

Care Homes for Older People in Richmond upon Thames

This leaflet provides details of residential and nursing homes available to older people in the wider Richmond upon Thames area.



Valid as at April 2015

For current information visit our website.

Residential and nursing homes for older people situated in Richmond upon Thames



Types of care home available

■ Care home without nursing (Residential Homes)

Residential care homes provide accommodation for people on either a long or short term basis. They provide help with personal care such as washing, dressing, feeding, and toileting.

■ Care home with nursing (Nursing Homes)

Nursing care homes are similar to residential care homes but they also have registered nurses on duty at all times who can provide care for more complex health needs.

Regulation and inspection

Care Quality Commission (CQC)

All homes have to be registered with, and are regulated by, an organisation called the Care Quality Commission. The CQC inspects the homes to make sure they are meeting the standards they set.

To read the latest performance report for each care home, go to **www.cqc.org.uk**, select 'Care homes' and enter the postcode to find the relevant homes, whose website addresses are also provided.



Age UK

The Council has also commissioned Age UK to lead on a Peer Review Project whereby volunteers from Age UK who are, or could be, service users, visit each home to check the quality of service and the experiences of the residents who live there.

The care home directory

The pages that follow show a current list of all the care homes for older people operating in Richmond upon Thames. However, inclusion in this directory is not an endorsement and we can take no responsibility for the quality of privately purchased services provided by the homes listed.

You should make your own enquiries to establish the suitability of any care home and to identify any other providers if necessary. The prices charged by care homes vary, and we advise you to contact several care homes to establish their relative suitability and value for money.



What are our aims in the Quality Assurance Team



Quality Assessment (QA) Team

The Council's QA team actively engages with all care homes in the borough offering them support to help improve their standards. All Care home providers are invited to quarterly forums at the Council offices to discuss changes in the care sector, share good practice and meet professionals who provide information and updates on national trends in elderly care. The QA team also visits all care homes in the borough to check how they are performing, speak to residents and offer support to improve standards.

We want you to receive high quality care and we aim to do this by:

- Contacting you by letter or visiting you at your care home to find out your views on the services you receive.
- Working closely with you, your social worker, relatives and your care home to improve the services you receive.
- Investigating concerns about your care home that you and others raise with us.
- Giving feedback to your care home provider to improve the standard of service they offer at your care home.
- Informing you of the actions we take to resolve the concerns that have been raised with us.

What is a service concern?

A service concern is anything that causes you worry or distress in relation to the services you receive from your care home.

Here are some examples:

- Care staff not responding to your call bell or requests for assistance.
- Food provided at mealtimes being cold or of poor quality
- Laundry not being returned to you.

Anything else that you want us to resolve, improve or be aware of that you feel is an area of concern.

Service concerns can also be raised by other professionals, family members and other members of the public where they see things that worry them about the quality of service being provided by a Care Home.

What will we do?

Your concern will be registered with us and we will:

- Investigate your concern with the Care Home Manager.
- Try and resolve your problem and inform you of what action has been taken to rectify the problem.
- Review all concerns we receive as lessons for improvement in the services provided by all Care Homes in Richmond.
- Consider making changes, where appropriate, to the way we work as a result of your concern or the issues that you have raised.

Abbeyfield (Victoria House)

