

# Sai Care Homes – Sustainability Report

## Introduction

At Sai Care Homes, our motto *Love all, serve all* extends beyond our residents and staff to include the planet we all share. In our operations, environmental and social sustainability is a guiding principle that underpins our commitment to delivering exceptional care while safeguarding the future.

Our environmental efforts focus on reducing waste, improving energy efficiency, and managing resources responsibly across our group of care homes. These initiatives are designed not only to lower our ecological footprint but also to contribute to a healthier, more resilient living environment for those that we care for.

Equally, we recognise that sustainability must be social as well as environmental. We are committed to creating inclusive, supportive communities, where both residents and staff feel valued and empowered. Through fair employment practices, ongoing development, and meaningful engagement, we aim to foster a culture of care that benefits everyone – now and in the years to come.

## Environmental Sustainability

### Energy Efficiency

We are actively reducing energy consumption across our homes through the following measures:

- Replacing traditional lighting with LED alternatives in all facilities
- Installing energy-efficient appliances, such as televisions and office equipment
- Upgrading boiler systems to modern, high-efficiency models
- Implementing energy-efficient HVAC (heating, ventilation & air conditioning) systems to improve climate control and reduce waste

### Renewable Energy

We are ensuring that our energy efficiency efforts are backed by genuinely sustainable sources. To ensure this, we're doing the following:

- Sourcing our energy from green tariffs
- Researching the efficacy of installing solar panels on our homes
- Exploring battery storage options for the purposes of energy resilience during a power outage

## Water Conservation

While water is a vital resource in our care homes, we remain conscious about our consumption. We're taking the following measures to reduce our consumption:

- Implementing leak detection systems, to better monitor water wastage
- Installing low-flow taps, dual-flush toilets, and replacing shower heads
- Using water-efficient appliances such as dishwashers and washing machines
- Educating our staff on responsible water usage

## Waste Management

In line with England's new Simpler Recycling regulations (effective April 2025) we segregate our waste into separate streams for dry recyclables, food waste, and residual waste. This ensures our homes fully comply with the legal requirement to separate recyclable materials from food and non-recyclable waste.

Beyond solely meeting regulations, we're taking additional measures to minimise general waste:

- Closely monitoring stock control
- Working with our suppliers to avoid unnecessary non-recyclable materials.

In addition, we're reducing food waste in our homes through careful meal planning & portion control, as well as encouraging appropriate diversion of organic waste.

## Sustainable Procurement

Wherever practical, we purchase food and supplies from local growers and suppliers. Sourcing locally reduces transportation emissions while supporting our local economy, and, in the case of food, provides our residents with only the freshest ingredients.

Certain single-use items, such as rubber gloves and plastic garbage bags, have been phased out & replaced with compostable & biodegradable alternatives.

## Transport

We're working to reduce the environmental impact of travel to and from our homes:

- All Sai Care Homes are accessible by public transport
- Staff and visitors are encouraged to use public transport or carpool wherever possible
- We promote low-impact commuting as part of our broader sustainability efforts

## Social Sustainability

### Resident Wellbeing

At Sai Care Homes, resident wellbeing is at the heart of everything we do. Our care is centred around the individual, not the system — and we work to ensure that every resident feels seen, heard, and valued.

- **Residents come first in every decision we make**
- Personalised care plans are developed to meet individual needs, preferences, and routines
- Wherever possible, we give residents the power of choice — from daily activities to how care is delivered
- We offer regular outdoor and social activities to support physical health, connection, and enjoyment
- Feedback matters: we actively listen through regular feedback initiatives and maintain a clear, accessible complaints policy to ensure concerns are addressed promptly and transparently

This commitment to dignity, autonomy, and engagement is a cornerstone of our social sustainability approach.

### Staff Welfare

We believe that delivering exceptional care starts with supporting the people who provide it. Our commitment to staff welfare is reflected in the following areas:

- Ongoing training and development programmes to help staff grow their skills and careers, with regular refreshers
- Health and wellbeing support for those who require it, helping foster a positive working environment
- Regular monitoring of staff satisfaction and retention, helping us understand what's working and where we can do better

By investing in our teams, we're building a stronger, more resilient care community for everyone.

### Community Engagement

We see our homes not as isolated spaces, but as active parts of the wider community — and that includes the families of our residents.

