



KNOWLE PARK

Care from the heart

IN CRANLEIGH

 ARIA CARE

We are proud to introduce our beautiful home with period features, Knowle Park, located in Cranleigh, Surrey. Where residents can enjoy nine acres of stunning parkland with extensive views over the Surrey countryside.

We have a passion for delivering person centred care for older people. We believe that every resident deserves, and should enjoy, the best possible quality of life.

That passion is instilled into every home where our teams are committed to supporting residents to continue to live their life to the full.

That means more than providing great care; it's about working with each resident and their family to truly understand them, their wishes, needs and dreams for the future, and striving to make those dreams come true.

Knowle Park, like all our homes, provides excellent facilities, and what makes us unique is the highly skilled and dedicated teams of care workers, nurses, support staff, specialists and managers who make the difference. They consistently go above and beyond to deliver the best possible care to residents.

We understand that looking for a care home can be an emotional and challenging time. We have decades of experience in supporting families to make the difficult decisions, so that the whole family has peace of mind.

We're here for you, every step of the way, helping our residents to live the life they want, with independence, choice and dignity.

We look forward to welcoming you to our beautiful home and will be on hand to answer your questions.

WHAT MATTERS TO YOU,
MATTERS TO US

Welcome to Knowle Park



“I have had full confidence in the staff that the care of my mother has been done to the best of their ability. Communication between my mother and I has been good, and updates very thorough.”

Resident's family member



MAKING A DIFFERENCE

Whether you are looking to connect with new friends or have specific care or nursing needs, we provide high quality residential, nursing and convalescence care.

Knowledge and understanding are at the heart of the care we provide. We learn about your life, for example, your career, the places you've lived, and the people who are important to you.

We work with you to understand and capture your stories, your likes and dislikes, the things that make you unique. Then we use this knowledge, and your care needs to shape your care plans. No detail is too small, right down to the number of pillows you like on your bed.

We understand that this is your home, and privacy and choice are fundamental to ensuring your dignity.

We will always ask permission to come into your room, and we'll always give you choices about what you'd like to do and how you'd like to do it.

Your specialist care teams

Many of our residents choose Knowle Park as they're looking for companionship and peace of mind. Our nurses and carers are experienced in caring for people with low level needs to the most complex of health needs. We work with a dedicated GP, consultants and specialists to plan and adapt care should your health needs change.

“Mum seems very happy at Knowle Park and has never had a bad word to say about any element of her new life. She is clearly treated with dignity and is pleased to be included in the activities that take place for the residents to enjoy.”

Resident's family member

A PLACE TO CALL HOME

Knowle Park is set within the Surrey countryside, surrounded by nine acres of gardens and parkland.

As well as permanent and convalescence care we also offer respite and trial stays. We provide many different types of support and work with you to put together a care plan that is unique to your needs and requirements.

Our team are experienced in caring for people with the most complex of health needs including convalescent care, rehabilitation, health monitoring, wound management and the management of long-term conditions.

Choosing the right type of care

- **Residential care** – This involves offering support with some of the basic activities of daily life, such as bathing, shaving, oral care, dressing, assisting with mobility and diet management.
- **Nursing care** – For health problems that need the ongoing attention of nurses, we provide 24-hour personal, specialised nursing care led by our own registered nurses chosen for their care compassion and experience.
- **Palliative care** – This ensures individuals are as comfortable as possible, by managing pain and other symptoms not to mention psychological, social and spiritual support for everyone including family or carers.
- **Respite care** – This is a short term stay and may include caring for them while their regular carer takes a break.
- **Convalescence care** – This care is usually short term and is aimed to provide support whilst recovering from an injury, operation or illness.

WHAT MATTERS TO YOU,
MATTERS TO US



“From the start, we have had certainty for my father’s care which we desperately needed.

Care is resident led and dignity is key throughout.”

Resident’s family member



“From the first time I visited Knowle Park
when we chose a care home for Mum,
I could sense immediately it was a
truly caring environment and a
place I know was right for her.”

Son of resident

WHERE CARE AND COMFORT COMBINE

Knowle Park provides a comfortable and homely setting that you will be proud to call home, the period features offer an ambience of a traditional country house.

A room with a view

At Knowle Park there are 46 bedrooms with varying styles, sizes and aspects. Each bedroom is elegantly decorated and furnished whilst incorporating leading safety features. A ground floor room may be ideal or how about an upstairs room with fabulous views over the picturesque countryside? There's sure to be a room that you'll love.