2-4 Ennerdale Road, Kew, Richmond, TW9 3PG

0208 940 0400

- Residential
- Caring for adults over 65 yrs

Places: 30

Last CQC Inspection: 11/07/2014

CQC Inspection Findings: Requires improvement for 1 out of 5 essential standards

Last Age UK visit: 10/07/2012

Last Councils QA visit: 04/03/2014

Council Ward: Kew

Alexander House

1-3 Palewell Park, East Sheen, London, SW14 8JQ

020 8876 6927

- Residential and Dementia
- Caring for adults over 65 yrs

Places: 16

Last CQC Inspection: 10/06/2014

CQC Inspection Findings: Fully Compliant

Last Age UK visit: 29/05/2013

Last Councils QA visit: 28/01/2014

Council Ward: East Sheen

Without nursing

With nursing

Brinsworth House

72 Staines Road, Twickenham, TW2 5AL

020 8894 1351

- Nursing
- Caring for adults over 65 yrs

Places: 36

Last CQC Inspection: 19/01/2015

CQC Inspection Findings: Requires improvement for 2 put of 5 essential standards

Last Age UK visit: 12/06/2014

Last Councils QA visit: 30/09/2013

Council Ward: West Twickenham

Cecil Court

Central and Cecil Housing Trust, 4 Priory Road, Kew, Richmond, TW9 3DG

020 8940 5242

- Residential and Dementia
- Caring for adults over 65 yrs

Places: 45

Last CQC Inspection: 06/03/2015

CQC Inspection Findings: Fully Compliant – Good**

Last Age UK visit: 17/06/2013

Last Councils QA visit: 13/02/2014

Council Ward: Kew

Dalemead

10-12 Riverdale Gardens, East Twickenham, TW1 2BZ

020 8892 2161

- Residential and Dementia
- Caring for adults over 65 yrs

Places: 49

Last CQC Inspection: 06/05/2014

CQC Inspection Findings: Fully Compliant

Last Age UK visit: 20/06/2013

Last Councils QA visit: 06/08/2014

Council Ward: Twickenham
Riverside

Deer Lodge

22 Sandy Lane, Teddington, TW11 0DR

020 8943 3013

- Residential
- Caring for adults over 65 yr

Places: 14

Last CQC Inspection: 16/10/2014

CQC Inspection Findings: Fully Compliant

Last Age UK visit: 17/10/2013

Last Councils QA visit: 28/09/2014

Council Ward: Teddington

Without nursing

With nursing

Deer Park View

Bushy Park Road, Teddington, TW11 0DX

020 8614 0000

- Nursing, Residential, Dementia
- Caring for adults over 65 yrs

Places: 60

Last CQC Inspection: 22/01/2014

CQC Inspection Findings: Fully Compliant

Last Age UK visit: 20/01/2014

Last Councils QA visit: 23/10/2013

Council Ward: Hampton Wick

Greville House

Greville Road, Richmond, TW10 6HR

020 8334 2890

- Nursing, Residential, Dementia, Learning Disabilities, Physical Disabilities, Mental Health
- Caring for adults over 65 yrs

Places: 59

Last CQC Inspection: 07/11/2014

CQC Inspection Findings: Fully compliant

Last Age UK visit: 18/11/2013

Last Councils QA visit: 24/04/2014

Council Ward: South Richmond

Hampton Care

Upper Sunbury Road, Hampton, TW12 2DW

020 8481 7070

- Residential, Nursing, Dementia, Physical disabilities, Sensory impairments
- Caring for adults over 65 yrs

Places: 76

Last CQC Inspection: 16/06/2014

CQC Inspection Findings: Fully compliant

Last Age UK visit: 01/12/2014

Last Councils QA visit: 16/04/2013

Council Ward: Hampton

Homemead

28 Park Road, Teddington, TW11 0AQ

020 8977 5002

- Residential and Dementia
- Caring for adults over 65 yrs

Places: 30

Last CQC Inspection: 27/05/2014

CQC Inspection Findings: Fully Compliant

Last Age UK visit: 14/11/2013

Last Councils QA visit: 17/01/2014

Council Ward: Teddington

Without nursing

With nursing

Laurel Dene

117 Hampton Road, Hampton Hill, Middlesex, TW12 1JQ

020 8977 1553

- Nursing, Residential, Dementia, Physical disabilities, Learning Disabilities, Mental Health.
- Caring for adults over 65 yrs

Places: 99

Last CQC Inspection: 14/06/2013

CQC Inspection Findings: Fully compliant

Last Age UK visit: 12/11/2013

Last Councils QA visit: 17/04/2014

Council Ward: Fulwell and Hampton Hill

Lynde House Nursing Home

28 Cambridge Park, Twickenham, TW1 2JB

020 8892 4772

- Nursing, Residential Care
- Physical disabilities
- Caring for Adults under 65
- Caring for Adults over 65

