



# CHARLTON KINGS

CARE HOME



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# Welcome

## to Charlton Kings

Thank you for your enquiry regarding Charlton Kings Care Home.

We understand that choosing a home is one of the most important decisions you can make. You want to be sure the home offers everything you need and is a place that you or your loved one will be happy to live in.

Since 2003, we have been dedicated to providing high-quality care, continually adapting our services and amenities to meet the evolving needs of our residents. Set within a modernised period property, our home balances character with comfort, offering a warm and friendly atmosphere. Our compassionate staff are always on hand, creating a supportive environment where residents can feel truly at home.

This brochure contains some of the information you might want to ask but if you would like any further information or to arrange a visit please do not hesitate to call me.

I look forward to meeting you.

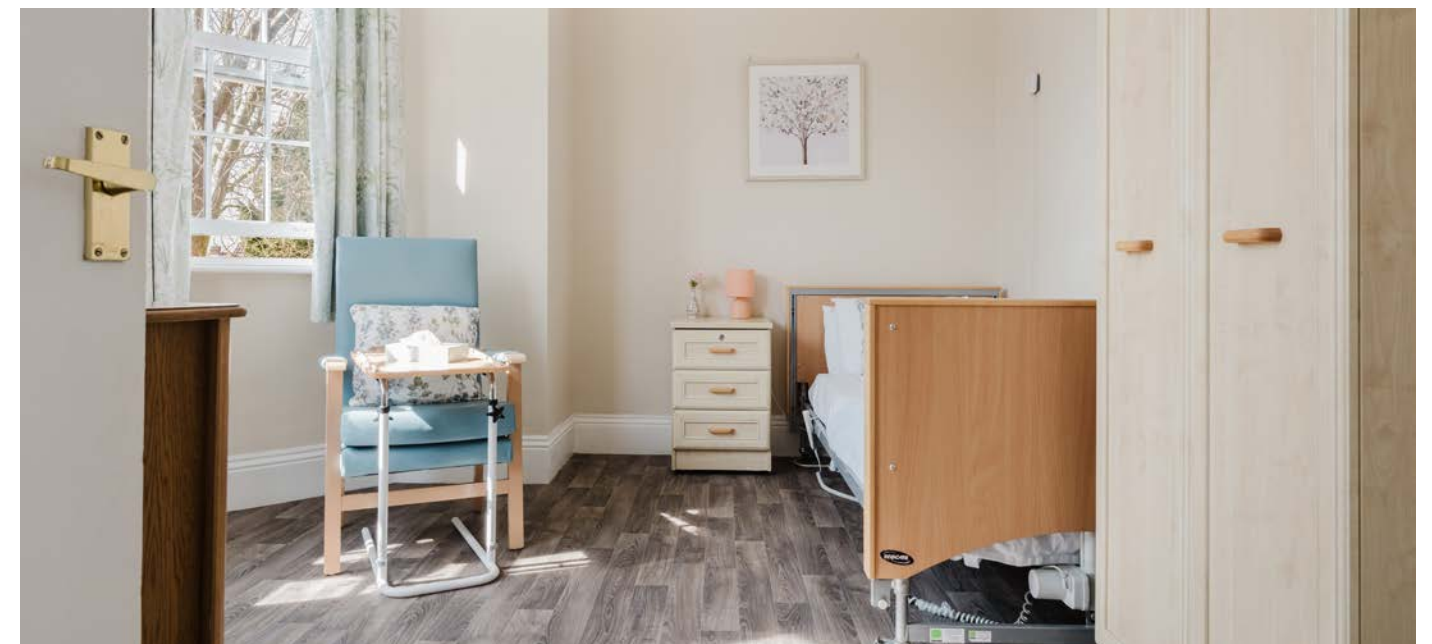
**Jan Makin**  
*Registered Manager*





# Your Home









Charlton Kings Care Home is a professional and friendly home from home set within a beautiful Victorian Property. Services and amenities have been designed, and are constantly upgraded, to ensure residents' complete well-being.



## Bedrooms

All bedrooms are large and light with their own WC. Different types of accommodation are available with some rooms equipped with their own en-suite bathrooms and direct access to a beautifully landscaped garden. Residents are encouraged to bring small pieces of furniture and personal items to make their space their own.

