

KINGSCLEAR

Care from the heart

IN CAMBERLEY

ARIA CARE

We are proud to introduce our luxurious and purpose built home, Kingsclear conveniently located in the affluent suburb of Camberley.

We have a passion for delivering person centred care for older people. We believe that every resident deserves, and should enjoy, the best possible quality of life.

That passion is instilled into every home where our teams are committed to supporting residents to continue to live their life to the full.

That means more than providing great care; it's about working with each resident and their family to truly understand them, their wishes, needs and dreams for the future, and striving to make those dreams come true.

Kingsclear, like all our homes, provides excellent facilities, and what makes us unique is the highly skilled and dedicated teams of care workers, nurses, support staff, specialists and managers who make the difference. They consistently go above and beyond to deliver the best possible care to residents.

We understand that looking for a care home can be an emotional and challenging time. We have decades of experience in supporting families to make the difficult decisions, so that the whole family has peace of mind.

We're here for you, every step of the way, helping our residents to live the life they want, with independence, choice and dignity.

We look forward to welcoming you to our beautiful home and will be on hand to answer your questions.

WHAT MATTERS TO YOU,
MATTERS TO US

Welcome to Kingsclear



“The staff were kind, courteous and helpful.

The facilities and decor were excellent

and the room spacious.”

Resident's family member

MAKING A DIFFERENCE

Whether you are looking to connect with new friends or have specific care or nursing needs, we provide high quality residential, nursing and dementia care in beautiful surroundings.

Knowledge and understanding is at the heart of the care we provide. We take time to learn about your life, for example, your career, the places you've lived, and the people who are important to you. We work with you to understand and capture your stories, your likes and dislikes, the things that make you unique – then we use this knowledge and your care needs to shape your care plans. No detail is too small, right down to the number of pillows you like on your bed.

We understand that this is your home, and privacy and choice are fundamental to ensuring your dignity. We will always ask permission to come into your room, and we'll always give you choices about what you'd like to do and how you'd like to do it.

Your specialist care teams

Many of our residents choose Kingsclear as they're looking for companionship and peace of mind.

Our nurses, carers and therapists are experienced in caring for people with low level needs to the most complex of health needs. We work with a dedicated GP, consultants and specialists to plan and adapt care should your health needs change.

Our Electronic Care Planning System is a secure way for immediate family, with consent from their loved one, to view the care provided including latest care plans. As well as monitoring residents' basic care it also captures their personal wishes and preferences too.

Some benefits of the Electronic Care Planning System include:

- Secure way to store and update personal information
- Promotes transparent care practices
- Care plan reviews can be signed electronically by relatives with power of attorney
- Share health care records with other healthcare professionals for faster treatment

“Kingsclear has far exceeded my expectations.

It is the most caring and comfortable home.

The whole family has been welcomed and made to feel at home and cared for in every way.”

Resident's family member

A PLACE TO CALL HOME

Kingsclear is set in a peaceful residential location. Nestled in four acres of beautiful landscaped gardens, terraces and courtyards and set within a mature woodland perimeter.

We provide many different types of support and work with you to put together a care plan that is unique to your needs and requirements. Our teams are experienced in caring for people with the most complex of health needs including convalescence care, rehabilitation, health monitoring, wound management, and the management of long term conditions.

Our nurses also specialise in end of life care planning that helps to prevent residents from going to hospital unnecessarily, working with you and your family to respect your wishes.

