



Emberbrook

A modern care home set in
a charming Surrey village

brighterkind





Welcome to Emberbrook.

We're here to make life easier,
more settled and altogether better.

brighterkind is our approach to care.
It focuses on understanding what
quality of life means for everyone here
and then provides the right experiences
to help our residents live their lives to
the full. These experiences are made
possible by our specialist approach to
quality care, recreation and activities,
and food and dining.

By taking the time to understand
you, we will provide the informed care
that turns a move to our home into a
welcome change for the better.



Our home

Emberbrook Care Home, on the Surrey - London border, is set on a private estate in the pretty village of Thames Ditton, not far from the parks and amenities of Surbiton and Kingston. With 68 bedrooms offering nursing and dementia care, we think carefully about the type of room each resident needs.

Our bedrooms are set across four wings, each with its own dining room, large lounge area and a smaller quiet lounge, meaning peace and tranquillity is never far away. We also have an in-house hairdressing salon for our residents.

All furnishings and decor throughout the home are of an exceptionally high standard. We also have a well-maintained garden and patio areas, including a sensory garden for residents and relatives to enjoy.

We understand that moving into Emberbrook will be a considerable transition, but one we try to make feel as easy as possible. By helping you arrange your room just the way you like, or bringing you your daily newspaper, we'll do the little things that make the biggest difference.

OUR FACILITIES

- All rooms are en-suite (toilet/wash basin)
- Flat-screen TVs in lounge rooms
- DVD players
- Large bath and shower rooms on each floor
- Communal lounges
- Quiet lounges
- Dining rooms
- Cafe
- Hairdressers
- Wi-Fi internet
- Wii games console
- Large passenger lifts
- Mature gardens
- Sensory garden



Quality care

We want every day at Emberbrook to be as good as it can be. It's why we provide brighterkind care, based around a complete understanding of each resident's needs. This means we'll create the right environment to keep you well and happy. You'll decide how you want to live; we'll make sure you always feel valued and comfortable.

Whether you require residential, nursing or dementia care, our standard of care is first rate: we provide the most up-to-date training for our carers, and support for our residents.

How will I know what type of care is right for me?

When you arrive at Emberbrook, we'll sit down together to understand you, your life story and your needs. This includes any objectives you have, or specific health concerns. We'll then create a personal care plan together with you, your relatives and our carers.

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There are excellent facilities, the staff are very understanding and, most importantly, they provide the best care.

Resident's relative on [Carehome.co.uk](https://www.carehome.co.uk)

Our people

We're a diverse group, from different backgrounds and with different roles, but we all have something fundamental in common – every single one of us is passionate about care.

It's almost like a sixth sense: people who are always on hand to help, but with enough empathy to know when to leave you be; people who don't have favourites, and who are always busy creating the little moments of kindness that make a real difference to life here.

As well as our team of carers and nurses, GPs come into the home weekly, and we have regular visits from the hairdresser, chiropodist, optician, dentist and physiotherapist. And everyone gets stuck in together – whether to serve breakfast or help out with an activity.

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Emberbrook distinguishes itself by the kindness, dedication and abilities of its staff.

Resident's relative on [Carehome.co.uk](https://www.carehome.co.uk)



Our recreation and activities

At brighterkind we believe in living life to the full. That's why we're passionate about creating vibrant, stimulating activities that will help our residents to love every day. We call them: 'Magic Moments'.

Every brighterkind home now has a Magic Moments Club, which provides a vast range of activities and fun things to do that are open to all of our residents.

Our Magic Moments Club coordinators create an ever-changing programme, built on our residents' past experiences and interests.

Activities vary each week: from yoga, pilates, art and knitting classes. We also have visiting pet therapy. Everything's flexible – if it's sunny we try and get outside, so everyone can appreciate the best of the day.

We've built excellent links to the community, allowing residents to continue their lives outside the home with ease. We have our own minibus for trips out to the seaside, and to visit nearby parks and museums. We also receive regular visits from local schools and community groups.

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There is always something going on to provide stimulation for the residents, with a variety of activities to suit all tastes.

Resident's relative on [Carehome.co.uk](https://www.carehome.co.uk)



MAGIC MOMENTS

Club





Our food and drink

At Emberbrook, we love our food. We firmly believe that when you eat well, you live well too. This is a core part of our brighterkind philosophy of care, centring on good nutrition and the importance of mealtimes as a social occasion.

Each day our chef prepares restaurant-style meals combining variety with a balanced diet. We can cater to any dietary or health requirements, however complex.

We have a dining room in each wing and meals are prepared by our Chef at the home. Our dining rooms always become hubs of conversation and laughter, and mealtimes give even our more frail residents a chance to come together and socialise. Whether it's an old favourite like shepherd's pie or a special celebration for a resident's birthday, we encourage our residents to make the most of living in a friendly environment. There will be plenty of people to meet, and a lot of stories to share.

Of course, when, where and who you eat with is entirely up to you. Friends and family can join you as often as you'd like (at a small charge) and our extras menu gives you the option to order snacks at any time of the day.

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Next week we're off to Brighton for the day to enjoy a traditional fish and chip lunch at the seaside.

Here are some of the most popular questions people ask us as we show them round Emberbrook:

Will I be able to bring my pet?

Yes, residents are welcome to bring their pets to live at the home with them, but this would depend on the type of animal. You can discuss this with the Home Manager.

Can I come and go as I please?

We want you to be as independent as you like. So this is something we'll chat about when we sit down together to draw up your care plan.

When can people come and see me?

It goes without saying that we want your friends and relatives to visit, so they can come as often as they like on any day. No appointment is necessary.

What will there be to do during the day?

That is completely up to you. Every day we have different activities, but you should spend your time exactly how you please. There's more about the type of things we do in the Recreation and Activities part of this brochure.

How easy will it be to settle in?

It's completely natural to feel anxious about a big move. We encourage you to come along for a pre-stay visit so you can take part in an activity, meet other residents and have a meal. If you move in you can bring personal items and small pieces of furniture to make it feel more like home.

This document is available in large print, Braille and other languages if you require. Please contact us to request a copy.

This Care Home is registered and regulated by the Care Quality Commission.





To find out more or to arrange a visit please ask for our
Home Manager.

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