All of our bedrooms boast the following features:

-  Cleaned daily
-  Bright, spacious and attractively furnished
-  Telephone
-  Fitted locks and lockable drawer
-  Outside Views
-  Digital flat screen television
-  High-tech nurse call system
-  En-suite WC



I wanted to leave a review of this wonderful care home as I have been so impressed. The staff are second to none and are highly attentive, welcoming and always have a smile on their faces. They know your names and always offering drinks and even food. They became like a second family! The care my grandad received was of the highest quality. Although he did pass away recently; the last few weeks were very comfortable for him and this was made possible by the staff. The senior members of the team stayed late on many occasions when we had the need for ambulances to come out and really cared for my grandfather and his health. I will miss going in each day and seeing all the wonderful people at the home. The manager really should be proud of the team she has as they are fantastic people and a credit to the care home. The carehome was always clean and tidy and has wonderful facilities and gardens. I really want to thank you all for the care and friendship you gave to my grandad.

Grandson of Resident | May 2025





## Lounges & Dining Room

Our well-appointed dining room is spacious and smartly arranged in an informal homely style.

Residents can relax in any of our homely, restful and stylish lounges. The display of lovely pictures, ornaments and flower arrangements add to the inviting and homely feel. The large bay windows offer our residents a magnificent, panoramic view of the charming landscaped garden.

Those who enjoy peaceful relaxation can take advantage of the quiet sitting room and our small library of books.

Residents can choose to dine with family or friends, or alone if they prefer.



## Dining & Cuisine

Good nutrition is vital to ensuring that our residents are happy, healthy and well catered for.

Mealtimes are full of variety and flavour. Our daily changing menus feature fresh, home-cooked meals made with locally-sourced fruit, vegetables and meat. Residents are encouraged to share their favourite dishes, helping us tailor menus to their tastes.

From classic British favourites to global cuisine, there's always something new to enjoy. Special occasions bring indulgent Afternoon Teas and themed menus, with a celebration meal every last Thursday of the month.

Led by Head Chef Mihai, our kitchen team—including our beloved baker Hannah—prepares all meals in a modern, fully-equipped kitchen. Most meals are enjoyed together in our welcoming dining room, but residents are also very welcome to eat theirs in their room should they prefer. Our expert care team are always on hand to assist with feeding wherever needed.

Residents start the day with a plentiful breakfast spread, with the choice of fresh fruit, cereals, toast or a cooked breakfast, all served with tea, coffee and freshly squeezed juice. Lunchtime is a freshly-prepared two course meal with a menu of two dishes to choose from, whilst a light supper is served every evening.



I told someone Dad was spending a week at Charlton Kings Care Home, whilst we were on holiday, and they said I'd made the best choice. There is no doubt this was correct and I have not seen a happier home. The staff's training must be excellent as they are all cheerful and thoroughly pleasant. Nothing was too much trouble and I felt they cared for Dad. I've already put my name down for the future.

Son of Resident | August 2024



## Communal Areas

All the communal areas are bright and spacious, spotlessly clean and attractively decorated. A maintenance person is employed to keep the home in perfect order. The home is suitably designed for easy access.

Residents and their families can unwind in a selection of spacious sitting rooms, each thoughtfully decorated with its own unique theme and furnished with comfortable sofas. For a more peaceful retreat, our quiet room offers a cozy atmosphere featuring a small library and a charming fireplace.



Choosing Charlton Kings Care Home, led by the Manager and supported by an excellent team, was one of the best decisions we made for my mother-in-law's wellbeing. The staff at the care home are warm, welcoming, and genuinely attentive. They treated her with dignity and respect, which was so important as her Dementia worsened. The staff not only provided expert care for her physical needs but also made sure she felt comfortable and safe.

Their understanding of dementia and the challenges it brings was evident in everything they did but what stood out the most was the emotional support we received as a family. In the final months of her life, we were grateful for the kindness, patience, and empathy the staff showed not only to her but to all of us.

If you're looking for a place where your loved ones will receive exceptional care and kindness during their most vulnerable moments, I highly recommend Charlton Kings Care Home.

Son-in-law of Resident | January 2025

## Landscaped Gardens

Our beautiful garden offers residents space to enjoy some peace and relaxation among natural surroundings boasting a wide variety of flowers, trees and ornaments.

In all seasons, the grounds are kept neat and pretty and provide scenic and peaceful surroundings.





