Care Homes for Older People in Richmond upon Thames

This leaflet provides details of residential and nursing homes available to older people in the wider Richmond upon Thames area.

Valid as at April 2015
For current information visit our website.
Types of care home available

■ **Care home without nursing (Residential Homes)**

Residential care homes provide accommodation for people on either a long or short term basis. They provide help with personal care such as washing, dressing, feeding, and toileting.

■ **Care home with nursing (Nursing Homes)**

Nursing care homes are similar to residential care homes but they also have registered nurses on duty at all times who can provide care for more complex health needs.

**Regulation and inspection**

**Care Quality Commission (CQC)**

All homes have to be registered with, and are regulated by, an organisation called the Care Quality Commission. The CQC inspects the homes to make sure they are meeting the standards they set.

To read the latest performance report for each care home, go to [www.cqc.org.uk](http://www.cqc.org.uk), select ‘Care homes’ and enter the postcode to find the relevant homes, whose website addresses are also provided.
Age UK

The Council has also commissioned Age UK to lead on a Peer Review Project whereby volunteers from Age UK who are, or could be, service users, visit each home to check the quality of service and the experiences of the residents who live there.

The care home directory

The pages that follow show a current list of all the care homes for older people operating in Richmond upon Thames. However, inclusion in this directory is not an endorsement and we can take no responsibility for the quality of privately purchased services provided by the homes listed.

You should make your own enquiries to establish the suitability of any care home and to identify any other providers if necessary. The prices charged by care homes vary, and we advise you to contact several care homes to establish their relative suitability and value for money.
Quality Assessment (QA) Team

The Council’s QA team actively engages with all care homes in the borough offering them support to help improve their standards. All Care home providers are invited to quarterly forums at the Council offices to discuss changes in the care sector, share good practice and meet professionals who provide information and updates on national trends in elderly care. The QA team also visits all care homes in the borough to check how they are performing, speak to residents and offer support to improve standards.

We want you to receive high quality care and we aim to do this by:

● Contacting you by letter or visiting you at your care home to find out your views on the services you receive.
● Working closely with you, your social worker, relatives and your care home to improve the services you receive.
● Investigating concerns about your care home that you and others raise with us.
● Giving feedback to your care home provider to improve the standard of service they offer at your care home.
● Informing you of the actions we take to resolve the concerns that have been raised with us.
What is a service concern?

A service concern is anything that causes you worry or distress in relation to the services you receive from your care home.

Here are some examples:

- Care staff not responding to your call bell or requests for assistance.
- Food provided at mealtimes being cold or of poor quality
- Laundry not being returned to you.

Anything else that you want us to resolve, improve or be aware of that you feel is an area of concern.

Service concerns can also be raised by other professionals, family members and other members of the public where they see things that worry them about the quality of service being provided by a Care Home.

What will we do?

Your concern will be registered with us and we will:

- Investigate your concern with the Care Home Manager.
- Try and resolve your problem and inform you of what action has been taken to rectify the problem.
- Review all concerns we receive as lessons for improvement in the services provided by all Care Homes in Richmond.
- Consider making changes, where appropriate, to the way we work as a result of your concern or the issues that you have raised.
**Abbeyfield (Victoria House)**
2-4 Ennerdale Road, Kew, Richmond, TW9 3PG
0208 940 0400

- Residential
- Caring for adults over 65 yrs

**Places:** 30  
**Last CQC Inspection:** 11/07/2014  
**CQC Inspection Findings:** Requires improvement for 1 out of 5 essential standards  
**Last Age UK visit:** 10/07/2012  
**Last Councils QA visit:** 04/03/2014  
**Council Ward:** Kew

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**Alexander House**
1-3 Palewell Park, East Sheen, London, SW14 8JQ
020 8876 6927

