



KYN

BICKLEY

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KYN BICKLEY

WELCOME TO KYN

We seek to enrich and enhance the lives of every person who joins our home; to meaningfully engage the mind, nourish the spirit, and maintain optimum levels of physical and emotional health. We achieve this by providing truly unparalleled standards of care imbued with love, respect, safety and warmth, in a place of exceptional refinement and comfort.

Our ethos is informed by the KYN team's own personal experiences with their families' quest for care. Our talented leadership, nursing, and hospitality teams have applied these insights with empathy to completely re-imagine what a care home can and should be.

Every detail of what we do has been carefully considered to create an uplifting and enjoyable environment where family and friends genuinely look forward to spending precious time together.





EXQUISITE CARE

HOW KYN CARES

At KYN, 'care' means more than world-class nursing: It is a promise to honour our residents as unique individuals; to embrace the person they were and the person they are today. We are sensitive to their profession; their public and familial role; their hopes, interests, and inspirations; and what we can do to nourish their mind, body, and spirit.

We strive to enhance our residents' quality of life so that families and friends can have peace of mind, often at a uniquely difficult time, in fast-changing and complex situations. Our team's personal and professional experiences have led us to build KYN as the home in which our own families, cherished friends – and we ourselves – would wish to reside.

We believe that the best physical and emotional outcomes are achieved through a holistic approach – treating a person's physical and mental health as a whole, with a 360-degree approach to wellbeing. We begin with an in-depth assessment of each resident, sensitively compiled in detail and over time, to learn as much as possible about their history, clinical conditions, interests, and outlook. Only then do we build a bespoke plan tailored to their specific needs.

Focusing on the cornerstones of good health – preventative intervention, nutrition, appropriate physical activity, mental stimulation, and active social life – our aim is to not only materially improve the wellbeing of our residents, but also enhance their quality of life.

We achieve this in a variety of ways, including highly personalised care; the meticulous preparation of delicious, nutritious meals made from quality ingredients; an aesthetically pleasing environment of comfortable, classical interiors featuring works of art and well-stocked bookshelves; a thoughtful programme of individualised social, entertainment, and cultural activities; imaginatively designed gardens with plantings to enjoy throughout the year; and a menu of treatments and alternative remedies at our unique KYTH Spa.

The KYN Household

We have created a positive, enriching, and uplifting environment where residents have as much autonomy as they wish and their individual choices, independence, and maturity are respected.

Our unique approach to care means every floor has a modest number of households: a small number of like-minded residents, all of whom have their own bedrooms and en-suite bathrooms, with a shared lounge to enjoy together, as well as the many communal areas.

The benefits of a cosy, familiar environment with this smaller group of people are immediately recognisable; the opportunity for companionship and meaningful relationships is not only life-affirming but is proven to have a positive influence both physically and psychologically.

Before each resident joins us, we take the time to understand their personality as well as their individual needs – a nuanced, two-way process that is continuously adapted and improved throughout their stay. We then create a bespoke care plan and assign each resident a dedicated nurse, senior carer, and support team who share their interests and can take care of them like family, supporting as and when required or just being on hand to anticipate their needs before they arise.

Our priority
is to enhance the
lives of everyone
who calls KYN
their home.



TYPES OF CARE

RESIDENTIAL

For those with minimal care requirements, moving to a KYN home simply provides a fulfilling, independent lifestyle with new friends; delicious, nourishing food; a concierge to find those sold-out tickets or a table at a favourite restaurant; a convivial and beautiful environment; and a range of life-enriching activities designed to meet a kaleidoscope of interests and needs.

Should extra support be required, KYN's experienced nursing team can ensure that the correct level of care and attention is provided. We take the time to know our residents as individuals and will always anticipate when their requirements may change.

NURSING

KYN homes are designed to create the most comfortable, supportive and enabling environment for those needing care.

We personally select our nursing teams to provide dedicated care for those who need more support than our residential care can provide, such as rehabilitative care or help with physical disabilities or long-term illness.

Taking the time to identify and respond to every individual's specific needs and abilities enables us to create bespoke care plans that ensure the highest standards of clinical excellence, safety, and wellbeing are delivered day and night.

DEMENTIA

We understand that a person's experience of dementia is as individual and unique as they are. While a dementia diagnosis can mean a greater need for care, our focus is also on supporting our residents' emotional wellbeing; helping them maintain their identity, dignity, interests and independence and enabling a continued engagement with their family. We do this by offering choice, respect, minimising medicinal intervention where possible and placing the emphasis on research-led care.