A space of your own

While every bedroom is fully furnished, you are encouraged to bring your own personal pieces to make your room feel more

homely. Our maintenance team will be happy to hang a favourite picture or two, to add those important finishing touches.

Safety and comfort are our foremost concern, so all our rooms have a nurse call system in place, giving you peace of mind that you can alert a member of the team whenever you need assistance. We will also tailor the facilities in your room to your precise needs and wishes.

WHAT MATTERS TO YOU,
MATTERS TO US



“She loved the social contact and often the staff had time to chat to her. She had a garden room and loved the view of the flowers.”

Daughter of resident



A LIFESTYLE YOU'LL LOVE

Moving into a care home is a new chapter in your life and we believe in enabling you to continue the hobbies you enjoy, rediscover forgotten interests, or try something new.

Tailored to you

We have a team of talented Health and Wellbeing Coordinators who will support you to be as active or sociable as you wish, meaning that there's plenty to do if you're keen to get involved. Taking guidance from you, they will plan varied and fulfilling activities to suit you personally. Even simple daily tasks that may be important to you like tending to garden pots or serving tea, we recognise that everyone is unique and so are the daily activities that people choose to do at Knowle Park.

Enjoy our stunning facilities

Within the home, our drawing room and lounge make for a popular place to entertain visitors, meet friends or enjoy live entertainment. There is a

private dining room too, perfect for having a get-together with visiting friends and family. Residents and visitors can enjoy the gorgeous surrounding parkland and stunning Surrey countryside. Nail technicians are always happy to pamper you, with a manicure and hand massage, whatever the occasion.

Explore the local area

We're always keen to hear your feedback and ideas for activities so we can ensure that you're enjoying each day to the full. There is a Residents' Committee that meets regularly where you can put forward ideas. You can read feedback from our residents and relatives in our comments book in reception or online.

Typical activities include:

- Film screenings
- Live entertainment
- Poetry club
- Card games
- Quizzes and puzzles
- Pamper sessions

A FEAST FOR THE SENSES

There's always a buzz around the home at mealtimes. In fact, good food and great times are what life at Knowle Park is all about.

Menus designed around you

Our catering and hospitality team have in-depth knowledge of nutrition and hydration and one of our Chefs will meet with you when you first join us, in order to get to know you and understand your dietary needs and personal preferences.

The catering and hospitality team sources seasonal and local produce and ensures that there are always plenty of tasty options to choose from. Special diets are easily catered for, including for residents who have difficulty swallowing, or need fortified meals. As well as exemplary nutritional monitoring, our dedicated care team ensures our residents have regular drinks and their weight is noted. These are recorded in care plans where appropriate. You can view our menus when you visit us or read a typical menu online.

Our team at Knowle Park holds the Hospitality Assured accreditation, a standard that recognises exceptional customer service.

Dine in style

The home offers different styles of dining, including formal, more relaxed spaces. You can also enjoy your meal in your room if you prefer. Whether you're a three-meals-a-day person, or prefer to eat little and often, our menus and snack options provide complete flexibility. You can start the day with a cooked breakfast or cereal and juices, followed by lunch and dinner or a light meal and snack.

