



Sai Care Homes
Love all, serve all

Hatfield Lodge Care Home



01303 253253



www.saicarehomes.com



Welcome to Hatfield Lodge

We're here to make choosing the right care home simple, supportive and stress-free.

Moving into a care home isn't just a change of address – it's about confidence, companionship and rediscovering independence. With 24-hour support, a welcoming community and the reassurance that help is always close by, life becomes easier and far more enjoyable.

At Hatfield Lodge, that's exactly what you'll find – and more. We believe moving into a care home should feel like gaining something, not giving something up. Our dedicated team provides round-the-clock care with kindness and respect, so you can feel secure and valued. You'll enjoy a calm, homely environment, delicious home-cooked meals and the freedom to live life your way – with the comfort of knowing help is always at hand.

We understand that the decision to move into a care home can feel like an emotional crossroads. It's a big step, and often a complex one for everyone involved. At Hatfield Lodge, we're here to make that journey easier, ensuring you or your loved one finds a place that feels safe, supportive and truly like home.

We hope this brochure gives you all the information you need to start this important journey with us. If you'd like to discuss anything in detail, or have a specific question, we're just a phone call away: **01303 253253**



Lalitha Kumar
Home Manager



Hatfield Lodge

is a charming, historic residential home specialising in care for individuals with dementia who need low to medium levels of support.

Located just a stone's throw away from The Leas and Folkestone town centre, Hatfield Lodge provides a serene environment with easy access to local shops, public transport links and the coast.

If you're looking for a peaceful retreat for yourself, relative or a loved one, look no further than Hatfield Lodge.

Accommodation

Hatfield Lodge offers care and support for up to 34 residents.

Accommodation is spread across four floors, all accessible via stairs and passenger lifts. Most rooms feature en-suite facilities, guaranteeing maximum possible privacy.

We believe every resident should feel at home. Whether it's bringing in favourite furniture, hanging family photographs, or adding those little touches that make a space feel special, we encourage our residents to create an environment that's truly theirs. All residents receive a personalised bedroom door, complete with bespoke signage & paintwork.



Care Available

- | | |
|--|--|
| <input checked="" type="checkbox"/> Dementia Care | <input checked="" type="checkbox"/> Respite Care |
| <input checked="" type="checkbox"/> Residential Care | <input checked="" type="checkbox"/> Day Care |

Home Facilities

- | | |
|---|--|
| <input checked="" type="checkbox"/> Several Lounges | <input checked="" type="checkbox"/> Private Suites |
| <input checked="" type="checkbox"/> Beauty Salon | <input checked="" type="checkbox"/> Twin Suites |
| <input checked="" type="checkbox"/> Conservatory | <input checked="" type="checkbox"/> En-Suites |
| <input checked="" type="checkbox"/> Secure Garden | <input checked="" type="checkbox"/> Secure Wi-Fi |



Committed to Well-being

At Hatfield Lodge, we champion person-centred care, ensuring every resident is treated as an individual with unique preferences, aspirations, and life stories. From daily routines to social activities, we empower residents to make their own choices and live life on their own terms. Whether it's deciding what to wear, choosing a favourite meal, or planning a day out, independence and dignity are always at the forefront. Our dedicated team works in partnership with residents and their families to create a supportive environment where confidence, comfort, and happiness can flourish.

About Sai Care Homes

Hatfield Lodge is part of [Sai Care Homes](#) – an RS Rock Holdings company.

As a family-run group with experience in hotels, hospitality and leisure, we bring the same warmth, attention to detail and high standards into our care homes.

At Sai Care Homes, our philosophy is simple: to create a safe, comfortable and homely environment where every resident feels loved & served. We combine professional expertise with a personal touch, ensuring that dignity, respect and individual choice are at the heart of everything we do.

We Work With

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> GP's | <input checked="" type="checkbox"/> Entertainers | <input checked="" type="checkbox"/> Places of Worship |
| <input checked="" type="checkbox"/> Community Nurses | <input checked="" type="checkbox"/> Charities | <input checked="" type="checkbox"/> Hospices |
| <input checked="" type="checkbox"/> Therapists | <input checked="" type="checkbox"/> Local Businesses | <input checked="" type="checkbox"/> Pet Owners |
| <input checked="" type="checkbox"/> Hairdressers | <input checked="" type="checkbox"/> Schools and Colleges | <input checked="" type="checkbox"/> Activity Coordinators |



Food & Dining



Our menus at Hatfield Lodge are varied and seasonal, shaped by regular feedback from residents to ensure every plate puts a smile on their face. Fancy something between meals? A wide selection of snacks is always on hand.



