



The Hatfield

EXPRESS



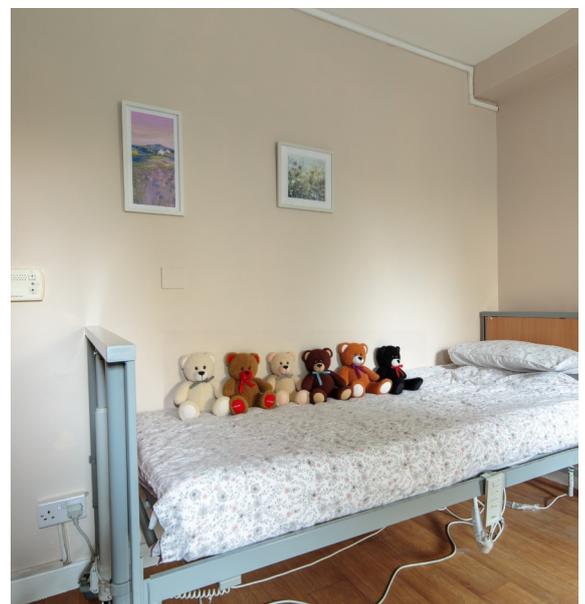
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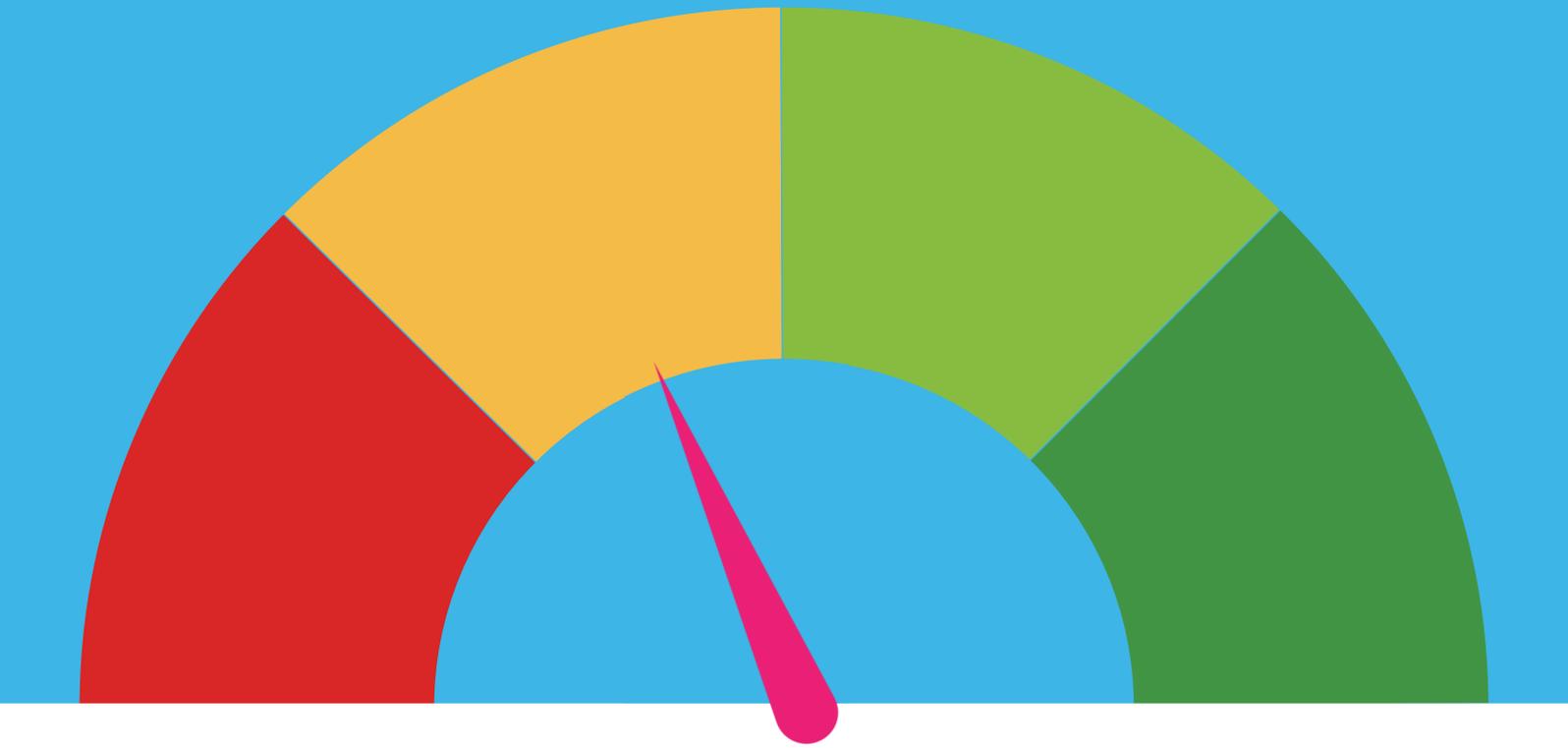
- Teamwork
- Feedback
- Celebrations

