



Friends 
of the Elderly

Moor House
MIDDLESEX

Hello and a very warm welcome to Moor House

Set on the outskirts of Staines-Upon-Thames in Surrey, we are a purpose-built residential care home.

With a strong, committed and enthusiastic team, Moor House is a friendly and hospitable home and we pride ourselves on providing a home from home experience for all of our residents.

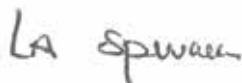
The care we provide is of the highest standard, delivered by well-trained and compassionate staff. I personally have managed Moor House for 11 years and prior to this I spent 10 years working as a community nurse.

My personal approach to care is to always listen to our residents and to strive to exceed expectations.

As the residents will tell you, from afternoon tea to garden parties, we are always working hard to provide a wonderful experience for them, their friends and their families.

Moor House is a much-loved home and I hope it will become a special home for you too.

Kind regards,



Lyn Spivak
Registered Manager







Our charity

Friends of the Elderly has been supporting and caring for older people since 1905. Over a century later Friends of the Elderly still has an important role to play in the individual lives of an ageing population.

The charity is working to ensure that all older people have the opportunity to live fulfilled and respected lives. We do this by providing high quality caring services, giving grants to older people living on a low income and raising awareness of issues such as loneliness.





Our home

Moor House is a purpose-built residential care home delivering residential care for up to 24 people. All of our rooms are spacious, light and airy with facilities such as en-suite bathrooms, a television point and telephone socket.



You are welcome to personalise your space and bring along small pieces of furniture and personal mementos to ensure you feel at home.

We have a range of communal areas, including a bright and airy lounge, a spacious dining room, library and a picturesque conservatory. In addition, we have a fully equipped



hairdressing salon and coffee shop with a nail bar and can arrange for local services to come to the home if there are treatments you would enjoy.

Our garden includes a courtyard and sheltered seating area providing a relaxing space to sit and read or talk to your friends and family.

Our approach

At Moor House we are dedicated to providing individual care with dignity that meets your needs.

We employ an informal, relaxed approach to ensure that we maintain our home from home feel, but we always deliver our care with absolute professionalism.

All our staff, from housekeeping to care and management teams, are trained to the highest standard. We invest in learning and development opportunities for all of our staff to ensure the care delivered is

second to none. To ensure you receive the best possible care, our Quality Team makes regular visits to the home to make sure we are meeting the Care Quality Commission (CQC) guidelines.

Your views are important to us and we hold regular resident and relative meetings to share information about the home and to hear your feedback. We also conduct an annual survey and publish these results with an action plan on what changes we plan to make.



We will work with you to develop a personalised care plan that reflects what you want and need. We review plans on a regular basis, to ensure that all care needs are met.

We can also support you in arranging for the GP to visit and organising other medical appointments with you or on your behalf.

We have an active social calendar developed by our dedicated activities coordinator. From movie nights to exercise groups, family days in the gardens and, trips out, you are sure to find something that appeals to you.

We also work with local volunteers who are trained in befriending or delivering activities that support you to lead an active and fulfilled life.

If you value your privacy, or wish to spend time with just your friends and family, we have relaxing spaces for you to enjoy time alone.

Your family and friends are always welcome to visit. They can drop in at any time, join you for a meal, take part in one of our many activities or just spend time sitting with you in our garden.





Our food

At Moor House we recognise how important good quality food is for both your health and happiness. We work closely with our suppliers to ensure every meal is tasty and nutritious.

Our staff work hard to ensure that we provide a pleasant dining experience and many of our residents choose to sit together and socialise over lunch and their evening meal. Guests are also welcome to join you for any of your meals.

All meals are freshly prepared by our on site cooks who plan quality, seasonal menus and you can choose from a wide range of nutritious meals.

We take the time to understand what you like so that you continue to make your own decisions about the food you eat.

A range of snacks and fruit are always available in between meal times for you to enjoy.





Visit us

We hope you have enjoyed learning more about our home and we would welcome the opportunity to show you around.

We understand it can be a difficult decision to move into residential care and our experienced team are more than happy

to talk this through with you and answer any questions you may have.

You are welcome to join us for lunch and get a feel for the home and chat to other residents about their experiences.



Moor House



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Contact us today to arrange a visit.



Call us on 0203 8564 211



Email us at moorhouse@fote.org.uk



Visit us at:

www.fote.org.uk

