



**Multi Awarding Winning Dementia Care  
Care Homes ✨ Home Care ✨ Day Care**



# A WARM WELCOME AT HALE PLACE



As soon as you walk through the doors of Hale Place, you will be welcomed with smiley faces and happy people!

Hale Place Farmhouse is a private care home, surrounded by beautiful landscaped gardens, in the quaint village of East Peckham. Our location makes easy access for family and friends to visit, giving our staff the opportunity to support all those connected with our service users.



Featured on the BBC and ITV Meridian as an outstanding example of an exemplary dementia care provider.

“ I would be very happy for a loved one to be cared for at Hale Place and it was a really lovely home, with strong leadership and very caring staff. People living with dementia had a very nurturing and positive experience. ”

CQC Inspector.



# Everyone's welcome at our garden parties





As we are an **'All Inclusive' care home**, our caring and experienced care team strive to meet the changing needs of our service users, enabling them to have a fulfilled life, with dignity and as much independence as possible. This may include joining the daily activity programme at the home, having a glass of wine with lunch or walking to the local shops in the village.

Our spacious lounges, conservatory and orangery provide ample space for our service users to enjoy time with others or private time and space with their visiting relatives and friends. The gardens and grounds are carefully furnished, with areas large and small, sunny and shady, to watch the changing seasons of an English garden unfold.

The 17th Century Farmhouse has a wealth of character and beams, however, over the years, has been carefully updated with the modern comforts we now enjoy. The bathrooms and wet room ensure our service users warmth, safety, privacy and dignity whilst the bedrooms, which are personalised by our service users emulate personality, individualism and a true sense of belonging and well-being.

Building true relationships and friendships are as important to us as your personalised care plans. Come to Hale Place so that we can get to know you!



# ABOUT US

Hale Place Care Solutions has been owned and run by the Hewlett family since 1988, with the Directors, past and present, managing some of the highest rated quality care services in England. We work tirelessly, championing quality provision for all and pride ourselves on achieving a better quality of life for the people in our care.

**'The management know all the residents extremely well; they set the tone for the care that's given. They are willing to give people hugs and comfort and it sets an example'**  
CQC Inspection Report.

We believe that, only by having a stable, highly motivated, fully qualified and well-trained management and care team, can we meet the aspirations of our service users and achieve high standards of care delivery every day. To this end, the experienced management team is ably supported by fully qualified senior staff, who








have worked at Hale Place for many years, together with the care team, which is highly trained, experienced and respected. They are second to none and support our service users as though they were their own family member, demonstrating understanding, respect, love and affection.

**'Staff were outstanding in using kindness and understanding to support people who were living with dementia and experiencing confusion'** CQC Inspection Report.

Hale Place enjoys an unrivalled and unblemished reputation for providing outstanding care and we've always been recognised as an exceptional provider of dementia care services to local people.

**'This care home is run by an excellent management team, led by the owner, who are always available for any worries or concerns or to discuss my father and his care. I would say that the standard of care and the way of dealing with people should be held up as a level that other care homes should aspire to and my daughter is aware that I want to go there in the future if the need arises. What better recommendation can I give?'** CQC Inspection Report.



For over three decades, our service users and their families, our employees, visiting health professionals, the care industry and our regulators, have all acknowledged Hale Place as one of England's premier dementia providers with a model of excellence that delivers outstanding care and outcomes for the people we support.

Since 1988, Hale Place has received exemplary inspection reports and our excellent reputation was further enhanced when we became the first care home in Kent to be rated, by the Care Quality Commission, as 'Outstanding' and the first provider in England to have two homes rated as 'Outstanding'.

Together, with our wonderful care staff, we have won countless national and local industry awards including the first care home to win the esteemed NHS sponsored 'Quality of Care' Award and the 'Outstanding Contribution to Social Care' Award.

Hale Place's reputation for enhancing and uplifting the quality of life of the people we support was highlighted on the BBC programme 'Holding back the years' and the ITV Meridian News.

**Hale Place's wonderful achievements has been highlighted in numerous local press articles as well as national trade press and magazine coverage.**

Hale Place employees have contributed to national and local quality forums and our practices have featured countless times within quality care guidance advice publications.

For all our incredible achievements, the most rewarding and satisfying are the hundreds of family testimonials which praise us for delivering sensitive, compassionate care to their loved ones and thanking us for giving them a full, active and fun filled life.





