THE HERTFORDSHIRE COLLECTION
IT'S WHAT'S INSIDE THAT COUNTS

Individually inspired care homes in Hertfordshire

Gold Care Homes
Since 1999, Gold Care Homes has been redefining the care industry and providing exceptional living environments for our residents across 21 care homes.

Our aim is simple - to provide excellent care within our family orientated developments. We do this by striving to deliver the best service we can, while ensuring our committed health care professionals have the passion to deliver an excellent service.

Our Hertfordshire homes have a minimum rating of Good by CQC or an independent review inspection board. All of our homes offer first class general and dementia care for residents offering a range of services including: respite, residential, frail elderly and dementia services.

Caring for a loved one or close friend can be a very rewarding experience, but it can also be very challenging and stressful. Our team of trained professionals can offer you as much or as little support as you need, whether that’s a few days, a family holiday, or a long term solution.

Our service is built on delivering our core values. Whether corporate or front line, our entire workforce is focused on delivering our mission:

“Enhance the lives of residents in our care by bringing them joy, happiness and fulfilment”

We will achieve our mission by providing the highest quality of care and services, whilst always striving for excellence.

We will achieve our goals by:

→ Being responsive and showing compassion to the individual needs of all.
→ Providing residents and staff with a warm, friendly, healthy and safe environment to live and work.
→ Establishing a person centric approach to care.
→ Building the best team by encouraging training and self-development of all.

Underpinning our mission and vision are our individual Gold Care values which makes us unique and sets us apart from other care providers in the country.

Trust: We are trusted by our residents to deliver the best possible care, and provide a ‘home like’ living environment. Our residents trust us to be ultra professional and maintain integrity and respect they deserve while in our care.

Empowerment: All of our staff are empowered with the freedom, flexibility, and power to make decisions and solve problems. This ensures a fully engaged workforce to deliver an excellent service.

Accountability: At the core of this value is reliability and personal responsibility; therefore, we value the ability of our staff and organization to honour our commitments.

Maintain Integrity: We conduct our business in accordance with the highest standards of professional behaviour and ethics. We are transparent, honest and ethical in all our interactions.

To us, our Hertfordshire homes are more than just a name. It’s somewhere warm, inviting and a genuine home from home. We look forward to welcoming you soon.

Best

Sunil Cheekoory
Chief Operating Officer
Gold Care Homes

“My mother always receives the best care over and above expectations”

Julie
Daughter of resident at Autumn Vale
Review: carehome.co.uk
Our homes

ITS ALL ABOUT THE DETAIL

Our food service has been designed to replicate a home setting. The food has been specially selected to ensure our residents receive the right balance of nutrients while still appeasing to the varied taste buds on offer. Whether it’s a late morning breakfast or an early dinner on the garden green, our in-house food specialists will ensure every meal is an experience not to forget.

Every meal we produce for our residents reflects their own specific dietary needs as laid out in their care plan. It’s a cornerstone of our care policy and key to our person-centred approach. Besides the regular meal times, our food specialists regularly organise bespoke eating experiences, from outdoor BBQs to baking specialist cakes and cookies – not forgetting the staff bake-off where our residents are our judges!

Our food specialists also go the extra mile for special days such as anniversaries, birthdays and cultural holidays. Restaurant experiences are also available for when visitors wish to eat private meals with their loved ones.

Visitors are also free to try our meals - just ask our Care Home Manager for a free tasting session.

Our food

A taste of the good life

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Our philosophy

It’s our philosophy that makes us so special

To us, each and every resident is an individual. Each has his or her own life story. Each has their own likes and dislikes. Each has their own way of living.

All of our residents enjoy their own care plan, tailored specifically for them. This allows us to build their care around their preferences, lifestyles and routines.

It’s all part of our philosophy to see the person for who they are, not masked by age or condition. Everything we do is driven by this genuinely caring, person-centred approach.

Our person-centred care means...

