



CARE HOMES FOR ADULTS

This leaflet provides details of residential and nursing homes available to adults with care and support needs living in the Richmond upon Thames area.

Residential and nursing homes for adults in the Richmond area

Types of care homes 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**

The inclusion of care homes in this leaflet is not an endorsement and we take no responsibility for the quality of services that are privately purchased from the homes listed.

What if I'm unhappy with the service I receive?

If you've experienced or seen poor care, you have the right to feedback or complain to the care home directly or you can contact our Quality Assurance and Contract Monitoring Team to discuss your concerns. The team will register and investigate your concern with the care home. They will try to resolve your problem and tell you what will happen as a result.

Telephone: **020 8831 6446**

Email: **qualityassurance@richmond.gov.uk**

Healthwatch Richmond

Healthwatch Richmond is the consumer champion for health and social care in Wandsworth. It gives residents a strong voice to influence how local health and social care services are designed and run, and has the power to hold providers of these services to account.

Telephone: **020 8099 5335**

Email: **info@healthrichmond.co.uk**

Website: **www.healthwatchrichmond.co.uk**



What to expect from good carers in a care home

- Your care workers should have the right skills to meet your needs.
- They should be able to support you, for example if you have dementia, sight or hearing impairment or need help coping with bereavement.
- Care workers should have the skills needed to make sure you are safe and feel safe.
- You should feel comfortable around your care workers and be able to talk to them openly.
- Care workers should get to know you and be familiar with your needs including how you like to communicate, your likes and dislikes.
- Your care worker should respect your cultural and religious values (regarding food, for example) and make sure that your needs are met.
- They should have an understanding of your health, medicines and pain management as appropriate.
- If appropriate provide skin care and other support to help you stay well.
- Care workers also know your wishes for your care at the end of life, if this applies.

31 King Edwards Grove

31 King Edwards Grove, Teddington, TW11 9LY

T: 0808 223 5320 E: enquiries@consensussupport.com

- Residential
- Caring for adults under 65 years
- Learning disabilities

Places: 8

Last CQC Inspection: 1st August 2023

CQC Inspection Findings: Good

Council Ward: Hampton Wick

Alexander House

1-3 Palewell Park, East Sheen, SW14 8JQ

T: 020 8876 6927 E: alexhouse8@blueyonder.co.uk

- Residential
- Caring for adults over 65 years
- Dementia

Places: 16

Last CQC Inspection: 13 December 2021

CQC Inspection Findings: Good

Council Ward: East Sheen

Brinsworth House

72 Staines Road, Twickenham, TW2 5AL

T: 020 8898 8164 E: enquiries@royalvarietycharity.org

● **Nursing**

● **Caring for adults over 65**

Places: 38

Last CQC Inspection: 15 October 2020

CQC Inspection Findings: Good

Council Ward: West Twickenham

Cambridge Park

40b Cambridge Park, Twickenham, TW1 2JU

T: 020 8892 8592 E: referrals@lifeways.co.uk

● **Residential**

● **Caring for adults under 65**

● **Caring for adults over 65**

● **Learning disabilities**

Places: 8

Last CQC Inspection: 4 October 2022

CQC Inspection Findings: Good

Council Ward: Twickenham Riverside

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

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

Cecil Court

4 Priory Road, Kew, Richmond, TW9 3DG

T: 020 8940 5242 E: enquiries@ccht.org.uk

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Dementia

Places: 45

Last CQC Inspection: 8 February 2023

CQC Inspection Findings: Good

Council Ward: Kew

Cedars Road

5-7 Cedars Road, Hampton Wick, KT1 4BG

T: 020 8943 2668 W: www.metropolitan.org.uk

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Learning disabilities
- Physical Disabilities
- Dementia
- Mental health conditions

Places: 8

Last CQC Inspection: 26 June 2019

CQC Inspection Findings: Good

Council Ward: Hampton Wick

Chertsey Road

401A Chertsey Road, Twickenham, TW2 6LS

T: 020 8894 7081 E: chertsey@regard.co.uk

- Residential
- Caring for adults under 65 years
- Learning disabilities
- Physical disabilities

Places: 4

Last CQC Inspection: 18 May 2022

CQC Inspection Findings: Good

Council Ward: Heathfield

Cross Street

26 Cross Street, Hampton, TW12 1RT

T: 020 8783 0973

- Residential
- Caring for adults under 65 years
- Learning disabilities

Places: 4

Last CQC Inspection: 19 June 2019

CQC Inspection Findings: Good

Council Ward: Fulwell and Hampton Hill

- Care home without nursing (Residential Homes)
- Care home with nursing (Nursing Homes)

