



Orford House 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.

A handwritten signature in white ink on a dark blue background, reading "Alexandra".

HRH Princess Alexandra KG GCVO

President

Friends of the Elderly

Supporting older people for over a century

Orford House 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, home care, day care or residential homes.

We know 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 Orford House, we have created a space where people can flourish.



Take a look inside Orford House



'I love this home and the staff are so good.'

A Georgian house straight out of a Jane Austen novel. Deer grazing on landscaped lawns. Mature gardens, beautiful woodlands and pretty walks.

Welcome to a true home.
Welcome to Orford House.

Our home is a bright and elegant Georgian-style property in Coulsdon near London. It has been freshly refurbished and is set in lovely landscaped grounds surrounded by woodlands.

You can watch deer roaming around or gaze at restful views of the local golf course. There are also plenty of activities available too, from gardening to dance. It's all very relaxed, so family and friends are welcome to drop in at any time to share a meal or take a stroll around the gardens.

Orford House is a dementia-friendly home with an innovative and inclusive approach to care. Many of our staff have been with us a long time, meaning that we have a real family atmosphere.

Orford House has an overall CQC rating of 'Good'.

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

A special and welcoming place

All of the cheerfully decorated rooms at Orford House 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 treasured mementoes.

We also have well-lit, spacious shared areas that are ideal for entertaining family and friends, while our cosy and quiet lounge is ideal for relaxation.

There are also lots of safe and secure outdoor spaces to explore, including secluded spots to read a book or enjoy a little alone time.



Living life to the full

Residents love our wide, varied and inclusive activities. These include themed afternoons, movie nights, exercise groups, gardening, singing and dancing.

We have regular excursions as well, including to the nearby Woodcote Park Golf Club and Mayfield Lavender Farm. Visits from hairdressers and beauty therapists means that you can always look your best, with hand massages, facials, aromatherapy and manicures all available.

Orford House is an active part of the local community with school children visiting regularly for activities, plus performances from the local choir and ballet school. Residents also enjoy pet therapy sessions from friendly animals.

And of course, we have regular calendar events like maypole dancing, family days in our gardens and Christmas festivities.



Memorable menus

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

At Orford House, we believe that mealtimes should be an event. That's why we're passionate about serving wholesome home cooking 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. Firm favourites include our Sunday roasts and homemade pies, often served with fresh organic produce grown in the gardens by green-fingered residents.

All meals are freshly prepared by our professional cooks, who love creating seasonal dishes sourced from specially selected suppliers. We believe in variety too, meaning that you can choose from a wide range of menus each day, plus snacks are always available. Most importantly, we'll make sure to get to know your individual preferences.

Our team work hard to create a pleasant dining experience, which is why many of our residents choose to enjoy 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 meals can be quite lively.



Putting the individual first

At Orford House, 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 Orford House.



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 Orford House is always getting better.



Our values

Orford House'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, Orford House. 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 **020 8660 2875**

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

We really look forward to speaking to you.

Orford House
Woodcote Park
Meadow Hill
Coulston
CR5 2XN



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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