



Orford House
Residential Care Home
Coulson





Thank you for your interest in Orford House Residential Care Home.

As Chief Executive of Friends of the Elderly, I am passionate about the quality of the care we provide across our charity.

Our vision is to ensure older people have the opportunity to live fulfilled and respected lives. I am proud that the care we provide at Orford House makes this vision a reality.

Within this brochure you will find lots of information about Orford House and our charity, but I believe nothing makes up for visiting the home in person, if you haven't already done so, to see for yourself what makes this such a vibrant and wonderful home.

At Orford House the high priority we place on your individuality means our experienced and knowledgeable staff will create a detailed care plan for you and keep it regularly updated.

The home has been adapted to meet the needs of people living with dementia, so they can live well and remain independent for as long as possible. There is an easy and accessible layout, and safe and secure gardens. Specialist training has also been provided for the whole staff team.

We constantly strive for the very best service, which is why we conduct regular quality audits, undertaken by our in-house team, and adhere to Care Quality Commission guidelines.

We hold regular resident and relative meetings to share information and hear your feedback. We also conduct an annual survey with residents and their families and publish these results with any improvements we plan to make.

I hope you will have the opportunity to explore Orford House and to meet our fantastic manager and the team. Most importantly, please do make time to meet our residents – the people who make Orford House such a great place to be.



We look forward to welcoming you soon.

Best wishes,

A handwritten signature in black ink, appearing to read 'Steve Allen', written in a cursive style.

Steve Allen

Chief Executive
Friends of the Elderly

An incredibly picturesque location

Built as a stunning Georgian-style house in Coulsdon, Surrey, Orford House Residential Care Home is a bright and elegant home for up to 29 people.

The open plan communal areas provide well-lit and spacious places to spend time with other residents and visitors. A small quiet lounge allows you to get away from it all if you prefer. There's always a seat for you to read a book if you want to, socialise with other residents, or listen to music.

Orford House is surrounded by stunning woodland and is set in its own landscaped grounds, with views looking out across the local golf course.

Orford House is an incredibly relaxing place where you can sit from the comfort of the lounge and watch the local deer that roam the woodland and grounds. If you prefer to be outdoors, there are walks that you can explore at your own pace, or with other residents, family and friends.





Come and see for yourself

Our experienced team will be more than happy to meet with you and show you around. You are welcome to join us for lunch and chat to other residents about their experiences.



Your personal space

Our 29 bedrooms are bright, cheerful and fully furnished and can be personalised with your own furniture. We will talk to you about your individual needs and can provide specialist furniture such as adjustable beds for your comfort and wellbeing.

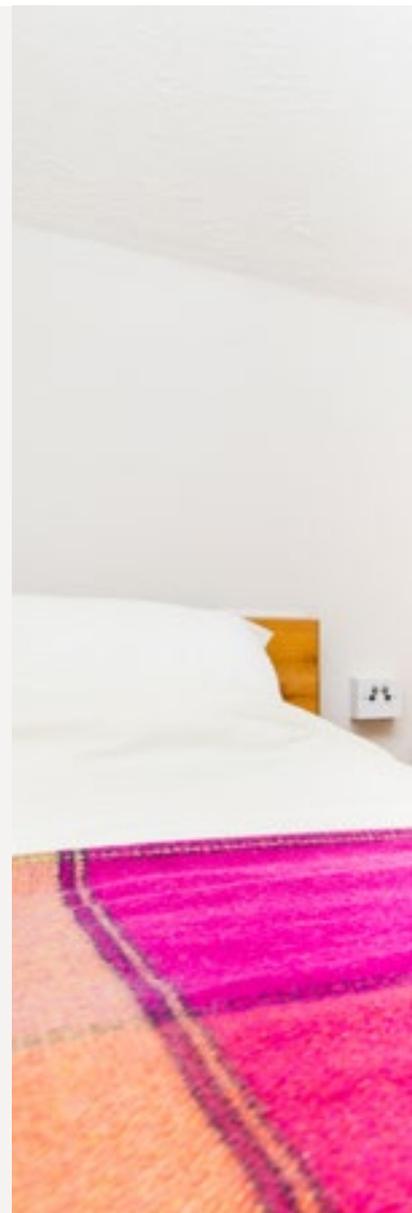
All our rooms have great natural light and a view of the grounds or gardens. The bathrooms and showers are designed for ease of use and our staff are always on hand to offer you support. Each room has its own television point and telephone socket.