We provide our residents living with dementia with enriching environments, in areas designed specifically for their needs with dedicated social spaces, outside terraces, and sensory gardens.

Our Admiral Nurses are specialist dementia nurses with extensive clinical knowledge and experience. They can navigate the 'Dementia Pathway', managing complex needs and co-morbidities, providing advice on medication, changing symptoms and therapeutic interventions. Offering life-changing support to families affected by dementia, they have the time to listen and the knowledge to help.



We prioritise our residents' independence as much as possible so that everyone can enjoy a fulfilling way of life.



RESPIRE

For those who do not require long-term care but need support to aid recovery or an interim solution for those moments when family and friends are unavailable, our respite care is an excellent choice.

Temporary respite care at KYN provides all the benefits of belonging to our life-enriching community while offering an essential opportunity for family caregivers to dedicate time to their own wellbeing. Meanwhile, their loved one can experience a change of scenery and enjoy a new or favourite pastime in a safe, loving, and nurturing environment.

All care at KYN begins with getting to know our residents, no matter how long they intend to stay with us. For our respite residents, creating a detailed and bespoke care plan allows our experienced team to deliver the right care at the right time, until they are ready to return home.

PALLIATIVE

Our compassionate and devoted teams approach palliative care with great empathy and sensitivity to enable the residents and their family and friends to feel as comfortable and supported as possible, physically and emotionally.

We believe it is a privilege to be entrusted with caring for residents at this stage of their life. We work closely with a resident's loved ones and medical and health professionals to design a nuanced care plan to manage any pain, maintain their dignity, and fill their final moments with love, free from fear, with their wishes respected.

The focused attention and knowledge of each resident's character and medical profile enables KYN to deliver the highest standards of care.

ENHANCED CARE

INNOVATION

Our homes reflect the very latest therapeutic approaches and clinical insights in providing care. From advanced care-planning technology to acoustic monitoring systems to ensure secure sleeping, the most pioneering and innovative developments are subtly embedded in the comforts of home.

The needs of elderly people can be complex, and many require specific nursing or memory care. We know we can influence and improve outcomes by investing in every aspect of an individual's unique journey. By creating a culture of transparency with continual learning, feedback, modification, and improvement, we can provide the very highest standards of care and consideration to our residents and their families.



The Family Portal

Family and friends can stay in touch as often as they choose via our online family portal. Whether visiting by phone, tablet, or computer, it's easy to stay up to date with meals chosen and activities enjoyed that day.

Continual communication is one of our founding principles, and in addition to visits in person, our portal facilitates real-time, two-way communication between residents and their families, as well as encouraging regular communication and feedback with our nursing, management and leadership teams. Feedback from our residents and their families is invaluable to KYN and our open and transparent culture enables us to learn and grow.

Sleeping Safe and Sound

Our night-time acoustic monitoring system employs the latest artificial intelligence and machine-learning to identify the tiniest disruption or changes to breathing patterns, and will instantly alert our care team to check in on our residents, typically before they have even stirred, to ensure their safety throughout the night.

Additional thermal-imaging technology provides personal safety and independence by monitoring each resident's bedroom and alerting carers to any movement while automatically illuminating a pathway to assist with navigation and reduce any risk of injury.

Our technology enhances standards of care so that teams are instantly alerted when assistance may be required and can therefore act before incidents occur. It provides detailed insights into our residents' health and wellbeing, enabling us to proactively adapt their personalised care plans at any given moment.



FULFILLING DAYS

LIFE ENRICHING

We believe that a fulfilling, meaningful, engaged, and contented life can be enjoyed at every stage of our existence. We are therefore passionate about enriching the mind, body, and spirit of our residents and offer a wealth of opportunities to create, watch, listen, participate, and enjoy.

Our thoughtful and intelligent selection of daily changing activities is less a catalogue of events and more a part of life; something essential, pleasurable, and designed to provide sensory and neurological benefits.

Our residents have absolute autonomy over their day and choose the activities that interest and inspire them, so they can experience their favourite pastimes or explore something new.

We value the pleasures of sociability for their positive impact on physical and mental wellbeing, and our guiding principle is 'to bring the world into the home'.

ARTS

Our arts programme encourages creativity, motivates broader conversation about cultural values, and provides residents with engagement in interesting goings-on in the wider world. From talks with visiting artists and musicians to craft classes; film screenings; and streamed ballet, opera, jazz, and classical or contemporary concerts, KYN is committed to enabling our residents to pursue their cultural interests.