- Residential and Dementia  
- Caring for adults over 65 yrs

**Places:** 16  
**Last CQC Inspection:** 10/06/2014  
**CQC Inspection Findings:** Fully Compliant  
**Last Age UK visit:** 29/05/2013  
**Last Councils QA visit:** 28/01/2014  
**Council Ward:** East Sheen
Brinsworth House
72 Staines Road, Twickenham, TW2 5AL
020 8894 1351

- Nursing
- Caring for adults over 65 yrs

Places: 36

Last CQC Inspection: 19/01/2015
CQC Inspection Findings: Requires improvement for 2 out of 5 essential standards

Last Age UK visit: 12/06/2014
Last Councils QA visit: 30/09/2013
Council Ward: West Twickenham

Cecil Court
Central and Cecil Housing Trust, 4 Priory Road, Kew, Richmond, TW9 3DG
020 8940 5242

- Residential and Dementia
- Caring for adults over 65 yrs

Places: 45

Last CQC Inspection: 06/03/2015
CQC Inspection Findings: Fully Compliant – Good**

Last Age UK visit: 17/06/2013
Last Councils QA visit: 13/02/2014
Council Ward: Kew
Dalemead
10-12 Riverdale Gardens, East Twickenham, TW1 2BZ
020 8892 2161

- Residential and Dementia
- Caring for adults over 65 yrs

Places: 49
Last CQC Inspection: 06/05/2014
CQC Inspection Findings: Fully Compliant
Last Age UK visit: 20/06/2013
Last Councils QA visit: 06/08/2014
Council Ward: Twickenham Riverside

Deer Lodge
22 Sandy Lane, Teddington, TW11 0DR
020 8943 3013

- Residential
- Caring for adults over 65 yr

Places: 14
Last CQC Inspection: 16/10/2014
CQC Inspection Findings: Fully Compliant
Last Age UK visit: 17/10/2013
Last Councils QA visit: 28/09/2014
Council Ward: Teddington
Deer Park View
Bushy Park Road, Teddington, TW11 0DX
020 8614 0000

- Nursing, Residential, Dementia
- Caring for adults over 65 yrs

Places: 60
Last CQC Inspection: 22/01/2014
CQC Inspection Findings: Fully Compliant
Last Age UK visit: 20/01/2014
Last Councils QA visit: 23/10/2013
Council Ward: Hampton Wick

Greville House
Greville Road, Richmond, TW10 6HR
020 8334 2890

- Nursing, Residential, Dementia, Learning Disabilities, Physical Disabilities, Mental Health
- Caring for adults over 65 yrs

Places: 59
Last CQC Inspection: 07/11/2014
CQC Inspection Findings: Fully compliant
Last Age UK visit: 18/11/2013
Last Councils QA visit: 24/04/2014
Council Ward: South Richmond
Hampton Care
Upper Sunbury Road, Hampton, TW12 2DW
020 8481 7070

- Residential, Nursing, Dementia, Physical disabilities, Sensory impairments
- Caring for adults over 65 yrs

Places: 76
Last CQC Inspection: 16/06/2014
CQC Inspection Findings: Fully compliant
Last Age UK visit: 01/12/2014
Last Councils QA visit: 16/04/2013
Council Ward: Hampton

Homemead
28 Park Road, Teddington, TW11 0AQ
020 8977 5002

- Residential and Dementia
- Caring for adults over 65 yrs

Places: 30
Last CQC Inspection: 27/05/2014
CQC Inspection Findings: Fully Compliant
Last Age UK visit: 14/11/2013
Last Councils QA visit: 17/01/2014
Council Ward: Teddington
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<th>Phone</th>
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<th>Last CQC Inspection</th>
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<tr>
<td>Laurel Dene</td>
<td>117 Hampton Road, Hampton Hill, Middlesex, TW12 1JQ</td>
<td>020 8977 1553</td>
<td>Nursing, Residential, Dementia, Physical disabilities, Learning Disabilities, Mental Health, Caring for adults over 65 yrs</td>
<td>99</td>
<td>14/06/2013</td>
<td>Fully compliant</td>
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<td>Fulwell and Hampton Hill</td>
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<td>Lynde House Nursing Home</td>
<td>28 Cambridge Park, Twickenham, TW1 2JB</td>
<td>020 8892 4772</td>
<td>Nursing, Residential Care, Physical disabilities, Caring for Adults under 65, Caring for Adults over 65</td>
<td>76</td>
<td>27/03/2014</td>
<td>Improvements required for 2 out of 5 essential standards</td>
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<td>Twickenham Riverside</td>
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Marling Court
Bramble Lane, Hampton, TW12 3YH
020 8783 0157