...and so much more!

A MESSAGE FROM US

New year, new CQC rating and new management team - 2026 ushers in all sorts of positive change at Hatfield Lodge! See inside for more!





CQC Rating Update

Following a recent visit, the Care Quality Commission has updated our overall rating from **Inadequate** to **Requires Improvement**, with several aspects of the home now rated **Good**.

All of us at Hatfield Lodge welcome this progress and recognises that there is still more work to do.

We want to reassure our residents, staff, families, and partners that our commitment to building a safe, homely environment remains strong, and we have full support from Sai Care Homes.

We will continue working hard to provide the highest standard of care for everyone who lives with us.

Our 2026 Management Team

Going into the new year, we're delighted to confirm our 2026 management structure at Hatfield Lodge:



Lalitha Kumar
Registered Manager

Lalitha, our current Operations Manager, has taken up the role of Registered Manager at Hatfield Lodge. A Sai Care Homes veteran who's been with the company since its formation, Lalitha has over twenty years of care management experience. When she's not managing Hatfield or helping out at our sister homes, Lalitha loves a bit of family time.



Samantha Simpson
Deputy Manager

Samantha joined Team Hatfield in 2025, coming from a previous background in domiciliary care. Samantha is known for her kindness and approachable nature, always ready to listen and support both staff and residents. She has a wonderful ability to lift people's spirits and create a positive atmosphere in the home.



Kate McKenzie
Head of Care

Kate has dedicated 27 years to working in care and joined Sai Care Homes in 2019. She has been part of the Hatfield Lodge team for the past three years, bringing a wealth of experience and a deep commitment to person-centred care. Outside of work, Kate's a big theatre enthusiast.

Wider Management Team

You can often find these faces in and around Hatfield Lodge, helping make sure the home runs smoothly:

Kanagaratnam Rajaseelan
Founder & Director

Kanagratnam Rajaseelan, known to many as Seelan, is the founder of Sai Care Homes. Coming from a family lineage of experts in care, and with over twenty years of leadership experience in the care sector, he has built a reputation of unparalleled quality and compassion.



Simon Dalton
Maintenance Manager

Simon joined Team Hatfield in 2023, and boasts over forty years of maintenance & building experience across a wide range of industries from guesthouses to holiday parks. If something in Hatfield Lodge breaks, chances are Simon can fix it. When he's not wielding a hammer, Simon can either be found fishing, walking the dog, or at home making curries.