MIND

We wish to engage the minds of everyone in our care and offer unique opportunities to exercise the brain and fully experience the senses. Daily mind activities range from our Literature Appreciation Society and Current Affairs Club to crossword sessions, word games, and chess. More imaginative or specialist mind activities at KYN include pet therapy and life moments, whereby residents can share precious, poignant memories from their lives with our residential community. We also invite children from neighbourhood schools to visit us, which provides a mutually enriching opportunity for intergenerational play and conversation.

NATURE

In keeping with our ethos of supporting mind, body, and spirit, our landscape gardeners provide seasonal beauty for all to enjoy, and improve residents' mood, cognition, and mental and physical health. Along with our terraces that provide the perfect spot to soak up the sun or enjoy a cup of tea, we have created a year-round sensory appeal through imaginative planting of herbaceous borders and small orchards of fruit trees. Residents and their guests are invited to participate in flower arranging and the potting, planting, weeding, and cutting of shrubs, fruit, and herbs.



We ensure every day is wonderfully different from the one before.

BODY

Our physical activities are designed to reconnect residents to their body and external environment, both inside and outside our home. We offer slow, strengthening exercise classes such as Pilates, Yoga, or Tai Chi, which are designed to improve posture, stability, and coordination, and we encourage interaction with the local community by organising shopping trips, afternoon teas, tickets to local concerts, and group expeditions to areas of outstanding natural beauty.



SPIRIT

KYN has a holistic approach to physical and mental wellbeing and is passionately committed to helping residents find balance, peace, and harmony within themselves. We are broad-minded in providing a good atmosphere, so our home has been placed on a crystal grid and our air-handling systems gently diffuse essential, mood-uplifting oils. We arrange for all forms of denominational worship, and also offer a wide range of therapies in our KYTH Spa, designed to promote energy, restore the body and psyche to their natural balance, and revitalise from top to toe. Treatments can be booked in advance with specialist visiting therapists who provide massage, reflexology, homeopathy, and other holistic experiences such as craniosacral therapy, which applies gentle touch to relieve tension in the central nervous system to promote wellbeing and boost health and immunity.



CRAFTED CUISINE

EXCEPTIONAL FOOD

KYN residents are served the finest quality food, with an emphasis on fresh, seasonal ingredients, satisfying flavours, and nutritional balance. We sensitively cater to individual dietary requirements while ensuring our lovingly prepared meals provide nourishment and happiness.

Our menus and service are delivered to five-star hotel standards, whether a resident is eating in the privacy of their own room at whatever time they choose or settling down for an intimate lunch or dinner with family and friends in the heart of our home, The Great Room.

Designed by a team of chefs who are noted for preparing healthy, comforting food with a Michelin-starred flourish, a shared meal at KYN is something residents, their families, and friends can genuinely look forward to.

Our chefs are tasked with getting to know each of our residents personally, to understand their tastes, favourite dishes, and dietary requirements. They are on hand to discuss the catch of the day, or freshly sourced ingredients.

While our menus are carefully designed to provide optimal nutritional balance, variety, and flavour; to avoid artificial additives and be low in sugar and salt, we recognise that sometimes a little indulgence is also required. Our residents can choose from a variety of menus throughout the day, whether at mealtimes or through our 24-hour in-room dining service.

Having good conversation over good food is one of life's principle joys, and we welcome our residents' friends and family to join them for meals, continuing many years of memories created around a shared table.



Daily Changing Menu

STARTERS

Cured smoked salmon

Lemon and capers

Coronation chicken

Caramelised apricots and coriander

Tomato and basil tart

Homemade yoghurt

MAIN COURSES

Honey and thyme roasted duck

Braised chard and mashed potato

Baked cod

Oregano, lemon, olive oil braised chard and crushed Jersey royals

Mushroom and nut hash

Faux egg, watercress and horseradish

DESSERTS

Dark molten chocolate fondant

Whipped hazelnut ice cream

Apple & cinnamon cake

Mixed raisins and apples topped with cinnamon butter cream

Summer pudding

Elderflower served with coconut cream



EXCEPTIONAL COMFORT

KYN BICKLEY

Designed to be a welcoming, uplifting environment for residents and visitors alike, we have designed every detail of our home to provide personal and social spaces that redefine the meaning of care. We take inspiration from elegant, classical British architecture and ensure the KYN experience begins from the moment you first set foot on our grounds.