It's your home, so we will work with you to develop a personalised care plan that reflects what you want and need, and we'll review it regularly.

We'll help you with visits to the doctor and arranging other medical appointments with district nurses, chiropodists and other local professionals. There's also a range of services to choose from, such as hairdressers, barbers, beauticians and much more.

We also offer a holistic approach to the care we provide and can arrange for ministers of all faiths to pay regular visits.

We know how important family and friends are – and they are always welcome to visit. They can drop in at any time, join you for a meal or take part in one of our many activities and trips. We also know that finding a special place to spend some time on your own is important too so our quiet lounge and extensive gardens provide beautiful, secluded spaces for you to enjoy peace and tranquility.





“My mother loves getting her nails painted and her hair done each week. But just as important to her is for the staff to tell her how great she looks. They never fail to do that.”

“I was involved in my family member’s care planning from the get go. Staff have always been good at keeping me informed and discussing what is the best way forward.”

Plenty to enjoy and keep you active

Whatever you enjoy doing we'll work with you to build your own personal plan, which will include one to one and group activities supporting people to continue with external clubs. Our dedicated Activities Coordinator has developed an active and interesting social calendar, including movie nights, exercise groups, family days in the gardens and trips out, so you can be sure to find something that appeals to you.

In our social areas, you can join in the daily living activities that help maintain and improve health and mental wellbeing, such as singing and dancing sessions. You can have a hand massage, manicure with our beautician, or a shampoo and set with our hairdresser.

As well as activities, Orford House is Wi-Fi enabled and we have a communal digital tablet that brings the Internet to you so you can explore the digital world at your leisure.

For those not familiar with today's digital world we have on hand volunteers and members of staff who can provide learning help and support.





- You can relax with our pet therapy, or enjoy one of our themed afternoons.
- If you'd like to continue with a favourite pastime, we'll support you to make this happen.
- Our enthusiastic Activities Coordinator would love to hear your ideas and incorporate them into our activity plan.

Delicious, nutritious meals you'll love

What you eat and drink is vital for both your health and happiness, which is why our on-site chefs create seasonal menus using the freshest, high quality ingredients.

In fact, a few of our green-fingered residents grow some of the beautiful organic vegetables that we use in our kitchen.

Our staff work hard to create a range of tasty and nutritious meals to choose from and to ensure a pleasant dining experience.

We can provide anything from traditional dishes to street food, or picnics for our field trips. While roast dinners and homemade pies are always a firm favourite, we always take the time to understand what you like so that you can continue to make your own decisions about the food you eat.

You can choose to sit with other residents or invite your own guests to join you for breakfast, lunch or an evening meal.





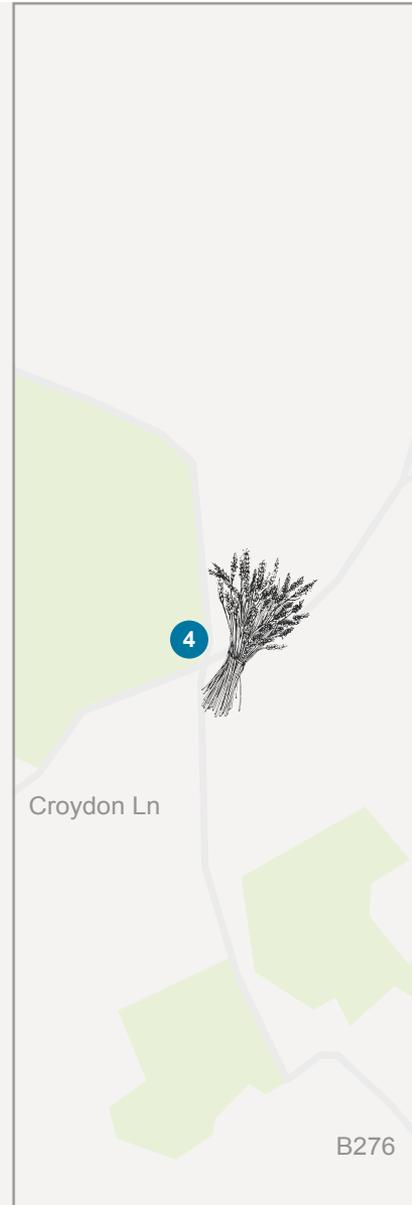
- High quality ingredients are used to create meals that provide maximum nutrition and hydration for your health.
- We offer wholesome home cooking that caters for individual diets and tastes.
- A range of drinks, snacks and fruit are always available in between meal times for you to enjoy.