Crede Dalton
Head of Marketing

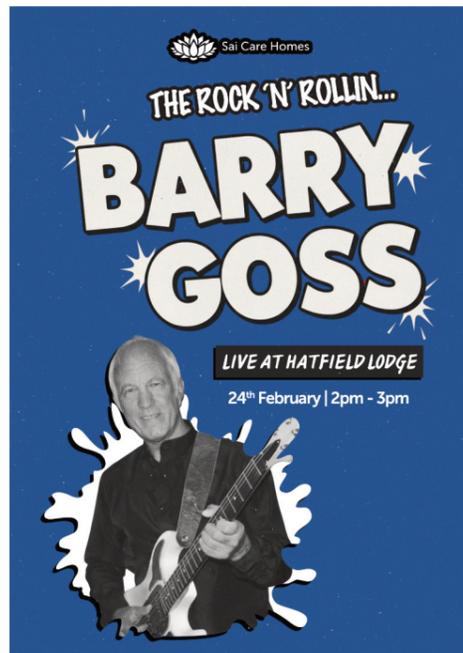
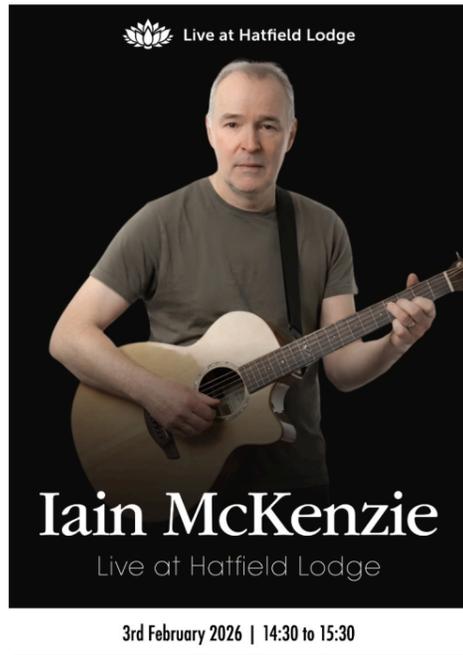
Crede leads the marketing and communications for Hatfield Lodge, shaping how we connect with our wider community. He manages our entire digital presence, from the company website to our social media pages. Crede also manages & repairs our care logging devices, and is an experienced hybrid shooter (bring up Lumix gear and he won't stop talking!)



Live at Hatfield Lodge

February 2026

If you're planning a visit to Hatfield Lodge in February, why not line up your visit with one of these brilliant acts?



Self-Care Success!

One of our residents enjoyed a little trip into Folkestone town centre for a fresh trim - and we're loving the transformation.

There's nothing quite like a good haircut to lift the spirits and add a spring to the step - and all-in-all, Andrew's self-care day was a great success!

Andrew, a long-time resident of ours, was accompanied by John, the current Tudor Lodge manager and our former manager. The two get on like a house on fire!

Room Renovations

Our maintenance team, consisting of Simon and Aziz, have been hard at work renovating some of our bedrooms, ready for new placements or any existing residents who need moving.

Several rooms have received new floors from the team at QFlooring, new furniture, and a fresh lick of paint in homely colours.

Additionally, rooms now have dementia-friendly identifier signs on the front door, and directional signage has been placed around the home guiding you to where the rooms are.



Resident's Surveys

As part of our mission to create a feedback-driven care home, we're delighted to be rolling out all-new residents' surveys.

These new forms are designed to be straightforward to fill out, have questions crafted by the entire Sai Care Homes team (as well as blank space for personal suggestions), and are completely anonymous - just like our new staff surveys.

Combined with our staff survey & friends and family survey, we're striving to make sure all voices across the Hatfield Lodge family are heard.

Sai Care Homes
Whitfield

Did you know that you have your own individual Care Plan?

Do you know who your Key Worker is?

Were you involved when your care plan was being made?

Did you know the your care plan got reviewed regularly?

Have you read your own personal care plan?



Hatfield Lodge Resident Satisfaction Survey

We want to know how you feel about living at Hatfield Lodge. Your answers are important to us. Thank you for your time.

Please turn over.



Sai Care Homes

Hatfield Lodge Resident's Survey - 2026

Yes No

Yes No

Other feedback or comments, write them in this box.

Thank you for completing the survey.

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Sai Care Homes

Hatfield Lodge

CARE HOME



Samantha Simpson
Deputy Manager



Lalitha Kumar
Operations & Home Manager



Kate McKenzie
Head of Care



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