Set in two acres on the Bickley Park Road, KYN BICKLEY provides an unparalleled experience in residential, nursing, dementia, palliative, and respite care. Working in partnership with world-renowned, interior designer Nina Campbell, we have meticulously considered every aspect of our home to provide a safe, beautiful and welcoming environment for our residents.

The layout has been perfected to suit a range of complex requirements, without compromising on quality or disempowering our residents and infringing on their need for independence. Our bedrooms are sensitively arranged to accommodate the most particular of needs, with the ease of assisted living and safety subtly combined with the comforts of home.





THE GREAT ROOM

The heart of our home is The Great Room, where residents and their visitors can gather at our magnificent marble-topped bar for a convivial drink or sit at a table to share a meal. The Great Room is our principle social space, and the setting for our cultural events and group activities.

THE CINEMA

Residents can sink into a sumptuous, comfortable armchair in our atmospheric cinema to enjoy contemporary or classic films. We also screen performances from world-famous international theatres, opera houses, and other cultural venues.

READER'S CORNER

Our thoughtfully stocked bookshelves are continually refreshed by Heywood Hill, one of London's leading bookshops and the book curators to Her Late Majesty The Queen. This 'book nook' combines literary classics with new publications and is the perfect setting for our weekly Literature Appreciation Society, with Heywood Hill happy to source personal favourites upon request.

OUR BEDROOMS

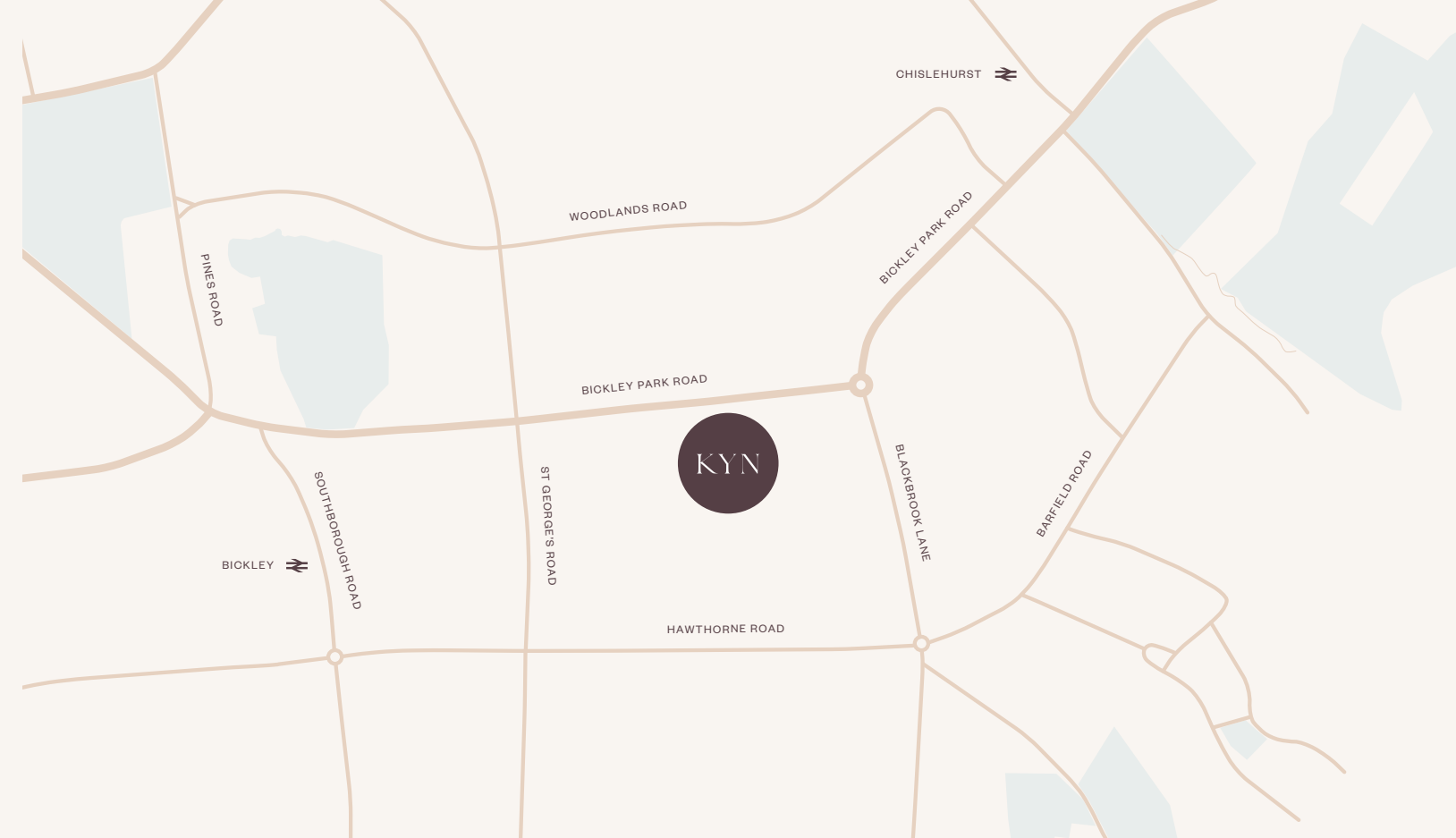
Featuring bespoke furniture, luxury fittings, and spacious en-suite bathrooms, our fully furnished bedrooms come in a choice of designs and with the option of further personalisation with the resident's own belongings.