- Working together with your friends and families to ensure we ensure your experience meets your needs.
- Helping you choose when, where and how you get support.
- Helping you plan for the present and the future.
- Helping you stay healthy and safe.
- Getting you involved with groups, organisations and social activities.
- Creating new memories that enhance the gold care experience.
Our services

WHAT'S AVAILABLE AT OUR HERTFORDSHIRE HOMES

Active Body, Active Mind

Our Activities Co-ordinators play a fundamental part in delivering our mission of enhancing the lives of our residents by creating a fun and hugely varied program for everyone to participate. A great source of fun and laughter, our range of activities really help each resident live their life to the full. Here at Gold Care Homes, we believe independent activity, hobbies and day to day chores boost self confidence. By taking the time to understand each residents capabilities, we’re able to build a personalized activity plan. Our aim is to create a programme that encourages as much interaction and enjoyment as possible.

As you’d expect, most activities are indoors. However, when the weather permits, we make the most of our lovely outdoor patio areas and landscaped gardens. We regularly arrange local and national trips to popular attractions – our recent trip to St Albans Cathedral was a firm favourite!

SOME OF THE ACTIVITIES YOU’LL FIND AT OUR HOMES
→ Lotto
→ Bingo
→ Yoga/Meditation
→ Planting/Gardening
→ Singing
→ Painting
→ Quizzes
→ Theatre visits
→ Art classes
→ Shopping outings
→ Exercise classes
→ Visiting speakers
→ Tea dances
→ Halloween parties
→ Competitions
→ Fancy dress shows
→ Barbecue parties
→ Regular entertainment
→ Cinema nights
→ Baking & cooking
→ Games clubs
→ Fundraising events
→ Christmas party
→ Special events/Birthday parties

The wonderful facilities in our Hertfordshire homes make a world of difference to our residents. Whether it’s chatting in the cafe, pottering around the garden or enjoying the peace and quiet of the lounge, there really is a favourite place for everyone.

Rooms vary in style and facilities across our Hertfordshire homes, but the majority offer:
→ En-suite facilities
→ Views of our landscaped gardens
→ TV and Telephone points
→ Single or double sized rooms

Welcome toiletries upon arrival

EN-SUITE FACILITIES
VIEWS OF OUR LANDSCAPED GARDENS
TV AND TELEPHONE POINTS
SINGLE OR DOUBLE SIZED ROOMS
WELCOME TOILETRIES UPON ARRIVAL

There are also a number of additional paid for services including hairdressing, chiropody services, daily reading material and many more.

For residents wishing to upgrade their room experience to include dedicated internet service, movies on demand, private phone line/mobile, large flat screen (and more), speak to our Care Home Manager regarding the Gold Care Plus and Platinum room packages.

Before becoming a resident, Margaret was a professional dance teacher for 35 years. Her passion for dance is as strong as ever. A regular member of our weekly dance classes, she’s still teaching the others a few of her old steps.
Martha’s diary
A week in life of Martha, a Gold Care Resident.

Sunday
Ah, always my favourite day of the week. A lovely late breakfast, followed by a chat with my personal carer Miriam in the café before we headed out for a stroll around the gardens – what glorious weather. Another delicious Sunday roast lunch, Miriam made sure she replaced my sprouts with peas! Afternoon was bingo time. Another win for Vera…I swear Tony the caller has a sweet spot for her.

Monday
We’re off out! A coach trip to the countryside and a cream tea in the most charming little coffee shop. Home in time for dinner and a guest speaker on how to support the early signs of dementia. Great to see so many relatives of residents attend.

Tuesday
Healthy body, healthy mind they say. It’s exercise time. A couple of gentle classes with Viv followed by fresh juice in the café and an afternoon nap. Heaven. Up in time for a spot of flower arranging, followed by an evening in the lounge watching TV - glad its movie night today!

Wednesday
Wednesday is yoga day. Another excellent class with Tony…I always feel so relaxed afterwards. Then onto a bit of gardening. Mainly planting today, although I must say my roses are coming up beautifully.