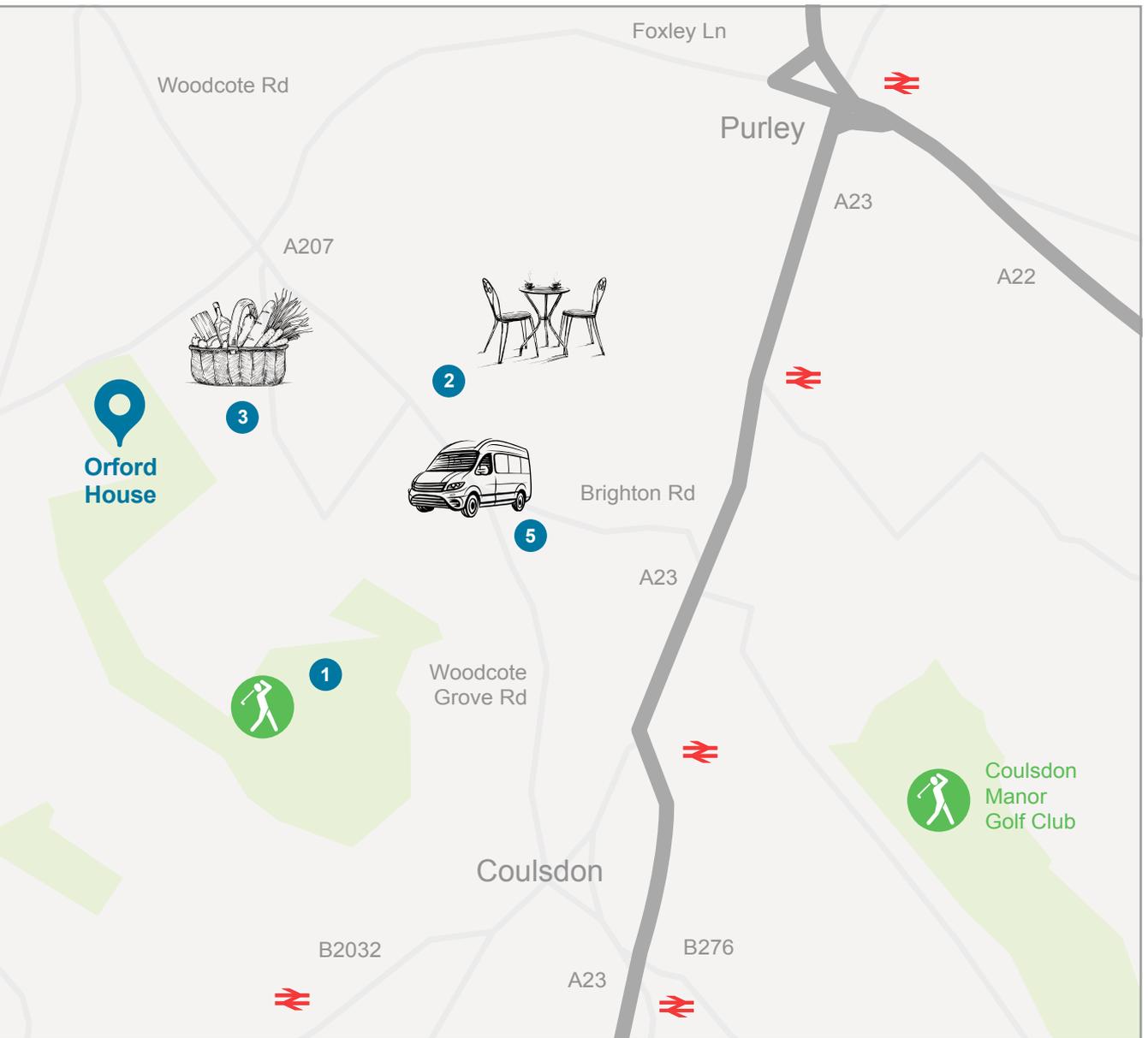


Enjoy our many local amenities

Orford House is well situated in Coulsdon, Surrey, and we enjoy an array of local amenities to suit all tastes. Whether you want to have a tasty meal with your family, a trip to the shops or a day out exploring our beautiful local countryside, we are lucky to have all this, and more, right on our doorstep.