THE TERRACES

KYN BICKLEY sits within formal herbaceous borders with a wooded landscape beyond. Our private terraces, framed by lawns and trees, form pockets of sunshine where residents can relax and enjoy the outdoors.

THE EDEN ROOM

Our peaceful Eden Room visually unites our beautiful outdoor surroundings with the harmonious internal décor. It is a charming space to take a moment to oneself or be waited on by our accommodating hospitality team and is also available on request for private events for residents and their families.



KYTH SPA

Good grooming is essential to a good mood and sense of self-worth, so we have designed the KYTH Spa and hair salon to be a relaxing environment that provides a wide variety of treatments to restore body and spirit. Under the expert hands of our professional and highly experienced hairdressers, therapy practitioners, and physiotherapists, we ensure our residents look and feel their best. We also offer therapeutic massage, reflexology, homeopathy, and acupuncture.

TRANQUIL GARDENS

Our team of landscape gardeners provide seasonal splendour and multiple areas of interest to encourage residents outdoors to experience the sensory uplift of Nature and its proven health benefits. Designed with a variety of routes in which to stroll, our gardens have lawns, hedges, wild grasses, fruit and feature trees, herb gardens, and fruit & vegetable patches to provide a familiar, sensory sanctuary for our green-fingered residents who are encouraged to participate wherever possible.

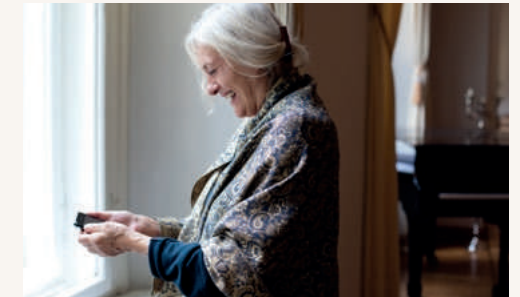
UNPARALLELED PROFESSIONALISM

OUR TEAM

When seeking new members to join our dedicated, multi-disciplinary team, the requisite expertise, sincerity, and empathy are a must.

Our recruitment team follow robust processes to secure only the very best people. By investing in our people we create a stable and dependable culture devoted to KYN and our residents. We reward competitively and fairly and motivate by providing training and opportunities for growth.

We are proud of our team-to-resident ratio and unique system of 'households', whereby residents are cared for in small individualised groups and have a dedicated nurse, senior carer, and support team to really get to know them and take care of them like family.



Our dedication to excellence means that every KYN colleague appreciates and delivers the high standards required to look after our residents. When a new team member joins KYN, they undergo an in-depth on-boarding process to equip them with the skills and knowledge to uphold our ethos with absolute ease.

DEVELOPMENT PARTNERS

KYN only engages with the best people and organisations. Crucially, our carefully selected partners care as deeply as we do about enriching the lives of our residents and helping us to create safe, beautiful, and uplifting environments imbued with love and warmth.

“I have always designed interiors with a single purpose in mind – to make people feel uplifted. I try to do this through beauty, balance, colour and texture and above all I want to give comfort.”

NINA CAMPBELL
CREATIVE DIRECTOR



Nina Campbell

CREATIVE DIRECTOR

We commissioned leading British interior designer, Nina Campbell, to design our décor. Her signature style of comfort and elegance not only provides reassuring beauty but also gives our residents a vital sense of belonging.