Thursday
Out again, this time to Watford Palace Theatre. Miriam organised lovely seats and it was a wonderful performance...they really don’t make them like that anymore. Home in time for tea – pasta bake, yummy – and bridge club. For once, Susan and myself beat the boys!

Friday
My birthday! And what a day. Cards and presents everywhere. I didn’t get a moment’s peace with everyone popping in to say Happy Birthday. And what a wonderful party... cake, dancing and Miriam even managed to find a bottle of bubbly to round the day off!!

Saturday
A beautiful day for a barbecue on the patio today - as always, the food was delicious! That Terry the chef really knows his stuff - unlike my dear old Gerald who used to burn everything to a cinder. Tim and Sarah joined us with the grandkids – my, how they’ve grown. Everyone had a fabulous time, what a great week!
Our staff make our homes

We take as much care of our staff as we do of our residents. Delivering excellent care is key at Gold Care Homes. It motivates the way we invest, train and measure staff wellbeing. This ensures our entire workforce is fully engaged and is driving towards our corporate goals.

We are active in pursuing a fully dedicated workforce and monitor the feedback of our staff through an annual Health and Happiness survey. After all, a happy workforce provides a happy service! We use a range of corporate initiatives to support staff engagement levels including: involving our staff when developing individual care home strategies, investment in training and development, identifying future stars in the business as well as regular social events. We recently launched our very own Dragons Dens style ideas forum, where staff, residents and their families can present ideas to promote efficiency and improve the experience of our residents.

A home from home
As you’d expect, we work hard to keep our homes clean, comfortable and up to date. We’re constantly looking for new ways to improve our environment, but above all - we will always ensure our homes remains ‘homely’. Our outside areas including: the beautiful flower beds, secluded gardens, lawns and patio areas are all kept perfect so they’re ideal for a stroll, or simply sitting on a bench, listening to the birds.

Time well spent
A varied social and leisure schedule is essential to improve resident experiences and improve interactions. That’s why we do our best to keep our residents as independent as possible and provide the most fulfilling experience we can.

A place for family and friends
At Gold Care Homes, we positively welcome regular visits from friends and family. We actively encourage visitors to taking part in activities, it’s all part of making our residents stay more meaningful and enjoyable.

Annie loves a slice of cake but worries about her diabetes. Since becoming a resident, our staff ensure that she can indulge in her favourite – Victoria Sponge – by stocking a sugar free version for her to enjoy whilst keeping an eye on her insulin levels.

“Staff friendly, supportive, caring and very respectful. Home environment very positive and stimulating. Considering that our mum said she would never go into a care home the fact that she is so happy here is testament to the care provided by all the staff. Thank you!”

Ros
Daughter of resident at Martins House
Review: carehome.co.uk

“There’s a culture of continuous improvement at Gold Care Homes with senior management open to new ideas and efficient ways of working. I originally started as a Carer over 8 years ago and have progressed to Care Home Manager, now managing an outstanding rated care home. Management support, as well as my individual tailored training and development programme have played a significant part of my success.”

Ronnie Lane
Care Home Manager at The Tudors

0800 689 3092  enquiries@goldcarehomes.com
How to find us.
And how to find out more

CQC reports and online reviews are a great source of information to identify suitable homes. To truly experience a Gold Care home, we always recommend a viewing where our dedicated Care Home Champion will be pleased to walk you through the home and answer any questions you may have.

Placing loved ones in care can be a difficult decision, which is why we try and accommodate every request we receive. Subject to availability, we will be happy to arrange Taster Days where your loved ones can experience the Gold Care environment first hand. Speak to the Care Home Manager for more details.

It’s what’s inside our care home that counts... experience it for yourself.

Email enquiries@goldcarehomes.com
Website www.goldcarehomes.com

We’re regulated by the care regulator, the Care Quality Commission (CQC). This helps us identify where we can make any improvements. We are committed to providing excellent care and we constantly strive to exceed the expectations of our regulator.
“Halcyon Days is such a lovely home. Staff are caring, it’s always warm, clean and friendly. I feel very happy that my mum is well looked after and she is safe here.”

