

Friends  
of the Elderly



# Bernard Sunley 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

Bernard Sunley 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 our grant services, day care or our care 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 our home, we have created a space where people can flourish.



# Take a look inside Bernard Sunley



Peaceful courtyard gardens. A warm and welcoming atmosphere. The bustle of activities, laughter and chat.

Welcome to a true home.  
Welcome to Bernard Sunley.

Set in the town of Woking in Surrey, Bernard Sunley is an open, modern, purpose-built home with landscaped courtyard gardens.

Our team specialise in residential, nursing and specialist dementia care. Some have been with us for many years and have earned long service awards, including our senior staff. Relaxed visiting hours mean that you can enjoy the company of family and friends whenever you like.

We support everyone here to have as much independence and choice as possible. We also offer respite care. Our home has high standards of cleanliness and always looks its very best.

Bernard Sunley has an overall CQC rating of 'Good'.



# A special and welcoming place

All rooms at Bernard Sunley are light, airy and spacious, many with ensuite bathrooms. You are welcome to personalise your room with your own small pieces of furniture and treasured mementoes.

Residents can make the most of our cosy lounge and dining room, as well as a fully equipped hairdressing salon and sensory stimulation areas. Our popular Smiles Café is a great space for enjoying tea and cake with family and friends.

The gardens include a scented sensory oasis that is ideal for enjoying a quiet moment.



# Living life to the full

*'The number of activities I get is brilliant'*

We are proud of our wide, varied and inclusive activities. These include film nights, arts & crafts, entertainment and exercise groups. Many of our residents are keen gardeners and our raised flowerbeds make it easy to join in.

We are often visited by a local toddler group and friendly therapy dogs. Many residents attend the local church, and we provide a wide range of activities. Our home has Wi-Fi throughout, which means you can always chat to family and friends.

And of course, we love any excuse for a party at Bernard Sunley, including family days in the garden and Christmas festivities.



# Memorable menus

*'The food is good. I get to choose what I want to eat.'*

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

At Bernard Sunley, we believe that mealtimes should be an event. That's why we are 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 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 preferences. And if there is nothing on the menu that you like, our cooks will be happy to whip up an alternative.

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 themed nights like 'A Taste of France', our meals can be quite lively.



# Putting the individual first

*'We take the time to get to know each resident who lives with us.'*

At Bernard Sunley, 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 and support.

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 Bernard Sunley.



# Listening is everything

It is very important to us that older people feel listened to. 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 Bernard Sunley is always getting better.



## Our values

Bernard Sunley'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 person 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.



# A 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 learning about our beautiful and inclusive home, Bernard Sunley. 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)  
**01483 764 300** (care home)

Plus you can email us at [bernardsunley@fote.org.uk](mailto:bernardsunley@fote.org.uk) or visit [www.fote.org.uk](http://www.fote.org.uk) for more information.

We really look forward to speaking to you.

**Bernard Sunley**  
College Road  
Woking, Surrey  
GU22 8BT



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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