



RNNH Care Home

A Friends of the Elderly Care Home



BUCKINGHAM PALACE
LONDON SW1A 1AA



To you all,

I am proud to be President of Friends of the Elderly. The work of the Charity ensures that older people have access to wonderful support and a safe environment for everyone in your care to live fulfilled and respected lives.

The outstanding and important work undertaken by Friends of the Elderly to embrace people living with dementia as a part of your Dementia Education Programme, is testament to the Charity's commitment to improving the lives of older people.

I send to you all at Friends of the Elderly my warmest good wishes.

HRH Princess Alexandra KG GCVO

President

Friends of the Elderly

Supporting older people for over a century

RNNH is part of Friends of the Elderly, a charity that has been making life better for older people since 1905. From serving up 'Penny Dinners' to WWI veterans to pioneering innovations in dementia care, older people are at the heart of what we do.

Yet we are more than just a charity, we are a family too. Because of this we put the personal into professional care, whether it's through grant services, day care or residential homes.

We know that older people are individuals with their own unique stories to tell. Most of all, we believe that the senior years of a person's life should be rich, full and dignified. At RNNH, we have created a space where people can flourish.



Take a look inside RNNH



‘Staff are amazing, very caring.’

An Art Deco style building with a pretty clock tower. Sweeping lawns and peaceful gardens. Fresh sea air and sunshine...

Welcome to a true home.
Welcome to RNNH.

Our lovely, Art Deco style home is based in the seaside town of Bournemouth. It is fully purpose-built with beautiful gardens and a peaceful chapel. Originally RNNH was for retired nurses but nowadays everyone is welcome.

We support independence and choice, so you can shape your life to suit you. We are an active part of the local community and have friendships with various schools. Weekly services are held in the chapel and we have strong friendships with local clergy.

Many of our team members are longstanding, meaning there is a real family atmosphere at RNNH. It is all very relaxed here, so loved ones are welcome to drop by at any time to share a meal, sit in the gardens or join in with activities. We also offer respite care and have our own specialist dementia annexe run by compassionate staff.

RNNH has an overall CQC rating of ‘Requires Improvement’.

* All quotes are anonymised and taken from latest CQC report.

A special and welcoming place

Many of the cheerfully decorated rooms at RNNH have ensuite bathrooms and lovely natural light. Each has a view of the grounds or gardens. We want you to feel fully at home, so you are welcome to personalise your space with small pieces of furniture and special mementoes.

We have various shared areas to choose from, including a cosy lounge and an attractive, spacious dining room with a piano. We also have a fully equipped hair salon offering relaxing beauty treatments, so you can always look and feel your best. Our grounds are wonderful to stroll around and we even have a scent-filled sensory garden.



Living life to the full

'I told staff I like gardening so they are going to set up a greenhouse so I can grow tomatoes.'

We are proud of our wide, varied and inclusive activities. These include movie nights, arts & crafts, cake baking, exercise groups, flower arranging, bingo, quizzes, entertainers and a pen pal club.

We have regular family days and seasonal activities like our summer garden party, fete and Christmas festivities. Our residents enjoy visits from therapy animals like llamas, as well as regular visits from local school children .

Our green-fingered gardening club keeps everything looking lovely and we have accessible raised flower beds.



Memorable menus

‘The food is excellent. And I mean excellent.’

What could be more important than delicious and nutritious food every day?

At RNNH, we believe that mealtimes should be an event. That’s why we’re passionate about serving quality dishes that will boost your health and happiness. From teatime treats to international cuisine to the best of British, we have something to tempt every taste.



All meals are freshly prepared by professional cooks, who love creating seasonal dishes sourced from specially selected suppliers. We believe in variety, meaning that you can choose from a wide range of menus each day, plus fruit and nutritious snacks are always available. Most importantly, we’ll make sure to get to know your individual preferences and if there is nothing on the menu that you fancy, our chefs will be happy to whip up an alternative. Residents also have their own shared kitchenette for further independence.

Our team work hard to create an enjoyable dining experience, which is why many of our residents choose to have their meals together. What’s more, you are welcome to have guests join you. And with special themed nights like ‘A Taste of France’, our mealtimes can be quite lively.

Putting the individual first

At RNNH, we see the individual first. We focus on what a person can do, rather than what they can no longer do. We treat everyone with dignity and consideration.

For this reason, we will aim to fit our home around you, instead of expecting you to fit around our home. We will also work with you and your loved ones to create a tailored, regularly updated care package that reflects your preferences.



Personal, professional and passionate staff

'I think it is great that we are a charity because it just feels that our values are very different to everybody else's. I love that we are part of one big family.'

We always say that it is our staff who make us what we are. From our care team to our cleaners to our managers, everyone is highly trained. Our goal is to balance a relaxed and open atmosphere with highly professional care.

We also believe in investing in our people through ongoing learning and development. Some of our staff have been with us for many years, because they know that they can grow here. In fact, it is these long relationships that create the special family feeling at RNNH.



Listening is everything

It is very important to us that older people feel seen and heard. That is why we hold regular Residents' Meetings for sharing ideas and concerns, with relatives welcome to come along.

As well as this, our annual survey is a chance for everyone to give us direct and honest feedback. Plus if there is anything you would like to chat about in private, our manager will always be here for you.

We believe in listening to older people and learning from them, which is why RNNH is always improving.



Our values

RNNH's core values of Friendship, Appreciation and Respect are at the heart of everything we do. In fact, these values have one thing in common — they are all about putting the individual first.

So whether that means offering older people dignified care, taking the time to listen, or just remembering someone's meal preferences, our values shape every single decision.



Our Royal connection

We are proud to have been supported by the Royal Family for over 60 years. Her Majesty The Queen is one of our patrons and Her Royal Highness Princess Alexandra has been our President since 2005. Their support has been invaluable to us.

Our fees

All fees are based on an individual assessment of your needs. Please see the fee insert for further details and please do also speak with the home manager.



Your next steps

We hope that you have enjoyed finding out about our beautiful and inclusive home, RNNH. We understand that moving into a care home is a big decision and that you are bound to have more questions. That is why we are here to talk you through it, every step of the way.

In fact, we would love the chance to show you around in person. So why not visit us for lunch, get a feel for our home and chat to our residents? You would be very welcome.



Get in touch

Or if you would like to speak to us on the phone first, please call

03305 550 378 (enquiry line)
01202 396 418 (care home)

Plus you can email us at
rnnh@fote.org.uk
or visit **www.fote.org.uk**
for more information.

We really look forward to speaking to you.

RNNH
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From 1905, Friends of the Elderly has cared for older people and supported them to live independent lives, enriched with dignity and respect. From providing 'Penny Dinners' to help older men returning from the First World War in 1918, to ensuring that our services and activities are safe, innovative and dementia-friendly 100 years later, Friends of the Elderly is a charity that has always put people at the heart of all that we do.

Friends of the Elderly Group

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