



Hello and a very warm welcome to Coulsdon

Tucked away within picturesque grounds behind Woodcote Park Golf Course, we provide residential and nursing care across two Georgian-style properties, Woodcote Grove House and Orford House.

With a strong, committed and enthusiastic team, at Friends of the Elderly Coulsdon we pride ourselves on delivering a home from home atmosphere for all of our residents.

The care we provide is of the highest standard, delivered by well-trained and compassionate staff.

I have worked in care for my whole career. 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.

Woodcote Grove House and Orford House are much-loved homes and I hope one of them will become a special home for you too.

Kind regards,



Pauline King
Registered Manager





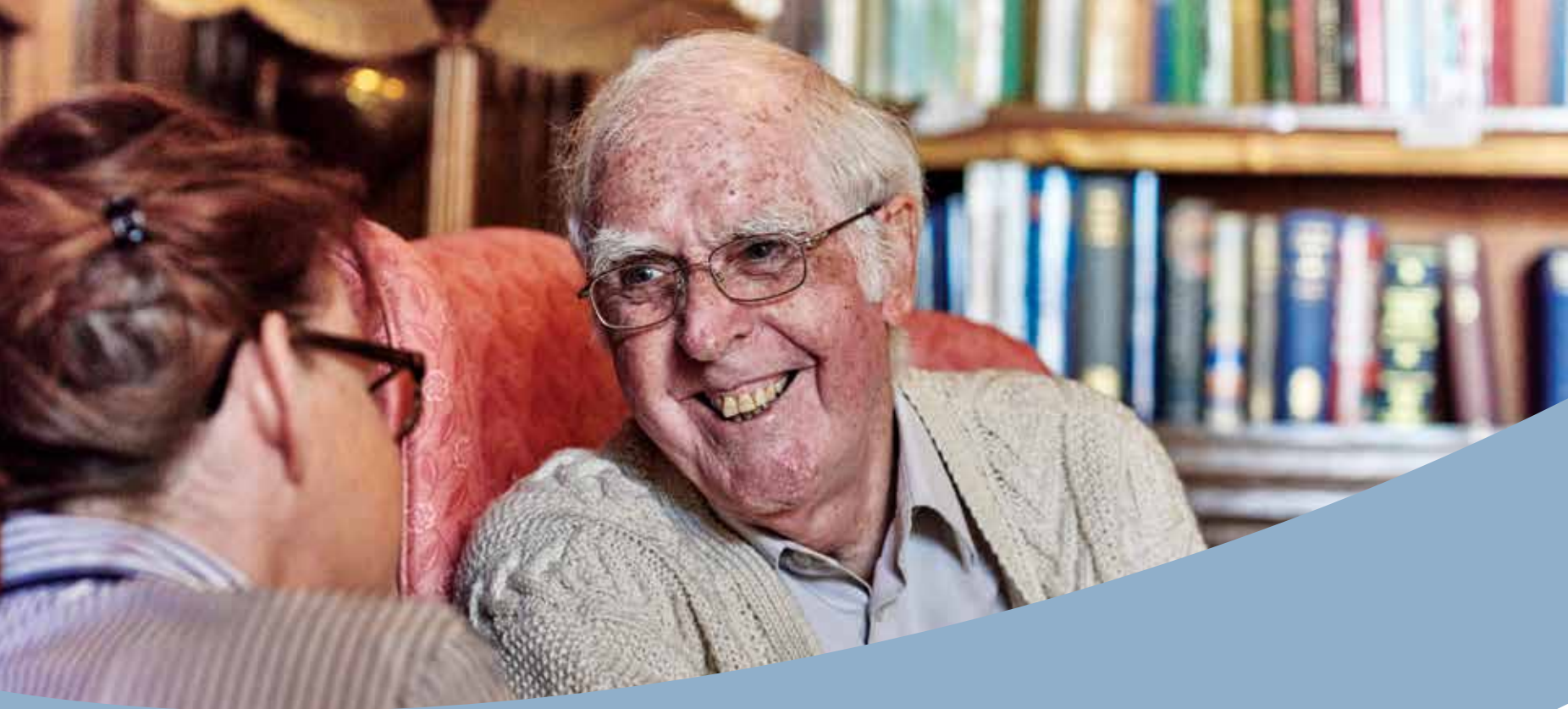


Our charity

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

Friends of the Elderly Coulsdon is one of Friends of the Elderly's most picturesque locations. Both Woodcote Grove House and Orford House are positioned in stunning grounds, providing the unique opportunity for you to enjoy the tranquillity of the local countryside, while being close to the hustle and bustle of town.



Woodcote Grove House is a Grade II listed Georgian home and provides residential and nursing care for up to 30 people. All of our rooms are spacious, light and airy and have en-suite bathrooms.

Orford House was also built in the Georgian style and provides residential care for up to 29 people. Although rooms do not all have en-suite facilities, they are fully furnished and have a television point and telephone socket. Both homes have beautiful communal



areas including spacious drawing rooms, airy dining rooms and cosy lounges. At Orford we even have a baby grand piano which you are welcome to play if the mood takes you.

Woodcote Grove House and Orford House sit within beautiful, tranquil gardens which have been developed over the years by our residents with support from our dedicated staff, providing you with a relaxing space to watch and enjoy the varied wildlife throughout the seasons.

Our approach

At Coulsdon 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 visiting the doctor and arranging other medical appointments with you and 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 also value your privacy, or wish to spend time with just your friends and family, our peaceful lounge areas and extensive gardens provide beautiful, secluded spaces for you to enjoy the peace and tranquillity of our homes.

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 Friends of the Elderly Coulsdon 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.



Our specialist care

Our care and support services include specialist nursing and dementia care, all of which are delivered by highly trained staff with empathy, dignity and respect.

Nursing care

Our professional nursing team provides nursing care for people with more complex healthcare needs. Nursing staff are available 24 hours a day, seven days a week and are trained in understanding the needs of older people. They are supported by highly skilled carers who together ensure that regular monitoring and assessments are undertaken to ensure you receive the very best care and attention.

Whilst your nursing needs may limit your mobility, we continue to support you with suitable activity that is tailored to meet your needs, from reading the daily newspaper through to gentle massage or strengthening exercises – whatever is right for you.

Our team understands fully the process for emergency admissions and can help you

navigate the paperwork needed to ensure a transition from home or hospital to our home at Coulsdon.

Dementia care

Our specialist wing for people living with dementia, has a number of specialist dementia design features, but, our ethos is always to focus on you and understand what support we can provide to help you live an active and fulfilling life.

We will spend time getting to know you and what's important to you. We will build up your life story through your own recollections and the support of your friends and family which will help us build your personalised care plan.

Our trained staff support positive well-being and meaningful activities. The relaxed atmosphere and the indoor and outdoor spaces are all designed to provide a homely environment that is friendly and safe.



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.

Coulsdon



Woodcote Grove House
Woodcote Park, Meadow Hill
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CR5 2LX

Contact us today to arrange a visit.



Call us on 0203 8564 211



Email us at coulsdonsite@fote.org.uk



Visit us at:

www.fote.org.uk