Dalemead

10-12 Riverdale Gardens, Twickenham, TW1 2DA

T: 020 8892 2161 E: enquiries@dalemead.co.uk

● Residential

● Dementia

Places: 49

Last CQC Inspection: 8 October 2019

CQC Inspection Findings: Good

Council Ward: Twickenham Riverside

Deer Lodge

22 Sandy Lane, Teddington, TW11 ODR

T: 020 8943 3013

● Residential

● Caring for adults over 65 years

Places: 14

Last CQC Inspection: 15 November 2022

CQC Inspection Findings: Good

Council Ward: Teddington

■ Care home without nursing (Residential Homes)

■ Care home with nursing (Nursing Homes)

Deer Park View Care Centre

Bushy Park Road, Teddington, TW11 0DX

T: 0808 223 5422

E: manager.deerpark@caringhomes.org

- **Nursing**
- **Caring for adults over 65 years**
- **Dementia**

Places: 60

Last CQC Inspection: 23 August 2022

CQC Inspection Findings: Requires improvement

Council Ward: Teddington

Elysium Care Partnerships (Twickenham)

1 Lichfield Lane, Twickenham, TW2 6JE

T: 020 8255 5166 E: info@elysiumcp.co.uk

- **Residential**
- **Learning disabilities**

Places: 8

Last CQC Inspection: 31 March 2023

CQC Inspection Findings: Requires Improvement

Council Ward: Heathfield

Elysium Care Partnerships (Hampton)

78 Park Road, Hampton, TW12 1HR

T: 020 8255 5166 E: info@elysiumcp.co.uk

- Residential
- Caring for adults under 65 years
- Learning disabilities

Places: 7

Last CQC Inspection: 10 October 2022

CQC Inspection Findings: Good

Council Ward: Fulwell and Hampton Hill

Fitzroy Residential

7 Haydon Close, Teddington, TW11 9FN

T 0208 8948 5423

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Learning Disabilities

Places 10

Last CQC Inspection: 10 September 2021

CQC Inspection Findings: Good

Council Ward: Teddington

- Care home without nursing (Residential Homes)
- Care home with nursing (Nursing Homes)

Grasmere Avenue

13 Grasmere Avenue, Whitton, Hounslow, TW3 2JG

T: 0800 078 6077 E: info@ldcare.org

- Residential
- Caring for children (0–18yrs)
- Caring for adults under 65 years
- Learning disabilities

Places: 6

Last CQC Inspection: 27 January 2022

CQC Inspection Findings: Good

Council Ward: Whitton

Greville House

Greville Road, Richmond TW10 6HR

T: 0333 434 3034 W: www.careuk.com

- Nursing
- Caring for adults over 65 years,
- Physical disabilities
- Mental health conditions
- Learning disabilities
- Dementia

Places: 59

Last CQC Inspection: 14 March 2023

CQC Inspection Findings: Good

Council Ward: South Richmond

Hampton Care Limited

Upper Sunbury Road, Hampton, TW12 2DW

T: 020 8481 7070 E: Hampton@canfordhealthcare.co.uk

- Nursing
- Caring for adults over 65 years
- Physical disabilities
- Sensory impairments
- Dementia

Places: 76

Last CQC Inspection: 12 November 2018

CQC Inspection Findings: Good

Council Ward: Hampton

Homemead

28 Park Road, Teddington, TW11 0AQ

T: 020 8977 5002 E: contact-us@ccht.org.uk

- Residential
- Caring for adults over 65 years
- Dementia

Places: 30

Last CQC Inspection: 12 April 2023

CQC Inspection Findings: Good

Council Ward: Teddington

- Care home without nursing (Residential Homes)
- Care home with nursing (Nursing Homes)

Langdon Park

18 Langdon Park, Teddington, TW11 9PS

T: 020 8614 6936 W: www.metropolitan.org.uk

- Residential
- Caring for adults under 65 years
- Caring for adults over 65 years
- Learning disabilities

Places: 7

Last CQC Inspection: 21 March 2023

CQC Inspection Findings: Inadequate

Council Ward: Hampton Wick

Laurel Dene

1117 Hampton Road, Hampton Hill, TW12 1JQ

T: 0333 434 3034 W: www.careuk.com

- Nursing
- Caring for adults over 65 years
- Learning disabilities
- Mental health conditions
- Physical disabilities
- Dementia