Places: 76

Last CQC Inspection: 27/03/2014

CQC Inspection Findings: Improvements required for 2 out of 5 essential standards

Last Age UK visit: 14/03/2013

Last Councils QA visit: 01/11/2013

Council Ward: Twickenham Riverside

Marling Court

Bramble Lane, Hampton, TW12 3YH

020 8783 0157

- Residential and Dementia
- Caring for adults over 65 yrs

Places: 37

Last CQC Inspection: 24/06/2014

CQC Inspection Findings: Fully Compliant

Last Age UK visit: 22/10/2013

Last Councils QA visit: 25/03/2015

Council Ward: Hampton North

Nightingale House

10 Strafford Road, Twickenham, TW1 3AE

020 8892 1854

- Residential and Dementia
- Caring for adults over 65 yrs
- Physical disabilities
- Sensory impairments

Places: 21

Last CQC Inspection: 28/08/2013

CQC Inspection Findings: Fully Compliant

Last Age UK visit: 30/09/2011

Last Councils QA visit: 2/03/2013

Council Ward: Twickenham Riverside

Without nursing

With nursing

Orione House

12 Station Road, Hampton Wick, KT1 4HG

020 8977 0754

- Residential, Dementia, Mental Health

Places: 34

Last CQC Inspection: 14/08/2013

CQC Inspection Findings: Fully Compliant

Last Age UK visit: 12/11/2014

Last Councils QA visit: 18/06/2013

Council Ward: Hampton Wick

Redcotts

96 Wensleydale Road, Hampton, TW12 2LY

020 8979 5477

- Residential and Dementia
- Caring for adults over 65 yrs

Places:18

Last CQC Inspection: 23/05/2013

CQC Inspection Findings: Fully Compliant

Last Age UK visit: 10/09/2013

Last Councils QA visit: 06/11/2014

Council Ward: Hampton

St Mary's Residential Home

71 Ormond Avenue, Hampton, TW12 2TR

020 8979 2847

- Residential and Dementia
- Caring for adults over 65 yrs
- Sensory impairments

Places: 24

Last CQC Inspection: 11/12/2013

CQC Inspection Findings: Fully Compliant

Last Age UK visit: 27/01/2014

Last Councils QA visit: 19/02/2015

Council Ward: Hampton

Viera Gray House

27 Ferry Road, Barnes. SW13 9PP

020 8748 4563

- Residential and Dementia
- Caring for adults over 65 yrs

Places:38

Last CQC Inspection: 17/06/2014

CQC Inspection Findings: Fully Compliant

Last Age UK visit: 17/11/2014

Last Councils QA visit: 10/09/2014

Council Ward: Barnes

Without nursing

With nursing

WhiteFarm Lodge

Vicarage Road, Whitton, TW2 7BY

020 8755 5740

- Nursing, Residential, Dementia, Learning Disabilities, Physical Disabilites, Mental Health
- Caring for adults over 65 yrs

Places: 60

Last CQC Inspection: 01/05/2014

CQC Inspection Findings: Fully compliant

Last Age UK visit: 06/08/2014

Last Councils QA visit: 19/04/2014

Council Ward: Whitton

How to contact us through the Access Team

Telephone: **020 8891 7971 (24hrs)**

Textphone: **18001 020 8891 7971**

Email: **adultsocialservices@richmond.gov.uk**

Website: **www.richmond.gov.uk/adult_social_care**

Calls made outside office hours are diverted to the out of hours team

Where to find us

Adult and Community Services

Civic Centre

44 York Street

Twickenham TW1 3BZ

Our offices are open
Monday to Thursday from
9am to 5.15pm and on
Friday from 9am to 5pm.



If you need this publication in an alternative format, such as a different language, audio tape, Braille or large print, please call us on **020 8891 7971**.