursing care from trained professionals.

#### End of life care

Helping people to live as well, as fully, and as comfortably as possible in the time they have left.

our care services - 5



spot of gardening

"Getting out and about is a great change of pace and the day trips are always something to look forward to. But for lots of the people we look after, what they love most is just the everyday things that give them a bit of pride and purpose, like collecting fresh eggs from our hens or tending to their herbs in the garden."

Angela, Activities Organiser



show time

mind and body

It's vital we keep our minds and bodies active as we age. Not only to bring a little joy and variety to every day, but to keep us feeling young for as long as possible too. And the best way to do that is by getting up, getting out, and keeping our brains and bodies busy.

As well as organising group activities like weekly shows and day trips, we make sure the people we look after get plenty of one to one time. That might mean playing darts, listening to old records, or just sitting down for a cup of tea and a chat. These sessions are a great chance for the people we look after to build a personal rapport with staff, and to exercise their independence, by choosing how to spend that time.



out and about

6 our approach to care - 7

# eating wellbeing

Eating well is so important for our health and wellbeing. Particularly as we get older, it's essential our bodies get the nutrients we need, and that we continue to enjoy the social side of food too. After all, there's not many things that can bring people together like a good meal.

That's why we encourage those within our care to dine together at least once a day, if they're able. And to make a choice about what they have – creating the opportunity to socialise over a glass of sherry and to exercise their independence.

Of course, main meals aren't the only chance people have to eat and drink. Throughout the day, there's plenty to pick at with a cup of tea or coffee, like a jam sandwich or Victoria sponge. These little snacks – as well as helping people to eat well – just provide another opportunity to sit and chat, or to be alone in the company of others with the paper or a crossword.

"As we get older, eating becomes a bit more difficult and we start to lose our sense of taste and smell. That's why – whether it's a creamy chicken korma or hearty bangers and mash – everything that goes on the menu is chosen with the help of our guests and packed with flavour and nutrients."

Richard, Chef, Whitgift Care



Freshly prepared
Meals are all freshly prepared on site by our kitchen team.



Seasonal menus
Inspired by guest favourites for
the season, we develop a new
rotational menu every few months.



Cooked to order

Every dish is cooked with just one person in mind, to ensure their individual needs are met.



Enjoyed together
Whether it's lunch or afternoon tea,
at least one meal a day is treated as a
social occasion and a chance to bring
people together.

Please note: Catering provision varies across different care settings. Please see pages 12-19 for further details.





peace and quiet



garden parties with lasting friendships

We look to enrich the lives of those within our care – helping them find a sense of purpose and belonging in a community that goes beyond the four walls of their own home.

As part of the John Whitgift Foundation, we have a very special relationship with its three schools: Old Palace, Trinity, and Whitgift. With the schools right on our doorstep, pupils are regular visitors and we are always welcome to attend the fantastic musical productions and recitals they put on each year.

When safe to do so, we also look to mix groups across the Whitgift Care family, bringing people from different care settings together for day trips or for social occasions like afternoon tea and croquet. And we are very lucky to have some truly fantastic grounds, gardens, and outside spaces in which to host these, as well as our own chapels.

Most of all, we understand that living life to the full means different things to different people – caring for individuals is about finding what a meaningful life in our community means to them so we can help them achieve it for themselves.

# our care settings

We care for many different people across Croydon and bring them together as much as possible. Not only to add some colour to everyday life, but to ensure that even as needs change, getting the right care doesn't have to mean leaving friends behind.



# Whitgift House Sheltered Flats

While still very much part of our community, residents at Whitgift House Sheltered Flats live independently and under their own care.

Our support staff are there to keep a watchful eye, deal with any problems with the property, and to give a helping hand with daily life when needed. Staff are on site during the day throughout the week, but should residents need help urgently – they can trigger their pendant alarm to access our 24/7 Careline and get the help they need.