- 1 Woodcote Park Golf Club:** Just a short walk from Orford House, serving lovely food.
- 2 Lord Roberts on the Green:** A wonderful place for a coffee or leisurely lunch in the community coffee shop and deli.
- 3 Local shops:** Many are close at hand – supermarkets, coffee shops and a range of restaurants are a short car journey away.
- 4 Mayfield Lavender Farm:** Many residents love a morning or afternoon relaxing in the nursery, gift shop and café. It's just ten minutes in the car.
- 5 Mini bus trips:** We run regular Oomph! trips to local attractions. Residents love being out with different people and visiting new places.





“My mum is happy with the varied activities she is offered here. She particularly enjoys the singing sessions and chair based exercise”

“The staff know so much about my family member. Yes, the care records are good, what they know about her can only have come from talking with her, spending time with her and building up a trusting relationship. I’m so happy about that.”

We'd love to show you around

We hope you have enjoyed learning more about our home, but nothing is better than seeing it for yourself.

Our staff would welcome the opportunity to show you around at a time and day to suit you. You can even stay for lunch and chat to other residents about their experiences.

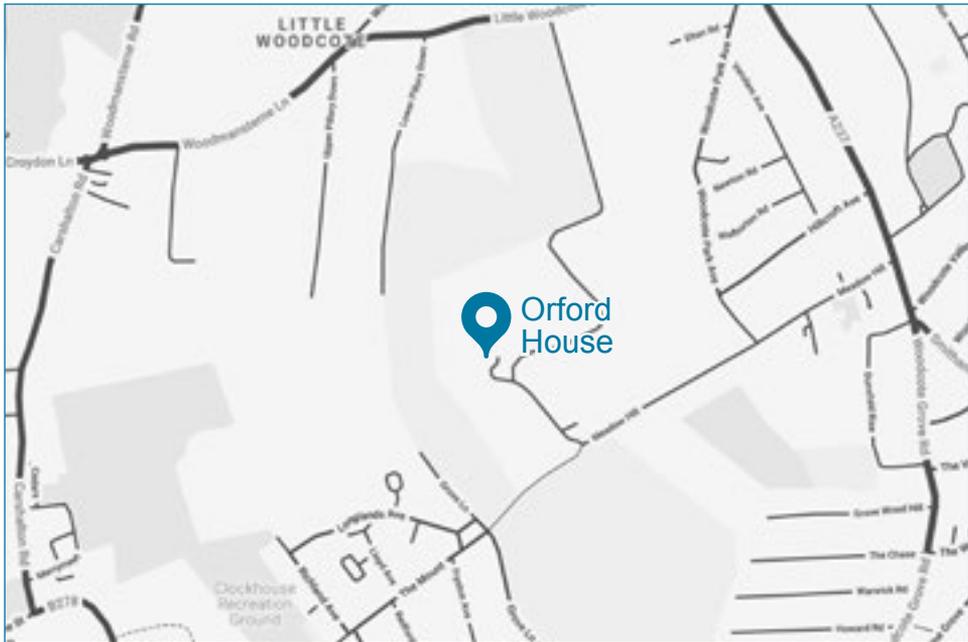
Of course, we understand it can be a difficult decision to move into residential care and our experienced team is more than happy to talk this through with you and answer any questions you may have, no question is too big or too small – call us today on **020 8660 2875** for a chat or to make an appointment to view Orford House.

The Friends of the Elderly family

Friends of the Elderly has been supporting and caring for older people since 1905.

Over a century later, we are working harder than ever to ensure 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 helping to combat loneliness through befriending and special projects. Orford House is one of our high quality residential homes, providing the very best care and opportunities for older people.



Orford House Residential Care Home in Coulsdon, Surrey is one of our most picturesque locations, offering both countryside while being close to the hustle and bustle of Coulsdon town with all its local shops, restaurants and cafés.

You can find us behind Woodcote Park Golf Club.



Orford House Residential Care Home
Woodcote Park, Meadow Hill, Coulsdon, CR5 2XN

Contact us today to arrange a visit

☎ 020 8660 2875

✉ orfordhouse@fote.org.uk

www.fote.org.uk

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