# Your Care

## Meet Our Team

Charlton Kings is run by Registered Manager, Jan Makin. Jan is an experienced manager with a solid background in the healthcare industry. She brings strong skills in risk management, first aid, palliative care, business process improvement, and staff appraisal. As a qualified trainer, Jan is passionate about supporting teams and enhancing the quality of care.



Each team member is carefully chosen for their reliability, integrity, skill, and professionalism, ensuring that every resident receives the attention and support they deserve. We provide extensive induction training and encourage continuous professional development, empowering our staff to deliver the very best person-centred care.

With a higher-than-average staff-to-resident ratio, we ensure that our carers are available 24 hours a day, providing companionship, stimulation, and attending to the physical needs of our residents. Our holistic approach extends beyond caregiving, with expert cooks, housekeeping staff, maintenance teams, and dedicated activity coordinators working together to create a warm and supportive environment.



## Health

The prime objective of our home is to promote and foster health and wellbeing. On admission of each resident, an assessment of need is performed by a senior member of the care team, from which a Care Plan is created.

We register all our residents with Royal Crescent Surgery, even those staying with us for respite—they're registered temporarily while they're here. Our GPs get to know our residents really well and visit the home every week, or whenever they're needed.

In case of illness, relatives are informed immediately and are updated regularly on the patient's recovery.

## Our Philosophy

At Charlton Kings, we believe that exceptional care comes from a blend of dedicated staff, a warm environment, and strong, supportive leadership. Our philosophy focuses on delivering the highest standards of care while nurturing a sense of community.

With a hands-on management approach, we pay close attention to every detail of daily life in the home. By actively engaging with residents, families, and staff, we ensure a consistently high level of service. This close involvement helps us create a place where residents feel safe, valued, and supported—and families have confidence and peace of mind about the care of their loved ones.



Mum was resident from August 2023 until March 2025. During this time Mum had excellent care from a regular team of smiling staff with endless patience and understanding of those living with dementia. The home is homely and welcoming, all staff knew Mum's needs and interests and knew visiting family members by name. Activities are varied, relevant and interesting, and included trips out with others in the local community and to events; far beyond my expectations. Care is tailored to individuals and purposeful. I have no hesitation in recommending Charlton Kings Care Home.

Daughter of Resident | May 2025





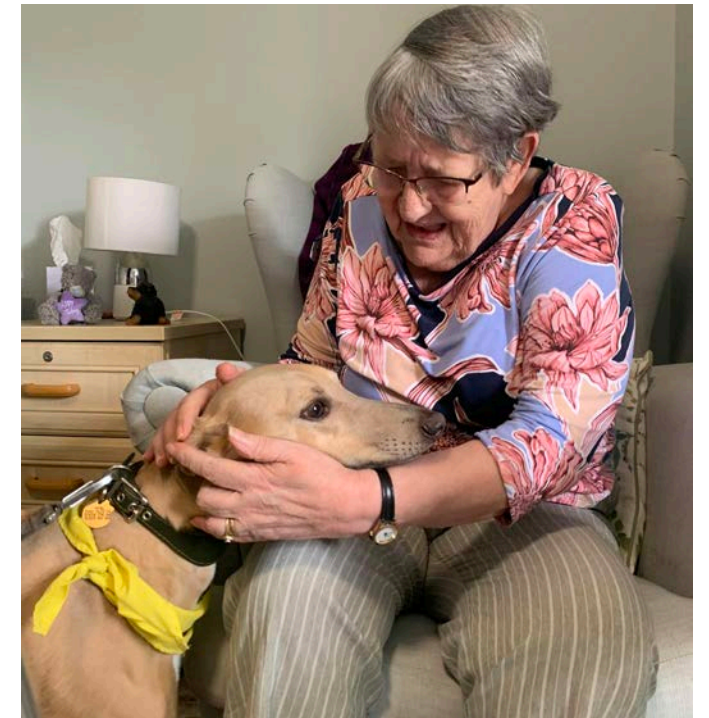
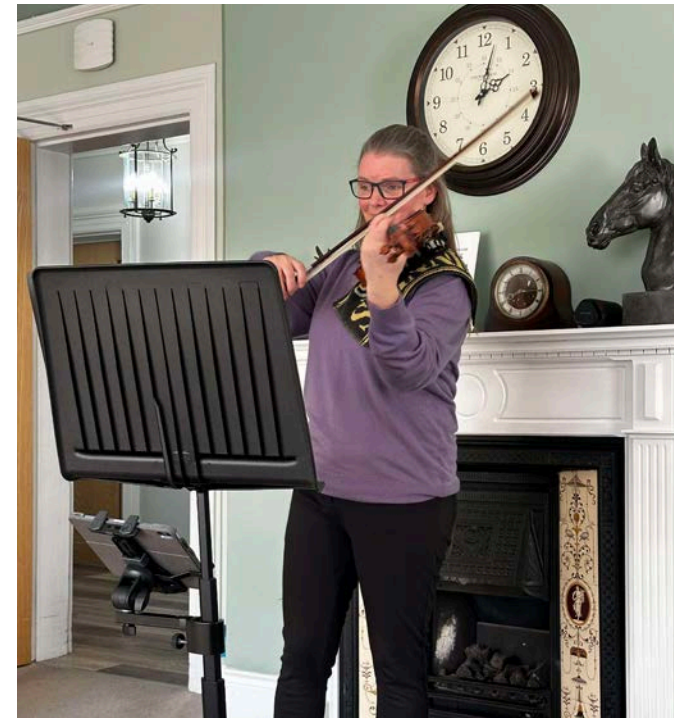
## Events & Trips