Choosing the right type of care

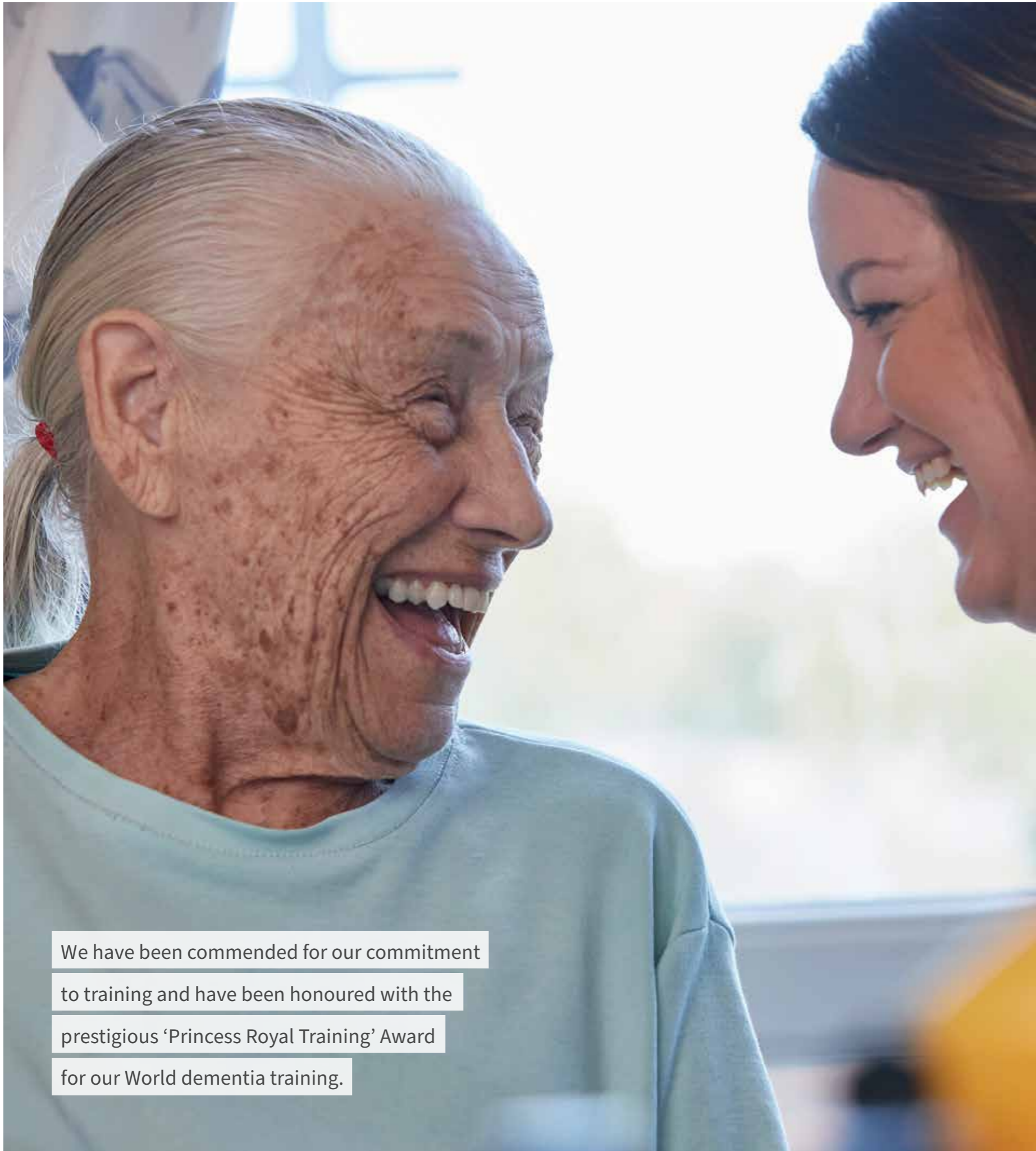
- **Residential care** – This involves offering support with some of the basic activities of daily life, such as bathing, shaving, oral care, dressing, assisting with mobility and diet management.
- **Nursing care** – This involves dealing with health related tasks and the management of prescribed medications. Care is led by our own Registered Nurses chosen for their care, compassion and proven experience.
- **Dementia care** – There are many types of dementia, which affect each person in very different ways. Care includes helping to preserve their sense of identity and quality of life.
- **Respite** – This may include helping a person to recuperate after an operation or illness, or caring for them while their regular carer takes a break.



“I knew I made the right decision to move my dad to Kingsclear when I was able to drive away in my car after a visit and have no worries or concerns that he will be well looked after until my next visit.”