We're proud to source fresh ingredients from local suppliers wherever possible. Special dietary needs? No problem. We cater for a wide range of diets, so everyone can dine with confidence.

Residents can choose to eat in our dining area or enjoy the privacy of their own rooms - whatever feels right for the moment.

Activities & Entertainment



Our Activities Co-Ordinator keeps residents active with a varied programme - from crafts to days out, and regular visits from entertainers, there's something for everyone. We're a member of **NAPA** (National Activity Providers Association).

- Board Games
- Singing and Karaoke
- Holiday Celebrations
- Movie Nights
- Live Entertainment
- Outdoor Games
- Cookery and Baking
- Community Involvement
- School and Nursery Visits
- ...and so much more!**



Settling In

Choosing the right care home can feel daunting, especially when navigating funding and care options – but at Hatfield Lodge, we're here to make the process simple and supportive.

From your first conversation with our friendly team to the moment you or your loved one moves in, we'll work closely with you every step of the way. We take time to understand individual medical, care, and mobility needs, and compile a person-centred care plan.

We'll guide you through funding options to ensure everything is clear and stress-free. Whether privately funded or supported by local authorities, we tailor solutions to suit each family's circumstances and budget – because peace of mind matters as much as quality care.

Hatfield Lodge welcomes visitors at any time, so family and friends can drop in whenever they wish to make residents feel truly at home.

Why not consider... Tudor Lodge

If you're exploring care options in Folkestone, Tudor Lodge may well tick your boxes.

Just a stone's throw away from The Leas, our home combines comfort, safety, and a warm sense of community, offering personalised care that respects independence and individuality.

With 44 beautifully appointed rooms, several communal spaces, and a dedicated team of experienced care staff on hand 24/7, Tudor Lodge is designed to help residents live life to the fullest, providing an environment where well-being comes first.

To find out more about Tudor Lodge, scan the QR code or call us on 01303 251195.





Fees & What's Included

At Hatfield Lodge, we're committed to delivering exemplary care at a price that makes sense. Additionally, we are able to offer advice in obtaining assistance with the payment of fees from social services and the NHS, including fully-funded placements.

If you opt for private funding, our fees start at **£1250 per week** - with costs increasing for our larger rooms.

This fee doesn't just include the room - it also includes:

 **24-HOUR CARE**

 **HOME-COOKED MEALS**

 **ACTIVITIES PROGRAMME**

 **LAUNDRY SERVICE**

 **ROOM CLEANING**

 **SECURE WI-FI ACCESS**

While we strive to include as much of the Hatfield Lodge experience as possible in one package, the following services are not included:

- Hairdressing
- Chiropody
- Day Trips
- Transportation (e.g. for hospital appointments)

Finding the Right Care Home - Checklist

This checklist aims to help you think about the care homes you visit, and questions you may like to ask before making a choice.

First Impressions

- Does the home feel inviting and homely?
- Are the care home and grounds well maintained?
- Are the rooms well-decorated and tidy?
- Are the staff welcoming and approachable, while remaining professional?

Location and Accessibility

- Is the home in a suitable location?
- Is the home reachable by public transport?
- Does the home have suitable parking?
- Is the noise level surrounding the home ample?
- What are the views like surrounding the home?
- Is the care home designed to support the needs of you or your loved one?
- Is there a lift?
- Is there sufficient wheelchair access throughout the care home?
- Are there accessible toilets?
- Do toilets have handrails, raised seats and mobility aids?

Care

- Does the home provide appropriate care?
- Are members of staff trained in specific types of care?
- Does the home provide suitable equipment and facilities for people with a range of conditions?
- Does the home have access to other services, such as district nurses, chiropodists, opticians and dentists?
- What happens if a resident becomes unwell or requires medication?
- Can relatives stay overnight if a resident is unwell?
- What support is given to family members during, and after, a resident's tenure at the home?