- We maintain strong connections with families through regular newsletters, social media updates, and open communication
- Community events such as open days and seasonal celebrations help build lasting relationships beyond our walls

- We partner with local charities and organisations to bring entertainment, activities, and companionship into our homes
- We support the next generation of care professionals by offering work experience placements to students from local schools and colleges

By staying connected and involved, we create a sense of belonging that benefits residents, families, staff, and the broader community alike.

## Diversity & Inclusion

We uphold a strong commitment to equality and inclusivity, ensuring respect and fair treatment for all:

- Every staff member and resident is supported without discrimination, in line with the Equality Act 2010 and its nine protected characteristics
- Policy compliance ensures we remain legally and ethically sound, promoting fairness and mitigating bias across recruitment, care delivery and day-to-day interactions

## Governance and Reporting

### Sustainability Governance

Clear roles and responsibilities ensure our sustainability commitments are embedded throughout the organisation:

- Sustainability leads and green champions in each home oversee local initiatives
- Internal reporting mechanisms track progress and identify opportunities for improvement
- Regular updates are shared with senior leadership to align sustainability with strategic priorities

### Regulatory Compliance

We maintain full compliance with all relevant care and environmental regulations:

- All homes operate in line with CQC standards
- All homes operate in line with applicable environmental legislation

### Risk Management

We actively assess and manage risks that could impact the wellbeing of our residents, staff, and operations:

- Preparedness plans are in place for climate-related risks and public health challenges
- Business continuity plans ensure service resilience during disruptions

### Transparency

We are committed to open and honest reporting on our sustainability journey:

- Progress is monitored through internal audits, key performance indicators, and regular reviews
- We keep all stakeholders informed – including residents, families, and staff – through newsletters, meetings, and digital updates

This structured approach helps ensure accountability, resilience, and continuous improvement in everything we do.

## Looking Ahead

Our commitment to sustainability is ongoing, and the year ahead will see further action across key areas:

- Planned initiatives include further implementing green energy solutions, and introducing more sustainable procurement practices
- Key focus areas for the coming year include decarbonisation efforts, mental health and wellbeing support, and improving access to digital tools for both staff and residents
- We invite everyone in the Sai Care Homes community – staff, residents, and families – to play a part in shaping a more sustainable future, through everyday actions, feedback, and participation in local initiatives

Together, we can continue building homes that care not only for people, but also for the planet and society we all share.

# Energy performance certificate (EPC)

Tudor Lodge  
18-20  
Manor Road  
FOLKESTONE  
CT20 2SA

Energy rating

**B**

Valid until:

20 May 2035

Certificate number:

4820-6719-1573-9644-9772

Property type

Residential Institutions: Hospitals and Care Homes

Total floor area

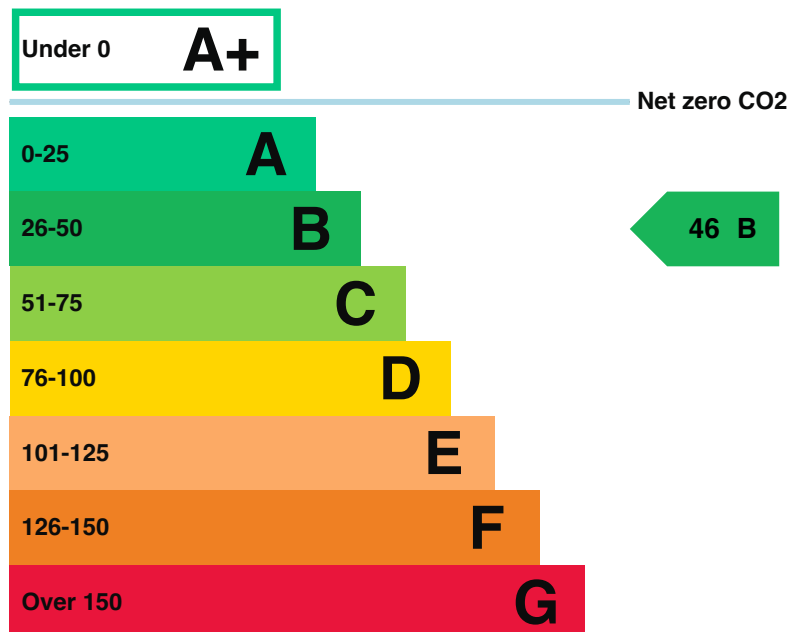
1,531 square metres

## Rules on letting this property

Properties can be let if they have an energy rating from A+ to E.

## Energy rating and score

This property's energy rating is B.