**MULTI AWARD WINNING CARE**  
Consistently Reviewed as Excellent  
Winner of over 20 Awards since 1988

Featured as an example of  
**OUTSTANDING** dementia service on:



All review ratings:

carehome.co.uk	EXCELLENT
NHS choices	5 STARS
Care homeadvisor.com <small>Independent, impartial, real-time advice</small>	92/100
facebook	5/5
Google	10
FOOD HYGIENATING 5	5 STARS



**AWARD WINNING DEMENTIA CARE**  
Contact us to discuss how we can help:

01622 872 177 enquiry@haleplace.co.uk

As at September 2018



**OUTSTANDING RATED CARE**  
England's most, consistently, highly  
rated dementia care service since 1988.

CQC (2014) The first in Kent to be rated **OUTSTANDING**

CQC (2014) The first in England to have two homes  
rated **OUTSTANDING**

**WELL-LED**  
**CARING**  
**RESPONSIVE**



Every CQC inspection rated as **OUTSTANDING**

CQC (2009) Exceeded 58 standards during their audit

Commission for Social Care Inspection (1987 – 2009)  
Every inspection rating is **EXCELLENT**



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# PERSONALISED CARE

We are devoted to providing the highest quality care and support services to people, with the prime objective of enhancing service user's lives through the smaller, more personalised services we provide, which focus on the desires and needs of individuals.

We provide unique person-centred care solutions which encourage independence, preserve dignity, enable freedom of choice and protect the privacy of each person we support. This approach is what enables us to continue championing quality of life for all – it has been our mission since 1988 and has made Hale Place Care Solutions one of the premier providers of dementia care services in England.







“ We have done the rounds of these massive care homes like ..... and there was always something missing! I couldn't put my finger on what was missing and they all seemed a little institutional. Today when we arrived at Hale Place, I found what was missing. Passion and Care! ”

A Relative

# HOME CARE







Home Care, sometimes known as domiciliary care or home help, covers different services available to you, in your home, and is provided so you can remain in your own home and live more independently. You may need help for a short time until you can manage by yourself, or sometimes you may need support on a more permanent basis. Our comprehensive and carefully customised flexible packages of home care services aim to support you to safely stay in your own home for as long as possible.

Whether it is dementia, age, physical disability or illness that necessitates assistance, trust our fully qualified, trained and experienced staff to provide you, or your loved ones, with the very best personal help and support possible.



# CARE HOME







Our care homes, located in the quiet village of East Peckham, near Tonbridge, have a variety of amenities, all within walking distance. These include the Garden Centre, Churches, Post Office, General Stores, Pubs, Bakery, Pharmacy, Fish & Chip Shop and Chinese Takeaway as well as village groups such as Evergreens, Women's Institute, Salvation Army, Craft Centre and other Social Clubs.

Our registered homes promote **homely, intimate and unique environments**, where people with dementia can flourish. Each home is individual, well-equipped and safe, affording families' peace of mind. These are our service users' homes where human relationships thrive and their well-being is enhanced. A feature of our care homes are the beautiful, secure gardens which enhance any persons' sense of happiness.

Hale Place prides itself on having a fully qualified, trained and stable workforce to care for your loved one, which is a prime reason GPs, nurses and social workers have entrusted us to care for their family and friends. Hale Place believes that engagement in fun; meaningful activities and exercise are fundamental to enriching the lives of people with dementia. This is a core value of our care homes and sets us apart from others.

# ACTIVE FOR LIFE





We dedicate our time, focussing on what makes a service user smile and what they enjoy. We plan activity programmes with the service users and their family, with the prime objective of enhancing the persons enjoyment of life, to the fullest extent, whilst keeping them as active as possible. We try to maintain a sense of purpose and value to a person's life by encouraging activities for daily living, regardless of their mental capacity.

Whilst our individual and group activities are always evolving and changing, according to the wishes of the people we support, these are some of the regular events our service users participate in:

In-house daily leisure and therapeutic activities comprise of a comprehensive range of board games and jigsaws, floor games, reminiscence, music, singing

and dancing, painting and drawing, arts and crafts, card making, knitting, newspapers, magazines and books, cooking and baking, gardening, garden games, garden parties, fetes and more.....

Regular visiting entertainers, musicians and therapists including Tai Chi classes, Chair exercise, Animal Therapy, Motivtion, Themed Presentations with music and quiz- zes and more.....

Out-house trips include garden centre visits, river boat trips, golf, adventure golf, coffee mornings, pub lunches, animal park visits, seaside trips, ten pin bowling, day centre activities, walk a day programme, local community activities, afternoon tea, local park outings, trips to local sites and attractions, shopping trips, bus trips and many more.....

“ Probably  
the best activities  
programme for  
older people with  
dementia I have  
ever seen ”

CQC Inspector.



### **CONTACT US**

If you would like more information, or to arrange a viewing, please contact us directly:

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[www.haleplace.co.uk](http://www.haleplace.co.uk)