Resident's family member

WHAT MATTERS TO YOU,
MATTERS TO US



We have been commended for our commitment to training and have been honoured with the prestigious 'Princess Royal Training' Award for our World dementia training.

LIVING IN MY WORLD

There are now nearly 850,000 people living with a diagnosis of dementia within the United Kingdom and it is important to know you are not alone.

If you have recently been diagnosed with dementia we understand this can be a difficult and emotional time. At Kingsclear we can help you to understand more about dementia and how to live as well as possible, including making plans for the future.

Award winning training

As part of their ongoing training in their particular field, every team member receives our unique 'Living in My World' dementia training which is accredited by City and Guilds. It highlights the importance of meaningful activities and a stimulating environment for people living with dementia, as well as addressing clinical aspects of care.

Caring Homes has also been commended for its commitment to training and has been honoured with the prestigious 'Princess Royal Training' Award.

Helping residents live well with dementia

Our residents living with dementia have every opportunity to continue with the daily activities that were such a formative part of their lives,

and which makes them feel happy and fulfilled.

Our communal rooms and en-suite bedrooms are designed in accordance with research published by Stirling University's Dementia Centre, an international centre of knowledge and expertise dedicated to improving lives of people with the condition.

Throughout the home, memory aids promote maximum independence and confidence. Our dementia friendly design features include strong lighting coupled with the use of colour and contrast for safety and perception, plus clear signage with icons to help residents find their way around the home.

At Kingsclear we also have a sensory 'Magic Table' which promotes physical activity for our residents including those living with dementia. They can experience three primary outcomes of play: sensation, relaxation and reminiscence.

WHAT MATTERS TO YOU,
MATTERS TO US

WHERE CARE AND COMFORT COMBINE

Light, beautifully decorated and spacious, Kingsclear is designed to ensure that you enjoy a luxurious standard of comfort in a friendly and homely environment.

A room with a view

At Kingsclear there are 90 bedrooms with varying styles, sizes and aspects, including some with lounge area and private walk out balconies. Each is beautifully furnished and comfortable.

Are you a keen gardener? Then a ground floor garden room may be ideal, with space for a chair or two, plus some potted plants.

How about an upstairs room with fabulous views over the beautiful landscaped garden, terraces and woodland perimeter? There's sure to be a room that you'll love.

A space of your own

While every bedroom is fully furnished, you are encouraged to bring your own personal pieces to make your room feel more homely. Our maintenance team will be happy to hang a favourite picture or two, to add those important finishing touches.

Safety is our foremost concern, so each room has a nurse call system. We will also tailor the facilities in your room to your precise needs and wishes.

“All of the staff have a welcoming and friendly approach to not only to my dad, but to myself and my mother when we visit. The home itself is in gorgeous surroundings and the rooms are clean and safe.”

Resident's family member



“Our private dining room is available for your enjoyment. You can invite family and friends and our chefs will help you to design your own menu too.”



A LIFESTYLE YOU'LL LOVE

Moving into a care home is a new chapter in your life and we believe in enabling you to continue the hobbies you enjoy, rediscover forgotten interests, or try something new.

Tailored to you

We have a team of talented Wellbeing Coordinators who will support you to be as active or sociable as you wish, meaning that there's plenty to do if you're keen to get involved. Taking guidance from you, they will plan varied and fulfilling activities to suit you personally. Even simple daily tasks that maybe important to you like tending to garden pots or serving tea, we recognise that everyone is unique and so are the daily activities that people choose to do at Kingsclear.

Enjoy our stunning facilities

Within the home, the bistro is a popular place to entertain family and meet friends for morning coffee or afternoon tea. Alternatively, our cinema room offers plenty of classic film moments to

reminisce over, or doubles up as a big screen for sporting events for residents, their children and grandchildren.

Residents and visitors can also enjoy our beautiful landscaped gardens particularly in the summer for al fresco dining and Pimm's on the terrace. We run regular Sherry Mornings too, which friends and family are welcome to join.

Our wind proof glazed balconies and roof terraces also provide outdoor enjoyment and stunning views all year round.