Places: 99

Last CQC Inspection: 20 September 2022

CQC Inspection Findings: Good

Council Ward: Fulwell and Hampton Hill

Lion Road

59 Lion Road, Twickenham, TW1 4JF

T: 020 8891 6025 W: www.metropolitan.org.uk

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Learning disabilities

Places: 8

Last CQC Inspection: 22 June 2022

CQC Inspection Findings: Good

Council Ward: South Twickenham



■ Care home without nursing (Residential Homes)

■ Care home with nursing (Nursing Homes)



Lynde House

Meadowbank, 28 Cambridge Park, TW1 2JB

T: 020 8892 4772 W: www.barchester.com

- **Nursing**
- **Caring for adults over 65**
- **Caring for adults under 65**
- **Physical disabilities**

Places: 76

Last CQC Inspection: 7 February 2023

CQC Inspection Findings: Good

Council Ward: Twickenham Riverside

Marling Court

2 Bramble Lane, Hampton, TW12 3XB

T: 020 8783 0157 E: info@countrycourtcare.com

- Residential
- Caring for adults over 65
- Dementia

Places: 37

Last CQC Inspection: 16 January 2023

CQC Inspection Findings: Good

Council Ward: Hampton North

Nightingale House

10 Strafford Road, Twickenham, TW1 3AE

T: 020 8892 1854 E: info@nightingale.org.uk

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

Places: 21

Last CQC Inspection: 25 October 2022

CQC Inspection Findings: Good

Council Ward: Twickenham Riverside

■ Care home without nursing (Residential Homes)

■ Care home with nursing (Nursing Homes)

Princes Road

46 Princes Road , Teddington, TW11 ORU

T: 020 8614 8090

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Physical disabilities
- Learning disabilities

Places: 6

Last CQC Inspection: 24 May 2022

CQC Inspection Findings: Requires improvement

Council Ward: Fulwell and Hampton Hill

Roy Kinnear House

289 Waldegrave Road, Twickenham, TW1 4SU

T: 020 7261 4100 W: www.choicesupport.org.uk

- Nursing
- Caring for adults under 65 years
- Physical disabilities
- Sensory impairments

Places: 6

Last CQC Inspection: 2 November 2022

CQC Inspection Findings: Good

Council Ward: South Twickenham

Shenehom Housing Association

31-32 Ranelagh Avenue, Barnes, SW13 0BN

T: 020 8876 2199 E: office@shenehomhousing.org.uk

● Residential

● Mental health conditions

Places: 13

Last CQC Inspection: 20 April 2022

CQC Inspection Findings: Good

Council Ward: Mortlake and Barnes Common

St John's

1 Ferry Road, Teddington, TW11 9NN

T: 020 8977 7574 E: enquiries@walsingham.com

● Residential

● Caring for adults under 65 years

● Caring for adults over 65 years

● Learning disabilities

Places: 6

Last CQC Inspection: 1 December 2021

CQC Inspection Findings: Good

Council Ward: Teddington

■ Care home without nursing (Residential Homes)

■ Care home with nursing (Nursing Homes)

St Mary's House

71 Ormond Avenue, Hampton, TW12 2RT

T: 020 8979 2847

- Residential
- Caring for adults over 65 years
- Sensory impairments
- Dementia

Places: 24

Last CQC Inspection: 24 February 2022

CQC Inspection Findings: Good

Council Ward: Teddington

The Regard Partnership (Twickenham)

225 London Road, Twickenham, TW1 1ES

T: 020 8892 6406 E: londonroad@regard.co.uk

- Residential
- Learning disabilities

Places: 6

Last CQC Inspection: 2 May 2023

CQC Inspection Findings: Good

Council Ward: St Margaret's and North Twickenham

The Regard Partnership (Whitton)

191 Kneller Road, Whitton, TW2 7DY

T: 020 8898 5431 E: kneller@regard.co.uk

- **Residential**
- **Learning disabilities**

Places: 6

Last CQC Inspection: 16 December 2022

CQC Inspection Findings: Good

Council Ward: Whitton

The White House

91 Heathfield North, Twickenham, TW2 7QN

T: 020 8744 1330

- **Residential**
- **Learning disabilities**

Places: 5

Last CQC Inspection: 12 November 2019

CQC Inspection Findings: Good

Council Ward: St Margaret's and North Twickenham

- **Care home without nursing (Residential Homes)**
- **Care home with nursing (Nursing Homes)**

Tudor Avenue

3 Tudor Avenue Hampton, Richmond, TW12 2ND

T: 020 8979 2696

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Learning disabilities
- Physical disabilities

Places: 6

Last CQC Inspection: 11 November 2021

CQC Inspection Findings: Good

Council Ward: Hampton

United Response (Kneller Road)