Denise
Daughter of resident at Halcyon Days
Review: carehome.co.uk

“In all the years Mum has been a resident, I have never seen her so happy. The team who look after her are amazing - so polite and understanding. I cannot praise you all enough. I applaud you in bringing this home up to scratch.”

Lyn
Daughter of resident at Heath Lodge
Review: carehome.co.uk

“The staff treat residents with dignity and kindness, taking into account their individual needs like and dislikes. Catering at meal times is first class with plenty of choices and is well presented. Assistance is given where necessary. Additional snacking stations are also provided. Numerous activities are organised and residents are encouraged to participate.”

Colin
Son of resident at Queensway
Review: carehome.co.uk

“As soon as I was admitted, staff began to treat me with infinite care and tolerated all my problems i.e panic attacks, blackout and much more. They were kind, patient and tolerant. The direct result of this treatment is that now a few months later, I have been helped out of this psychological forest and am almost myself again.”

Ann
Resident at Autumn Vale
Review: carehome.co.uk

“Staff are friendly, supportive, caring and very respectful. Home environment is very positive and stimulating. Considering that our mum said she would never go into a care home; the fact that she is so happy here is testament to the care provided by all the staff. Thank you!”

Ros
Daughter of resident at Martins House
Review: carehome.co.uk
Where you’ll find our homes...

Acton Care Centre
48 Gunnersbury Lane
Acton, London W3 8EF
0208 896 5600

Alan Morkill House
88 St Mark’s Road
London W10 6BY
0208 964 1123

Autumn Vale Care Centre
Danesbury Park Road, Welwyn
Hertfordshire AL6 9SN
01438 714491

Baugh House
19 Baugh Road, Sidcup
Kent DA14 5ED
0208 620 1007

Bletchley House
Beaverbrook Court, Bletchley
Milton Keynes MK3 7JS
01908 376049

Brackenbridge House
Brackenhill, Victoria Road
Russil HA4 0JH
0208 422 3630

Burrows House
12 Derwent Road, Penge
London SE20 8SW
0208 778 2625

Drayton Village Care Centre
1 Spring Promenade
West Drayton UB7 9GL
01895 430955

Halcyon Days
The Old Rectory, Church Lane
Greatley, SK4 7LU
01455 315888

Heath Lodge
Danesbury Park Road, Welwyn
Hertfordshire AL6 9SN
01438 716180

Hillside Nursing Home
North Hill Drive, Harold Hill
Romford, Essex RM3 9AW
01708 346077

Kent House
Augustine Road
Harrow HA3 5NS
0208 421 4550

Lucton House
8 Long Wood, Heath Road,
Rowheath, Birmingham B30 1HT
0121 451 3451

Manor House
1 Abbeyleue Avenue, Kingstanding
Birmingham B44 9AL
0121 360 0680

Manor House
1 Abbeyleue Avenue, Kingstanding
Birmingham B44 9AL
0121 360 0680

Martins House
Jessop Road, Pin Green
Stevenage SG1 5LL
01438 351656

Peregrine House
350 Hermitage Road
South Tottenham, London N15 5RE
0208 809 5484

St Katharine’s House
Ormond Road, Wantage
Oxfordshire OX12 8EA
01235 762739

St Stephen’s Care Home
St Stephen’s Terrace, Droitwich
Road, Worcester WR3 7HU
01905 29224

The Tudors
North Street, Stanground
Peterborough, PE2 8HD
01733 892844

Queensway House
Jupiter Drive, Hemel Hempstead,
Herts HP2 6PQ
01442 266088

Willowmead Care Home
Wickham Bishops Road, Hatfield
Peverel, Essex CM3 2JL
01245 381787

Here at Gold Care Homes we are proud supporters of The Care Workers Charity, which supports the basic welfare of current, former, and retired care workers by awarding hardship grants.