



Sai Care Homes

September 2026

The Hatfield

EXPRESS



IN THIS ISSUE:

- Birthdays
- Days Out
- Events

...and so much more!

A MESSAGE FROM US

Autumn is here, and there's plenty in this edition of The Hatfield Express to kick off the season - birthdays, anniversaries, and touching cards from next-of-kin.





HAPPY

71st Anniversary

to Audrey & Jeral!

Congratulations on 71 incredible years together! May your love continue to shine brightly for many more years to come.



Happy **Birthday**

to our director, Seelan, who celebrated his birthday
on September 17th!

*Team
Sai Care Homes*



Quex Park Trip

Our residents had a fantastic day out wandering through the stunning gardens and discovering the fascinating sights at Quex Park. The rain didn't wash away our smiles!

It was wonderful to soak up the fresh air, admire the peaceful grounds, and explore such a unique piece of history together. The scenic trip across East Kent was well worth the journey, and we couldn't have asked for a better day out!



Nothing but smiles all around - a fantastic day out.

The National Care Awards

It's been a fantastic month for award nominations - our parent group, Sai Care Homes, has been nominated for the **Care Home Group of the Year (Small)** award at **The National Care Awards!**

This award is a testament to the daily care, compassion, and commitment of every single carer, and support staff member at **Hatfield Lodge**, and our sister homes.

We'd like to thank our RS Rock Holdings colleagues for assisting with this nomination - bring on November 6th!





Great British
Care Awards

Even more awards nominations... this time specifically for our sister home in **Whitfield!**

Home manager, Lesley, and deputy manager, Taz, have been named **Regional Finalists** at The **Great British Care Awards 2026!**

Lesley has been nominated for the Care Home Registered Manager Award, and Taz has been nominated for the Dementia Carer Award.

Fingers-crossed for trophies at the ceremony in Brighton on 20th November!



Afternoon Tea at



A spot of tea by the sea!

Some of our residents enjoyed a lovely trip out for afternoon tea at Dover Marina Hotel and Spa, Tapestry collection by Hilton.

With delicious sandwiches, warm scones, and plenty of sweet treats, it was the perfect excuse to dress up,

enjoy the seafront views, and have a good natter together.

Lots of fun had by all - if you're looking for a change of scenery upon your next visit, why not consider stopping by?



Arranging Fresh Blooms



As the weather starts to get colder, why not bring the outdoor colours in!

There's something so peaceful about arranging fresh flowers.

These buds are just getting started, and we're all eagerly waiting to see them burst into color - keep an eye on them upon your next visit!

A Wonderful Card

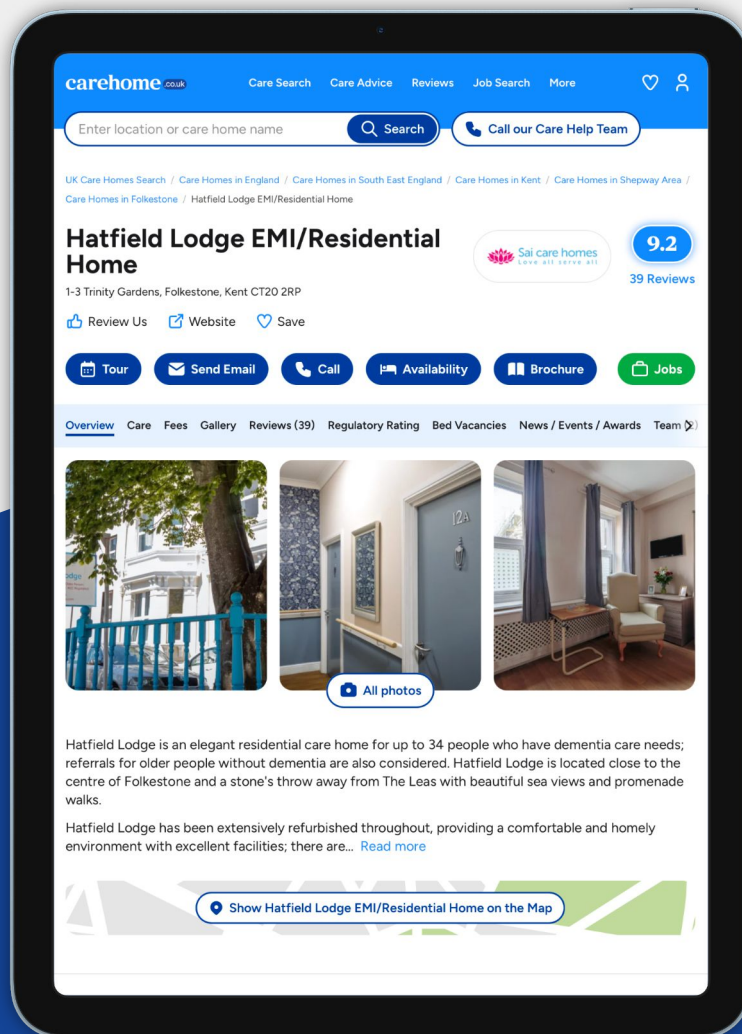
Cards like this remind us exactly why we do what we do... delivering first-class care and comfort to our residents 