Staff

- Are staff available at all times throughout the home?
- Is there a manager in post and a senior member of staff on duty at all times?
- Do the staff interact well with residents?
- Do the staff respect the privacy and dignity of the residents in their care?
- How will staff get to know residents personally?
- Do staff take into account and respect cultural and religious beliefs?
- How often do staff receive training?

Daily Life

- Can residents choose their daily routine, such as when they wake up, go to sleep and have meals?
- Can residents choose whether they have a bath or shower and how often?
- Can residents choose what they'd like to wear?
- Can residents go outside for fresh air when needed?
- Do staff seem engaged and attentive?
- Do residents appear happy and occupied/content?
- Do residents have internet and telephone access?
- Can areas be arranged for small groups to socialise?
- Does the home arrange activities and visits around the local community?

Accommodation

- What are the overall thoughts on the bedrooms?
- Are there bedrooms with en-suite facilities, if needed?
- Are the facilities in the bedroom and bathroom accessible for residents?
- Are residents free to personalise their room?
- Does the bedroom have telephone or internet access?



- Is there an emergency pull-cord or call bell available?
 - Is there adequate storage space?
 - Can pets stay in the bedroom?
 - Do staff respect resident's right to privacy?

Communal Areas

- Are there a variety of communal areas?
 - Is there easy access to all communal areas?
 - Is there an accessible and secure garden?
 - Do the lounges or other sitting rooms have pleasant views?
 - What activities are held in the communal areas?
 - Do the communal areas have televisions, radios, internet access and telephone access?
 - Is there a designated quiet area?
 - Are the communal areas designed to encourage socialising?
 - Are toilet facilities within easy reach of communal areas?

Food & Drink

- Which is the main meal of the day?
 - Is the food prepared in-house?
 - Is there an on-site chef and kitchen team?
 - Can residents choose where they eat?
 - Do residents have a choice of menu?
 - Does the chef develop the menu around the preferences of residents?
 - Is the menu changed and refreshed regularly?
 - Are there opportunities to eat out?
 - Are dietary and cultural requirements catered for?
 - Can residents receive assistance with eating if required?
 - Do residents have access to drinks and snacks at any time?
 - Can visitors visit during meal times and can they have meals?
 - Can residents make food and drink for themselves?

Activities

- Are there a range of activities designed to support individual needs?
 - Are residents encouraged to continue with existing hobbies and interests?
 - Do staff plan the activities schedule in collaboration with

residents?

- Does the home have a dedicated activities co-ordinator?
 - Do staff give residents the opportunity to help with activities such as gardening or cooking?
 - Do staff arrange outside entertainment to visit?
 - Can residents attend events in the local area?
 - Are special events, such as birthdays and religious holidays celebrated?
 - Do staff encourage residents to keep physically active?

Visits

- Does the home welcome visitors at any time?
 - Are there any restrictions on visiting times?
 - Are there facilities for visitors to stay overnight?
 - Where can residents spend time with their visitors?
 - Are relatives encouraged to become involved with daily activities?
 - Can visitors accompany residents on outings and trips?
 - Can visitors dine with residents?
 - Are children welcome to visit?
 - Are pets welcome to visit?

Fees & Funding

- Can residents stay for a trial period?
 - Can residents see a copy of the home's terms and conditions?
 - What are the annual/monthly fees?
 - Is there a membership fee payable for staying at the home?
 - What is included in the fee and what may cost extra?
 - Are fees paid in advance or arrears?
 - How much notice is given for any fee increases?
 - What arrangements are there for handling personal money?
 - What happens if a resident is unhappy with the home once moved in?

Safety & Security

- What safety and security measures are in place to keep residents safe?
 - What measures are taken to reduce the risk of falls?

- What call systems are in place if a resident needs help?
 - Is the care home safe inside and in the surrounding areas, including the garden?
 - What safeguards are in place for day trips, and are thorough risk assessments carried out when needed?
 - Is information readily shared with families?
 - Is the home in good standing with the Care Quality Commission (CQC)?

Notes

Hatfield Lodge offers:

- En-suite, fully furnished bedrooms
- Several lounges & communal areas
- A secure garden
- A hair and beauty salon
- Round-the-clock, premium care
- Regular trips & activities



**'Excellent staff with a
beautiful community spirit'**

Verified review via Carehome.co.uk



Scan me
to visit our website



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