



Redcot 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

Redcot 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 Redcot, we have created a space where people can flourish.



Take a look inside Redcot

'What I like about this place is that you can do what you want to do. It's a pleasure living here.'



A pretty redbrick house covered in flowers. Happy chatter and the soft tinkling of a piano. Gardens overlooking the sweeping Surrey countryside.

Welcome to a true home.
Welcome to Redcot.

'Choice is one of the most important things for the people living here.'

Redcot is based in the charming market town of Haslemere. Our home has wonderful views of National Trust countryside and the Sussex Downs. It is also surrounded by mature gardens that have been lovingly cultivated over the years by green-fingered residents.

At Redcot, we believe it is the little things that matter — the happy moments of love, appreciation and gratitude that show how much we all value each other. Many of our staff are longstanding, giving our home a relaxed, family feel.

We also totally support the independence and choice of our residents, making sure that everyone's needs and preferences are recognised.

Redcot has an overall CQC inspection rating of 'Good'.

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

A special and welcoming place

‘Everyone here really cares and really wants the home to be the best home it can be.’

Rooms at Redcot are spacious, light and airy. All residents are welcome to bring small pieces of furniture and treasured mementoes to make their spaces more personal.

We have various shared areas too, including a cosy lounge, bright and airy dining room and drawing room complete with a beautiful grand piano. Our sunny ‘Blue Room’ captures lovely natural light and is a great place to entertain loved ones.

Outside, we have a sheltered garden terrace and beyond that, the town of Haslemere itself and stunning National Trust countryside.

In the afternoons, our popular Olde World Sweet Shop sells traditional bags of treats. We also have a fully equipped hairdressing salon to keep you looking your best, plus pampering visits from beauty therapists.



Living life to the full

We are proud of our wide, varied and inclusive activities at Redcot. These include arts & crafts, gardening, exercise groups, music, singalongs and visiting entertainers.

Family members are welcome to visit whenever they like and join us for a meal or relax in our pretty sheltered terrace. Our Wi-Fi also makes it easy to stay in touch with loved ones.

Residents enjoy family days in the garden and seasonal events like our Christmas festivities.



Memorable menus

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

At Redcot, 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. And when our residents asked for wine to be served with dinner, we listened and made it a regular thing.

All meals are freshly prepared by our 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 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 Redcot, 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.

That is why we don't believe in slotting our residents into categories like 'residential', 'nursing' or 'dementia'. Real people just don't fit into these neat boxes, so we treat everyone as an individual with their own unique needs.

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 Redcot.



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 Redcot is always getting better.



Our values

Redcot'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 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, Redcot. 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)
01428 644 637 (care home)

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

We really look forward to speaking to you.

Redcot
Three Gates Lane
Haslemere
Surrey
GU27 2LL



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

40-42 Ebury Street, London SW1W 0LZ
020 7730 8263

Friends of the Elderly, registered charity number 226064 (registered in England and Wales), registered company number 133850 (registered in England and Wales). A company limited by guarantee. Registered Office 40-42 Ebury Street, London SW1W 0LZ.