Properties get a rating from A+ (best) to G (worst) and a score.

The better the rating and score, the lower your property's carbon emissions are likely to be.

# How this property compares to others

Properties similar to this one could have ratings:

If newly built	31 B
If typical of the existing stock	123 E

## Breakdown of this property’s energy performance

Main heating fuel	Natural Gas
Building environment	Heating and Natural Ventilation
Assessment level	3
Building emission rate (kgCO2/m2 per year)	60.71
Primary energy use (kWh/m2 per year)	346

## Recommendation report

Guidance on improving the energy performance of this property can be found in the [recommendation report \(/energy-certificate/0462-0638-6274-0043-5004\)](#).



## Who to contact about this certificate

### Contacting the assessor

If you're unhappy about your property's energy assessment or certificate, you can complain to the assessor who created it.

Assessor's name	Yvonne Forbes
Telephone	01843 298635
Email	<a href="mailto:yvonne.forbes@btinternet.com">yvonne.forbes@btinternet.com</a>

### Contacting the accreditation scheme

If you're still unhappy after contacting the assessor, you should contact the assessor's accreditation scheme.

Accreditation scheme	Elmhurst Energy Systems Ltd
Assessor's ID	EES/008610
Telephone	01455 883 250
Email	<a href="mailto:enquiries@elmhurstenergy.co.uk">enquiries@elmhurstenergy.co.uk</a>

### About this assessment

Employer	Majestic Energy Assessments
Employer address	38 Friends Avenue, Margate, Kent, CT9 3XQ
Assessor's declaration	The assessor is not related to the owner of the property.
Date of assessment	21 May 2025
Date of certificate	21 May 2025

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# Energy performance certificate (EPC)

Hatfield Lodge Residential Home  
1-3  
Trinity Gardens  
FOLKESTONE  
CT20 2RP

Energy rating

**B**

Valid until:

21 May 2035

Certificate number:

3471-6011-3169-2735-6897

Property type

Residential Institutions: Hospitals and Care Homes

Total floor area

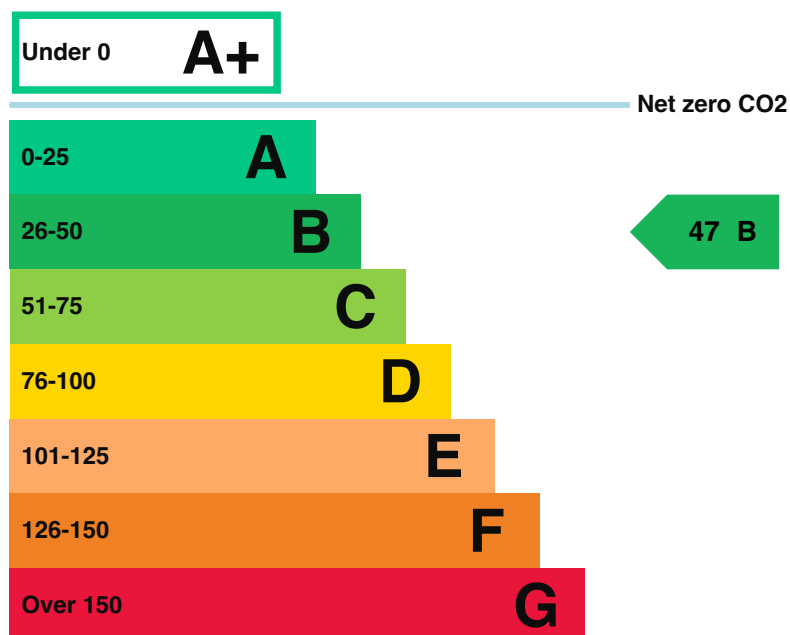
1,375 square metres

## Rules on letting this property

Properties can be let if they have an energy rating from A+ to E.

## Energy rating and score

This property's energy rating is B.



Properties get a rating from A+ (best) to G (worst) and a score.

The better the rating and score, the lower your property's carbon emissions are likely to be.

# How this property compares to others

Properties similar to this one could have ratings:

If newly built	30 B
If typical of the existing stock	122 E

## Breakdown of this property’s energy performance

Main heating fuel	Natural Gas
Building environment	Heating and Natural Ventilation
Assessment level	3
Building emission rate (kgCO2/m2 per year)	50.58
Primary energy use (kWh/m2 per year)	295

## Recommendation report

Guidance on improving the energy performance of this property can be found in the [recommendation report \(/energy-certificate/8163-9267-6593-3659-6355\)](/energy-certificate/8163-9267-6593-3659-6355).