Explore the local area

We're always keen to hear your feedback and ideas for activities so we can ensure that you're enjoying each day to the full.

Typical activities include:

- Visiting musicians and entertainers
- Weekly cinema club
- Inter-generational playgroup
- Arts and crafts
- Weekly gardening club
- Tai-Chi and chair yoga
- Pet therapy
- Regular outings
- Professional physio exercise classes
- Hand care and manicures



“Enjoy a movie or the latest sporting events with friends.”

A FEAST FOR THE SENSES

There's always a buzz around the house at meal times. In fact, good food and great times are what life at Kingsclear is all about.

Menus designed around you

Our catering and hospitality team have in-depth knowledge of nutrition and hydration and one of our Chefs will meet with you when you first join us in order to get to know you and understand your dietary needs and personal preferences.

The catering and hospitality team sources seasonal and local produce and ensures that there are always plenty of tasty options to choose from. Special diets are easily catered for, including for residents who have difficulty swallowing, or need fortified meals. You can view our menus when you visit us or read a typical menu online.

Dine in style

The home offers different styles of dining, including formal, more relaxed spaces and a private dining room for

special occasions. You can also enjoy your meal in your room if you prefer.

Whether you're a three-meals-a-day person, or prefer to eat little and often, our menus and snack options provide complete flexibility. You can start the day with a cooked breakfast or cereal and juices, followed by lunch and dinner or a light meal and snack.

Time to celebrate

Baking is a big favourite with residents at Kingsclear, and afternoon tea always includes tasty homemade cakes. You're welcome to help yourself to soft drinks, tea and coffee from the Bistro and serveries on each floor at any time, and there are always tempting treats on offer.

Homemade cake is always on the menu for residents' birthdays, and our catering team is very happy to provide delicious food for family get-togethers.

“Our chefs ensure there's always a variety of tasty food options available.”

Hospitality Manager



“They have achieved the right level of professionalism combined with empathy, expertise and friendliness.”

Resident's family member

FREQUENTLY ASKED QUESTIONS

What is the ratio of staff to residents?

As everyone's needs vary, we will assess each individual and agree on the level of support and care required with each resident, family members, and healthcare professionals where appropriate.

Do I have to pay extra for entertainment?

No. The in-home entertainment, events and activities are based on the interests, preferences, and needs of residents. Therefore, we consider the range of lifestyle options available to be a part of their care planning in which good physical, cognitive, and social engagement can directly improve health and wellbeing.

Do you offer room service?

Yes we do and there is no tray charge for this service. Friends and family can join whenever you wish.

What are your visiting times?

Kingsclear operates an open door policy. Family and friends are always welcome and can see their relatives and loved ones as often as they wish.

Can I bring my pet?

Most pets are welcome to visit for the day by arrangement with the Home Manager.

Who decides on the menus?

Our Head Chef and the team have many years of cooking experience. They craft their nutritionally balanced menus using seasonal produce, and are guided by the feedback provided to them from our residents during their monthly hospitality meetings and individual care plans.

What is a care pathway?

Care homes that provide a combination of residential, nursing and dementia care are said to offer a 'care pathway'. Homes that offer all three are described as offering a 'complete care pathway'. Essentially; having a care pathway can allow a resident to remain at the same home should their needs change, without having to relocate to another service.

Why do fees vary based on duration?

A premium is added to the cost of respite care or a short stay. These residents enjoy all the benefits on offer to those who call Kingsclear their permanent home.

WHAT MATTERS TO YOU,
MATTERS TO US

UNDERSTANDING CARE FEES

Our range of fees are determined to ensure the safety of our residents and the comfortable running of their home.

Our fees are competitive, reviewed annually, and can vary based on individual care needs, size or aspect of room, and duration of stay.

Fees quoted are per week and include medications management, retained GP services, weight, hydration and nutrition monitoring, plus regular and varied events and activities, wellbeing support and care and nursing in line with assessed needs.

Fees are payable in advance prior to admission and comprise of up to one month's care fees and a refundable deposit.

Depending on an individual's needs some funding assistance may be available. When you visit the home please ask about the allowances and how we may help you request any funding entitlements.