We know that mental and emotional well-being are just as important as physical health. Our Activities Coordinator works with residents to create a varied schedule, including group sessions, one-on-one time, local outings, and creative workshops. Music therapy, gardening, and tailored exercise classes support relaxation, expression, and fitness. Seasonal events—like barbecues, festive parties, and themed days—add extra joy throughout the year.

## Recreational Activities

We believe that staying active and engaged is essential for our residents' overall well-being. That's why we provide a wide variety of care home activities designed to enrich daily life, promote social interaction, and support both mental and physical health. Our goal is to create a vibrant and stimulating environment where residents can participate in activities that bring them joy, foster friendships, and encourage independence.

From cake decorating and gardening to exercise classes and music therapy, we ensure that every resident has opportunities to engage in meaningful pastimes. Whether they enjoy creative pursuits, light physical activity, or social events, we offer something for everyone.





# Our Service

Charlton Kings is not just a home, but a family too. Everyone is made to feel welcome and cared for, and we value each resident's individuality.

There are few rules and timetables because we want our residents to be calm and relaxed. The rules that are in place are there for the benefit of all the residents, their safety and security.

-  There is a modern, automatic fire safety system
-  Visitors are welcome at all times
-  Smoking is not allowed inside, but there is a designated outdoor area for smoking
-  The laundry facility is well equipped and well organised
-  Well-behaved pets are allowed in the rooms
-  Every room has a locked cabinet and residents can insure their possessions if they wish.



The staff at Charlton Kings Care Home are truly amazing – I have always called them mum's angels without wings! My mum went into the care home in April 2022 and sadly passed away in December 2024. She had dementia and was so incredibly well looked after by all the staff who were cheerful, smiling, kind, considerate and thoughtful.

They treated mum with huge respect and with great affection, she loved them, and as dementia began to further take control of her, the staff helped us to navigate her final years as we witnessed her struggle with loss of memories and independence as heartbreaking as it was humbling. While the experience of dementia tested our strength as a family, it also deepened our bond, supported by the manager and the wonderful team at the care home. Nothing was ever too much trouble, and whilst our mum is now at peace, free from the struggles of this world, Charlton Kings Care Home and their excellent team will remain forever in our hearts.

Daughter of Resident | January 2025



## Quality Assurance

Charlton Kings produces a Statement of Purpose, which is regularly reviewed and can be read by anyone who's interested.

The Care Quality Commission inspects the home regularly to ensure it complies with Care Standards. In its Inspection Report, CQC have confirmed that Oaklands is fully compliant in all areas.

To view our CQC Report, visit [www.cqc.org.uk/location/1-2897246286](http://www.cqc.org.uk/location/1-2897246286). Residents' and relatives' reviews can be found on [www.carehome.co.uk/carehome.cfm/searchazref/10002025PARA](http://www.carehome.co.uk/carehome.cfm/searchazref/10002025PARA).







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# Looking forward to meeting you

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

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