Just want to Say Thank you
all for looking after Dad Terry.
You are all Just amazing!!
we Just wished he had longer
with you all as I know he loved
it at Hatfield and that he was
Happy and Content, we couldnt of
wished for a Better Care Home than
Hatfield, Dad it fighting Hard
But Getting very Tired now!!
we know that he was loved
By all of you!!
with all our Love XX
from Michelle & family XX
XXX + Big kiss from Tel boy!! XX

To all you amazing Staff
at Hatfield Lodge x

  So grateful!
    
with all our Love!!
from
Michelle & family
XX XX

Review us on carehome.co.uk



SCAN OR TAP
the QR code



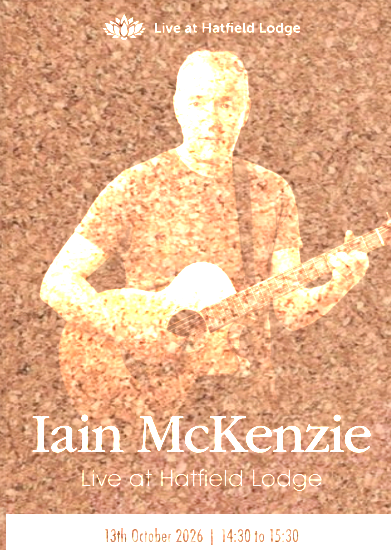
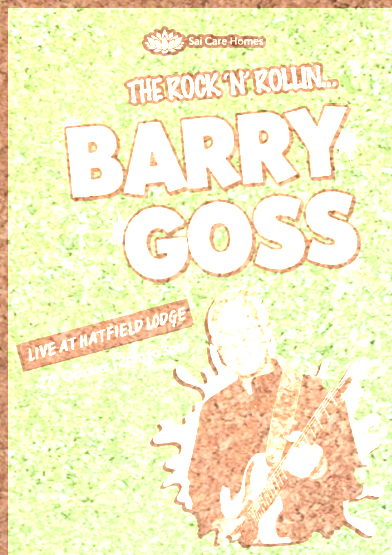
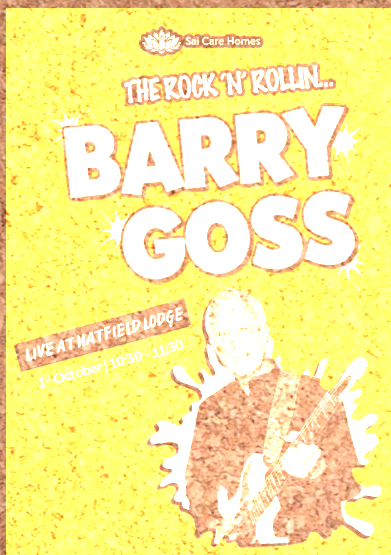
or fill out
a mail-in card

**Your reviews will help care seekers across the UK help find the
right home for their loved ones!**

LIVE AT HATFIELD LODGE

Oct 2026

This month, we welcome Barry Goss, Iain McKenzie, and Victoria Bass back to our lounge - oh, and who can forget the guinea pigs!



Overall Satisfaction

 **4.98**

Staff Knowledge

5/5 avg.

Staff praised as welcoming, kind, and reassuring.



Families Feel At Home

5/5

100% of visitors feel consistently welcomed.



Cleanliness & Safety

4.8/5

Clean, comfortable home where residents feel safe.



Home Leadership

5/5

Confidence in home leadership scored top marks.



Meals & Nutrition

5/5

High praise for food quality, scoring top marks.



Room for Improvement

5/5

Focus on cleanliness and parking accessibility.



Staffing Levels

5/5

Largest improvement, rising from 4.40 to 5/5.



Comms and Updates

Direct email updates now being delivered via Mailchimp - please contact us on **info@saicarehomes.com** to register!



Sai Care Homes

Hatfield Lodge

CARE HOME



Lalitha Kumar
Operations Manager



Kate McKenzie
Head of Care



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Inspected and rated by





Sai Care Homes

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RS ROCK
HOLDINGS