131 Kneller Road, Whitton, TW2 7DY

T: 020 8893 4636 E: info@unitedresponse.org.uk

- Residential
- Learning disabilities

Places: 6

Last CQC Inspection: 13 July 2022

CQC Inspection Findings: Good

Council Ward: Whitton

United Response (Curtis Road)

16 Curtis Road, Whitton, TW4 5PT

T: 020 8898 6026 E: info@unitedresponse.org.uk

- Residential
- Learning Disabilities

Places: 4

Last CQC Inspection: 11 November 2022

CQC Inspection Findings: Good

Council Ward: Heathfield

United Response (Harvey Road)

36 Harvey Road Whitton, Hounslow, TW4 5LU

T: 020 3668 1557 E: info@unitedresponse.org.uk

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Learning disabilities
- Physical disabilities
- Sensory impairments
- Dementia

Places: 5

Last CQC Inspection: 02 September 2022

CQC Inspection Findings: Good

Council Ward: Heathfield

United Response (Mayfair Avenue)

29 Mayfair Avenue, Twickenham, TW2 7JG

T: 020 8715 5920 E: info@unitedresponse.org.uk

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Learning disabilities
- Physical disabilities
- Sensory impairments
- Dementia

Places: 4

Last CQC Inspection: 30 April 2019

CQC Inspection Findings: Good

Council Ward: Whitton

United Response (Powder Mill Lane)

198 Powder Mill Lane, Whitton, TW2 6EJ

T: 020 8898 7445 E: info@unitedresponse.org.uk

- Residential
- Learning disabilities

Places: 5

Last CQC Inspection: 8 November 2022

CQC Inspection Findings: Good

Council Ward: Heathfield

United Response (Woodlawn Crescent)

8-10 Woodlawn Crescent, Twickenham, TW2 6BE

T: 020 3668 1557 E: info@unitedresponse.org.uk

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Learning disabilities
- Physical disabilities
- Sensory impairments
- Dementia

Places: 4

Last CQC Inspection: 9 December 2022

CQC Inspection Findings: Good

Council Ward: Heathfield





The Swallows

183 -189 Hanworth Road, Hampton, TW12 3ED

T: 020 8783 1503 E: info@unitedresponse.org.uk

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Learning disabilities
- Physical disabilities
- Sensory impairments
- Dementia

Places: 6

Last CQC Inspection: 3 January 2023

CQC Inspection Findings: Good

Council Ward: Hampton North

- Care home without nursing (Residential Homes)
- Care home with nursing (Nursing Homes)

Viera Gray House

27 Ferry Road, Barnes, SW13 9PP

T: 020 8748 4563 W: www.greensleeves.org.uk

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Physical disabilities
- Sensory impairments
- Dementia

Places: 41

Last CQC Inspection: 25 April 2023

CQC Inspection Findings: Requires Improvement

Council Ward: Barnes

Walsingham Support

45a Hampton Road, Teddington, TW11 0LA

T: 020 8943 2541 E: enquiries@walsingham.com

- Residential
- Caring for adults over 65 years
- Caring for adults under 65 years
- Learning disabilities

Places: 5

Last CQC Inspection: 9 February 2022

CQC Inspection Findings: Good

Council Ward: Teddington

Whitefarm Lodge

Vicarage Road, Whitton, TW2 7BY

T: 020 8755 5740 W: www.careuk.com

- Nursing
- Caring for adults over 65 years
- Physical disabilities
- Learning disabilities
- Mental health conditions
- Dementia

Places: 60

Last CQC Inspection: 13 June 2022

CQC Inspection Findings: Good

Council Ward: Whitton



- Care home without nursing (Residential Homes)
- Care home with nursing (Nursing Homes)

**Information in the leaflet was correct
at time of publishing.**

Further information

For further information complete our online enquiry form
richmond.gov.uk/make_an_adult_social_care_enquiry



Visit our web pages
richmond.gov.uk/adult_social_care

Our contact details

Monday to Friday 9am to 5pm

Telephone: **020 8891 7971**

SMS Phone: **07903 738043**

Email: **adultsocialservices@richmond.gov.uk**

Write to us at:

London Borough of Richmond Upon Thames Council
Adult Social Care and Public Health
Civic Centre, 44 York Street
Twickenham
TW1 3BZ

For information on our Privacy Notice please visit
richmond.gov.uk/data_protection

If you have difficulty understanding this publication and you
would like this leaflet in a different language, large print or
Braille please call: **020 8891 7971**