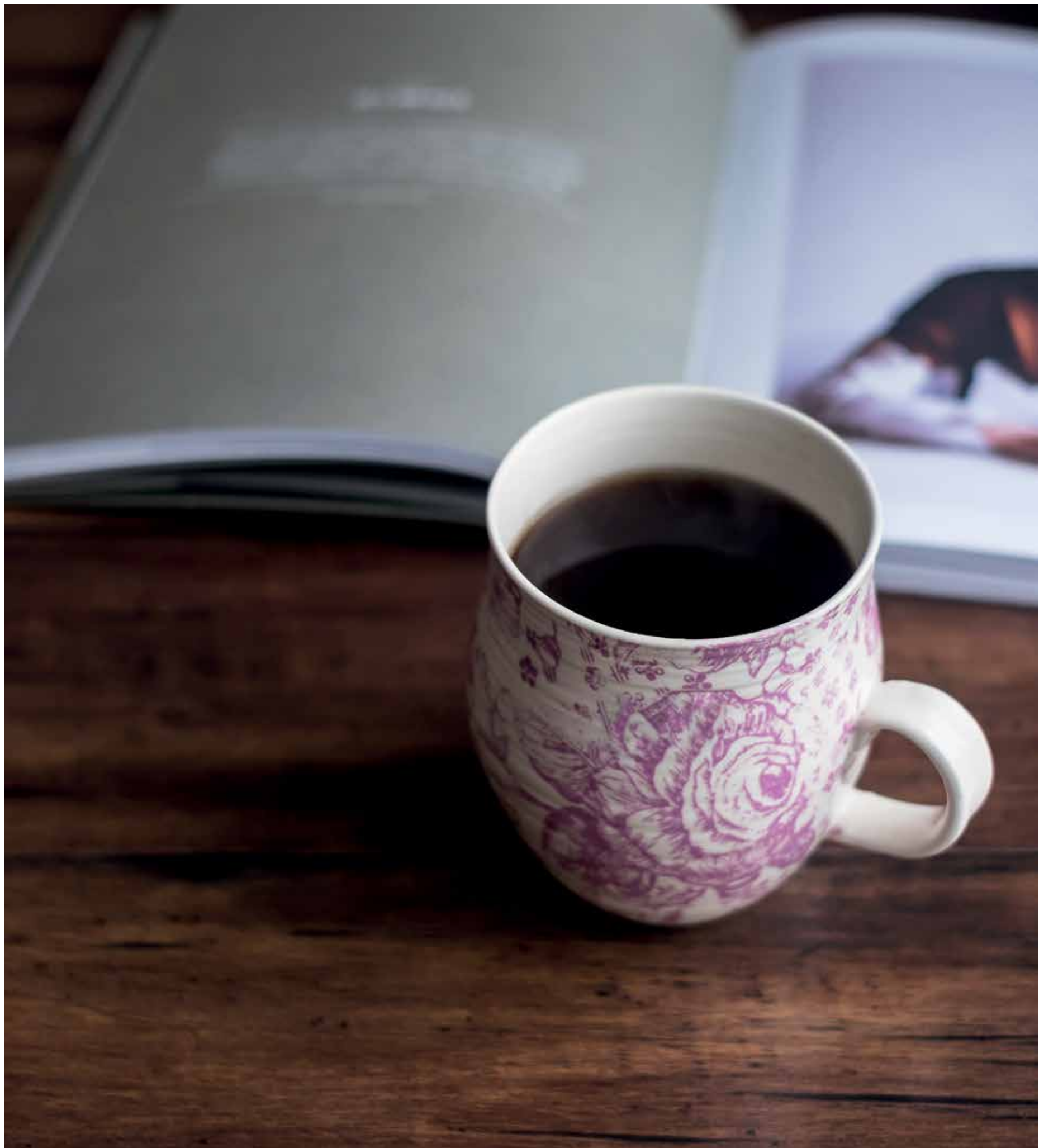
Time to celebrate

Baking is a big favourite with residents at Knowle Park and afternoon tea always includes tasty homemade cakes.

Homemade cake is always on the menu for residents' birthdays, and our catering team is very happy to provide delicious food for family get-togethers.

"I love to meet residents when they move in to understand their dietary needs and personal preferences. All our residents are involved in the menu planning on an ongoing basis."

Head Chef Knowle Park



FREQUENTLY ASKED QUESTIONS

What is the ratio of staff to residents?

As everyone’s needs vary, we will assess each individual and agree on the level of support and care required with each resident, family members, and healthcare professionals where appropriate.

Do I have to pay extra for entertainment?

No. The in-home entertainment, events and activities are based on the interests, preferences, and needs of residents. Therefore, we consider the range of lifestyle options available to be a part of their care planning in which good physical, cognitive, and social engagement can directly improve health and wellbeing.

Do you offer room service?

Yes, we do and there is no tray charge for this service. Friends and family can join whenever you wish.

What are your visiting times?

Knowle Park operates an open-door policy. Family and friends are always welcome and can see their relatives and loved ones as often as they wish.

Can I bring my pet?

Most pets are welcome to visit for the day by arrangement with the Home Manager.

Who decides on the menus?

Our Head Chef and the team have many years of cooking experience. They craft their nutritionally balanced menus using seasonal produce and are guided by the feedback provided to them from our residents during their monthly hospitality meetings and individual care plans.

What is a care pathway?

Care homes that provide a combination of residential, nursing and dementia care are said to offer a ‘care pathway’. Homes that offer all three are described as offering a ‘complete care pathway’. Essentially, having a care pathway can allow a resident to remain at the same home should their needs change, without having to relocate to another service.

Why do fees vary based on duration?

A premium is added to the cost of respite care or a short stay. These residents enjoy all the benefits on offer to those who call Knowle Park their permanent home.