The flats are in the grounds of Whitgift School, with some overlooking the playing fields. They are self-catered but if they like, residents are very welcome to have lunch with residents of Whitgift House. They may also take advantage of dedicated GP visits, and enjoy a special connection with pupils and staff of Whitgift School - often being invited to enjoy performances, sports fixtures, or a friendly game of croquet.



On Duty Support Staff 8am-5pm, Mon - Fri 8am-2pm. Weekends



Emergency Pendant 24/7 Careline



Morning Call / Daily Check-ups



Self-catered







# Whitgift House

Residents at Whitgift House will have round the clock nursing care from trained professionals and weekly GP visits, to ensure every person we care for receives the care and attention they need to keep them as healthy and comfortable as possible.



On Duty



Daily

**Activities** 

Catered



**GP Visits** 

As well as trained care staff, we also have a dedicated activities team who ensure that every person we care for does at least one thing each day that they enjoy - whether that's playing backgammon with staff, listening to records together with other









## Facilities and services

- Nursing Care
- End of life care
- Respite care
- Assisted baths
- Guest parking
- Guest accommodation
- Lift
- Minibus
- Nottingham Rd

- Close to public transport
- Dedicated GP
- Daily activities
- Chapel and weekly services
- WiFi
- Hairdresser\*
- Chiropodist\*
- Daily newspapers\*

**76 Brighton Road South Croydon** Surrey CR2 6AB



"Mum loves the garden, her window where she can sit and watch the birds, and playing cards with her friends. It's such a relief to know she's happy here, that she doesn't have to feel alone."



## Facilities and services

- Residential care
- End of life care
- Respite care
- Guest parking
- Mini bus

- Close to public transport
- Dedicated GP
- Daily activities
- WiFi
- Hairdresser\*
- Chiropodist\*
- Daily newspapers\*





On Duty Care Staff 24/7



**Daily Activities** 



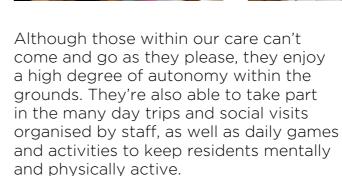
Catered

- Assisted baths
- Lift









Care staff are on hand around the clock to provide personal care and ensure each individual is well looked after.



Wilhelmina

House



CRO 5JF





\*Available at an additional cost. our care setting - 17

# Steeped in history, the Whitgift Almshouses are an enviable place to live – hidden away right in the heart of Croydon town centre.

While still very much part of our community, residents at the Whitgift Almshouses live independently, under their own care in self-catered accommodation that overlooks a beautiful private quadrangle. Our support staff are there only to keep a watchful eye, deal with any problems with the property, and to give them a helping hand with daily life when they need. Staff are on site during the day throughout the week to help but should residents need help urgently at any time – they can trigger their pendant alarm to access our 24/7 Careline and get the help they need.



The Almshouses North End Croydon CR9 1SS

"I couldn't ask for anything more, the accommodation, support and community is top quality. It's as though I'm in paradise! As soon as I walked through the gates, I knew the Whitgift Almshouses would be my home. I'm very proud to live here and be part of the Whitgift Care community."





# Whitgift Almshouses



On Duty Support Staff 8am-5pm, Mon - Fri 8am-2pm, Weekends

## Facilities and services

- Sheltered living
- Chapel and weekly services
- Limited guest parking
- Dedicated GP
- Weekly activities

- Close to public transport and shops in central Croydon
- Common room
- Shared laundry



Emergency Pendant 24/7
Careline



Self-catered



Morning Call / Daily Check-ups



our care setting - 19



## Whitgift House

South Croydon CR2 6AB

## Wilhelmina House

21 Park Hill Rise Croydon CRO 5JF

## Whitgift Almshouses

North End Croydon **CR9 1SS** 

# Whitgift Care.

### Join our caring community

020 8256 1596



⊕ ♥ @WhitgiftCare