## Who to contact about this certificate

### Contacting the assessor

If you're unhappy about your property's energy assessment or certificate, you can complain to the assessor who created it.

Assessor's name	Yvonne Forbes
Telephone	01843 298635
Email	<a href="mailto:yvonne.forbes@btinternet.com">yvonne.forbes@btinternet.com</a>

### Contacting the accreditation scheme

If you're still unhappy after contacting the assessor, you should contact the assessor's accreditation scheme.

Accreditation scheme	Elmhurst Energy Systems Ltd
Assessor's ID	EES/008610
Telephone	01455 883 250
Email	<a href="mailto:enquiries@elmhurstenergy.co.uk">enquiries@elmhurstenergy.co.uk</a>

### About this assessment

Employer	Majestic Energy Assessments
Employer address	38 Friends Avenue, Margate, Kent, CT9 3XQ
Assessor's declaration	The assessor is a relative of the property owner.
Date of assessment	22 May 2025
Date of certificate	22 May 2025

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# Energy performance certificate (EPC)

Whitfield Rest Home  
107 Sandwich Road  
Whitfield  
DOVER  
CT16 3JP

Energy rating

C

Valid until:

22 May 2035

Certificate number:

2383-6210-3415-5197-8728

Property type

Residential Institutions: Hospitals and Care Homes

Total floor area

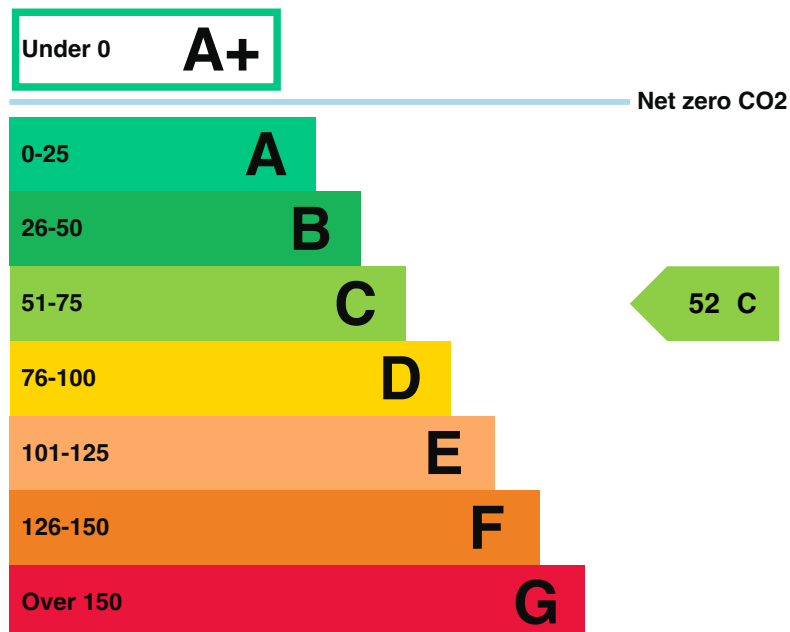
773 square metres

## Rules on letting this property

Properties can be let if they have an energy rating from A+ to E.

## Energy rating and score

This property's energy rating is C.



Properties get a rating from A+ (best) to G (worst) and a score.

The better the rating and score, the lower your property's carbon emissions are likely to be.

# How this property compares to others

Properties similar to this one could have ratings:

If newly built	30 B
If typical of the existing stock	122 E

## Breakdown of this property’s energy performance

Main heating fuel	Natural Gas
Building environment	Heating and Natural Ventilation
Assessment level	3
Building emission rate (kgCO2/m2 per year)	65.51
Primary energy use (kWh/m2 per year)	374

## Recommendation report

Guidance on improving the energy performance of this property can be found in the [recommendation report \(/energy-certificate/4218-0838-3155-6638-6362\)](/energy-certificate/4218-0838-3155-6638-6362).

## Who to contact about this certificate

### Contacting the assessor

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Telephone	01843 298635
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### About this assessment

Employer	Majestic Energy Assessments
Employer address	38 Friends Avenue, Margate, Kent, CT9 3XQ
Assessor's declaration	The assessor is not related to the owner of the property.
Date of assessment	23 May 2025
Date of certificate	23 May 2025

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