In each of our homes, you will find chic and authentic spaces with sofas designed for spending long, cosy hours with a book; vibrant fabrics; artful wallpapers; and ambient lighting. Our bedrooms are tasteful, spacious, safe, and comfortable, and feature bespoke furniture and elegant en-suite bathrooms. Every detail has been considered to create spaces that our residents will enjoy living in.

Adam Ellis

ART CURATOR

KYN's bespoke collection of artworks has been curated by Adam Ellis, whose London-based fine-art studio has put together unique collections for some of the most sought-after restaurants and clubs in the world, including The Ivy, The University Arms Hotel in Cambridge, and London's private members' club, Annabel's. Taking inspiration from the natural environment and local area, KYN's artwork has been selected to complement the surroundings and bring an additional layer of interest and beauty.

Heywood Hill

BOOK PURVEYORS

Owned by the Dukes of Devonshire, Heywood Hill has been sourcing and selling new, out-of-print, and antiquarian books from its Curzon Street shop since 1936. In 2011 Her Late Majesty The Queen awarded the shop a Royal Warrant. It has assembled an eclectic library for our residents to discover both privately in their rooms and socially in our Literature Appreciation Society.

LUC

LANDSCAPE DESIGNERS

The gardens at KYN BICKLEY are designed for all seasons, with plantings that provide year-round interest created by LUC, an award-winning environmental consultancy. Our terraces and formal herbaceous borders reflect our architectural style, while winding pathways framed by pergolas lead our residents to uncover sensory gardens and orchards where the play of light, textures, colours, sights, scents and sounds create a tranquil, beautiful backdrop in which to enjoy time with family, friends, and other residents or just to sit with a book.

Melford

KYN is the premium nursing care business of Melford Care LP, a partnership formed by Melford, a leading sponsor of real estate related businesses in the UK. Established in London in 2002, Melford invests in properties and real-estate related businesses on behalf of some of the world's leading charities, foundations and family offices. In addition to KYN, Melford operates businesses in retail, office, and hospitality sectors including Cambridge's leading luxury hotel and destination restaurant, the University Arms and Parker's Tavern.



YOUR PEACE OF MIND

MOVING TO KYN BICKLEY

Moving to a care home is a big step and can be an emotional time, often associated with worry (and sometimes even guilt) for the family members involved. At KYN, we walk hand-in-hand with you every step of the way, not just with our residents but their loved ones too.



We encourage future residents, their families, and friends to visit us and experience the genuine love and warmth of a KYN home. We take this opportunity to get to know our residents and their families so we can understand how best to support them at this critical stage in their lives. We also consider whether we believe that the resident is suited to our home, mindful of always promoting the best interests of the whole community that we serve.

Residents are offered a choice of room, with different outlooks and interior designs to consider. To personalise their private spaces, and to feel more at home, we encourage residents to bring favourite items with them, whether that be an artwork, a treasured chair, or simply family photos.

When it comes to moving into a KYN home, our team are on hand to help however we can, whether that is arranging transport for furniture, or simply helping our residents arrange their personal belongings just how they want.





THE KYN ETHOS

01

HOLISTIC CARE

KYN's approach to care means a deep consideration of who our residents truly are; what interests them, inspires them, nurtures them, and strengthens them. We make it our mission to know our residents as a biographer would research their subject.

02

HOSPITALITY

A welcoming environment is complemented by bespoke menus and 24-hour room service – designed to nourish, satisfy, comfort, and entertain each resident according to their taste and needs. Our dedicated hospitality team are led by managers with specialised experience, be that in housekeeping, service, or food and beverage preparation and delivery.

03

DESIGN

In every KYN home we strive to create superbly comfortable, uplifting environments – somewhere our residents are proud to call home and welcome their family to. Elegant, light, luxurious, and thoughtful design combine with safety and comfort to provide an atmosphere of warmth and familiarity.

04

LIFE ENRICHING

We are passionate about enriching the lives, minds, and bodies of our residents, and cultural, physical, spiritual, and emotional engagement is integral to our care. Our residents choose life enriching activities that interest them, giving each person absolute autonomy over their day.

05

INNOVATION

Our relentless drive for innovation means we seek out the best partners not only in the UK but across the world. We believe that by investing in technology, we can provide better care and improve outcomes for our residents.

ENQUIRE

BECOME A KYN RESIDENT

Please do get in touch to find out more about
life at KYN BICKLEY. We look forward
to the opportunity of answering any
questions you may have.

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