- Residential and Dementia
- Caring for adults over 65 yrs

Places: 37
Last CQC Inspection: 24/06/2014
CQC Inspection Findings: Fully Compliant
Last Age UK visit: 22/10/2013
Last Councils QA visit: 25/03/2015
Council Ward: Hampton North

Nightingale House
10 Strafford Road, Twickenham, TW1 3AE
020 8892 1854

- Residential and Dementia
- Caring for adults over 65 yrs
- Physical disabilities
- Sensory impairments

Places: 21
Last CQC Inspection: 28/08/2013
CQC Inspection Findings: Fully Compliant
Last Age UK visit: 30/09/2011
Last Councils QA visit: 2/03/2013
Council Ward: Twickenham Riverside
Orione House
12 Station Road, Hampton Wick, KT1 4HG
020 8977 0754

- Residential, Dementia, Mental Health

Places: 34
Last CQC Inspection: 14/08/2013
CQC Inspection Findings: Fully Compliant
Last Age UK visit: 12/11/2014
Last Councils QA visit: 18/06/2013
Council Ward: Hampton Wick

Redcotts
96 Wensleydale Road, Hampton, TW12 2LY
020 8979 5477

- Residential and Dementia
- Caring for adults over 65 yrs

Places: 18
Last CQC Inspection: 23/05/2013
CQC Inspection Findings: Fully Compliant
Last Age UK visit: 10/09/2013
Last Councils QA visit: 06/11/2014
Council Ward: Hampton
St Mary’s Residential Home
71 Ormond Avenue, Hampton, TW12 2TR
020 8979 2847

- Residential and Dementia
- Caring for adults over 65 yrs
- Sensory impairments

Places: 24
Last CQC Inspection: 11/12/2013
CQC Inspection Findings: Fully Compliant
Last Age UK visit: 27/01/2014
Last Councils QA visit: 19/02/2015
Council Ward: Hampton

Viera Gray House
27 Ferry Road, Barnes. SW13 9PP
020 8748 4563

- Residential and Dementia
- Caring for adults over 65 yrs

Places: 38
Last CQC Inspection: 17/06/2014
CQC Inspection Findings: Fully Compliant
Last Age UK visit: 17/11/2014
Last Councils QA visit: 10/09/2014
Council Ward: Barnes
WhiteFarm Lodge
Vicarage Road, Whitton, TW2 7BY
020 8755 5740

- Nursing, Residential, Dementia, Learning Disabilities, Physical Disabilities, Mental Health
- Caring for adults over 65 yrs

Places: 60
Last CQC Inspection: 01/05/2014
CQC Inspection Findings: Fully compliant
Last Age UK visit: 06/08/2014
Last Councils QA visit: 19/04/2014
Council Ward: Whitton
How to contact us through the Access Team

Telephone: 020 8891 7971 (24hrs)
Textphone: 18001 020 8891 7971
Email: adultsocialservices@richmond.gov.uk
Website: www.richmond.gov.uk/adult_social_care

Calls made outside office hours are diverted to the out of hours team

Where to find us
Adult and Community Services
Civic Centre
44 York Street
Twickenham TW1 3BZ

Our offices are open
Monday to Thursday from 9am to 5.15pm and on Friday from 9am to 5pm.

If you need this publication in an alternative format, such as a different language, audio tape, Braille or large print, please call us on 020 8891 7971.