WHAT MATTERS TO YOU,
MATTERS TO US

UNDERSTANDING CARE FEES

Our range of fees are determined to ensure the safety of our residents and the comfortable running of their home.

Our fees are competitive, reviewed annually, and can vary based on individual care needs, size or aspect of room, and duration of stay.

Fees quoted are per week and include medications management, retained GP services, weight, hydration and nutrition monitoring, plus regular and varied events and activities, wellbeing support and care and nursing in line with assessed needs.

Fees are payable in advance prior to admission and comprise of up to one month's care fees and a refundable deposit.

Depending on an individual's needs some funding assistance may be available. When you visit the home please ask about the allowances and how we may help you request any funding entitlements.

Local Authority Care Fees

Available for a resident over 65 years of age who does not have the required funds to pay for their own care. These fee levels do not meet our requirements, however it is possible for other family members to 'bridge the gap' or 'top up' any shortfall, subject to assessment.

Attendance Allowance

This is also available for those over 65 years of age who have a physical or cognitive need and is provided at a lower or higher level, subject to assessment.

Funded Nursing Care

This is a contribution by the NHS towards the cost of nursing care for those in a care home. A flat rate is paid directly to the home and unlike many other care providers we deduct this amount in full from our monthly invoice.

Continuing Healthcare

This is arranged and funded by the NHS for people who are not residing in hospital and have been assessed as having a 'primary health need'. We recommend that making the decision on how to fund a care home placement is ideally done with the support of a professional advisor.

TAILOR YOUR OWN CARE PACKAGE

You can tailor your own care package to suit your individual needs and if you change your mind or your requirements change, then so can your care package.

Included in your weekly care fee:

Bedroom facilities

- 24 hr Nurse Call system in all communal areas and bedrooms
- Bedrooms with countryside views
- Tea and coffee available in room
- TV & DVD player (selected rooms)

Dining

- Formal and relaxed dining as you desire/ Tray service available in every room
- Hot food available all day
- Hotel grade kitchens
- Nutritionally balanced meals with locally sourced produce
- Innovative menus for residents with special dietary needs
- Seasonal menu options and personal meetings with our Hospitality Manager/ Head Chef

Housekeeping

- Housekeeping including window cleaning, laundry and ironing service

Keeping in touch

- Open door policy for visitors
- Free Wifi selected areas throughout the home
- Telephone calls (UK) /plus Face time and Skype services

Outdoor facilities

- Visitor car parking

Outdoor space to enjoy

- Outdoor Al fresco dining
- Potting shed with gardening equipment and raised beds for planting
- Safe landscaped gardens

Personal care advice/support

- Palliative care and family support at end of life
- Personal chaperone to medical appointments
- Personalised, individual care plans and a named nurse or key care worker
- Care and nutrition advice and support

Rooms to enjoy

- Conservatory / Orangery
- Lounge / communal area
- Newspapers and magazines in communal areas
- TV Lounge/ Smart TV (communal areas)
- Hair/Beauty Salon

Things to do

- Religious services can be arranged
- Visiting pet therapy
- Lounges with board games, newspapers, magazines and screening of films/sporting events
- Planned activities schedule including visiting entertainers
- Planned excursions and days out to places of interest
- Dry cleaning
- Entertain friends and family on special occasions
- Floristry orders can be arranged
- Manicures and pedicures

There's help and support every step of the way, so no matter which care package you choose, you'll find your care plan and moving in meticulously planned by our Home Manager.

GET IN TOUCH

We want you to make the right decision for you, and we're here to provide all the answers, advice and guidance you need.

Come and see us

By far the best way to find out if Knowle Park is the home for you is to experience it for yourself.

Come and meet our residents, talk to our friendly team, and take a tour of our beautiful home.

Knowle Park, Knowle Lane, Cranleigh, Surrey, GU6 8JL

Call or email

Our friendly team is on hand to answer your questions between 8am and 7pm weekdays, 9am and 4pm Saturdays and 10am and 3pm Sundays.

Freephone 0808 223 5518

or enquiries@ariacare.co.uk

Find out More

You can read about our manager and their team plus see our latest news and events at

www.ariacare.co.uk/knowle-park

Other homes nearby

Like Knowle Park, our other homes offer a range of quality care in stunning surroundings.

Garth House, Dorking

Residential | Nursing | Dementia Care



Coxhill Manor, Woking

Residential | Nursing | Dementia | Palliative Care



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