Local Authority Care Fees

Available for a resident over 65 years of age who does not have the required funds to pay for their own care. These fee levels do not meet our requirements, however it is possible for other family members to 'bridge the gap' or 'top up' any shortfall, subject to assessment.

Attendance Allowance

This is also available for those over 65 years of age who have a physical or cognitive need and is provided at a lower or higher level, subject to assessment.

Funded Nursing Care

This is a contribution by the NHS towards the cost of nursing care for those in a care home. A flat rate is paid directly to the home and unlike many other care providers we deduct this amount in full from our monthly invoice.

Continuing Healthcare

This is arranged and funded by the NHS for people who are not residing in hospital and have been assessed as having a 'primary health need'.

We recommend that making the decision on how to fund a care home placement is ideally done with the support of a professional advisor.

TAILOR YOUR OWN CARE PACKAGE

You can tailor your own care package to suit your individual needs and if you change your mind or your requirements change, then so can your care package.

Included in your weekly care fee:

- Personalised, individual care plans and a named key care worker
- Person-centred software
- Medical intervention and administration of prescribed medicines
- Care and nutrition advice and support
- Communication skills workshops for individual medical conditions such as how to live well with dementia
- Visiting GP Service
- 24 hr Nurse Call system in all communal areas and bedrooms
- Palliative care and family support at end of life
- Dedicated assisted spa bathroom suites on all floors
- Health and Fitness programme
- Tray service available in every room
- Tea and coffee available in room
- Housekeeping including window cleaning, laundry and ironing service
- Free Wi-Fi throughout the home
- Telephone calls (UK)
- DVD player (selected rooms)
- Integrated Mini fridges/Safes (selected rooms)
- Cinema room
- Hair and Nail Salon
- Dedicated Activity/Hobby Room
- Seasonal menu options and personal meetings with our Hospitality Manager and Head Chef
- Selected wines, beers, spirits and sherry at meal times
- Bistro and lounge drinks and snacks always available
- Homemade birthday Cakes
- Formal and relaxed dining as you desire including a private dining room
- Planned activities schedule including visiting entertainers
- Quiet room
- Visitor parking

Also included in your weekly care fee:

- Themed events
- Lounges with board games, newspapers and magazines
- Cinema screening of films/sporting events
- Personal chaperone to medical appointments
- Reflexology & Podiatry
- Manicures and pedicures
- Planned Excursions and days out to places of interest
- Hairdressing (colouring and perming)
- Floristry orders can be arranged
- Private transport can be arranged
- Entertain friends and family on special occasions - private dining for own use with your own menu
- Premium branded wine, beer and spirits

Special touches to consider

(excluded from your weekly care fee)

- Occupational therapy, chiropody, physiotherapy
- Optician, Audiology and dental appointments
- Dry cleaning
- International telephone calls

There's help and support every step of the way. No matter which care package you choose, you'll find your care plan and moving in is meticulously planned by our Home Manager.

GET IN TOUCH

We want you to make the right decision for you, and we're here to provide all the answers, advice and guidance you need.

Come and see us

By far the best way to find out if Kingsclear is the home for you is to experience it for yourself.

Come and meet our residents, talk to our friendly team, and take a tour of our beautiful home.

Kingsclear, Park Road, Camberley, Surrey, GU15 2LN

Call or email

Our friendly team is on hand to answer your questions between 8am and 7pm weekdays, 9am and 4pm Saturdays and 10am and 3pm Sundays on

freephone 0808 223 5516

or enquiries@ariacare.co.uk

Find out More

You can read about our manager and their team plus see our latest news and events at

www.ariacare.co.uk/kingsclear

Other homes in Surrey

Like Kingsclear, our other homes offer a range of quality care in stunning surroundings.

Moorlands,

Lightwater, Surrey

Residential | Nursing care



Dormy House,

Sunningdale, Berkshire

Residential | Nursing |
Dementia care



Coxhill Manor,

Chobham, Woking, Surrey

Residential | Nursing |
Dementia care



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