



Sai Care Homes

September 2026

The Whitfield

GAZETTE



IN THIS ISSUE:

- Dates for your Diary
- Decorating

...and so much more!

A MESSAGE FROM US

Our September edition kicks off autumn with awards nominations, dates for your diary, and plenty more to celebrate at Whitfield Residential Home!



The background is a dark purple night sky with white stars. At the top, there are orange and purple patterned bunting flags. In the center, a large white cloud contains the event title. Several black bats are flying around the cloud. At the bottom, there is a silhouette of a two-story house with a chimney and a small porch. On the left and right sides, there are cute, smiling ghost characters wearing purple witch hats with yellow buckles.

Whitfield Halloween Party

22nd October

from 14:00

GET READY FOR A DAY OF
FRIGHTFUL FUN!



WHITFIELD'S

World Elf Day

WED | 2 | 14:00
DEC



Raising funds in support of
Alzheimer's Society





Happy Birthday

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

Team
Sai Care Homes





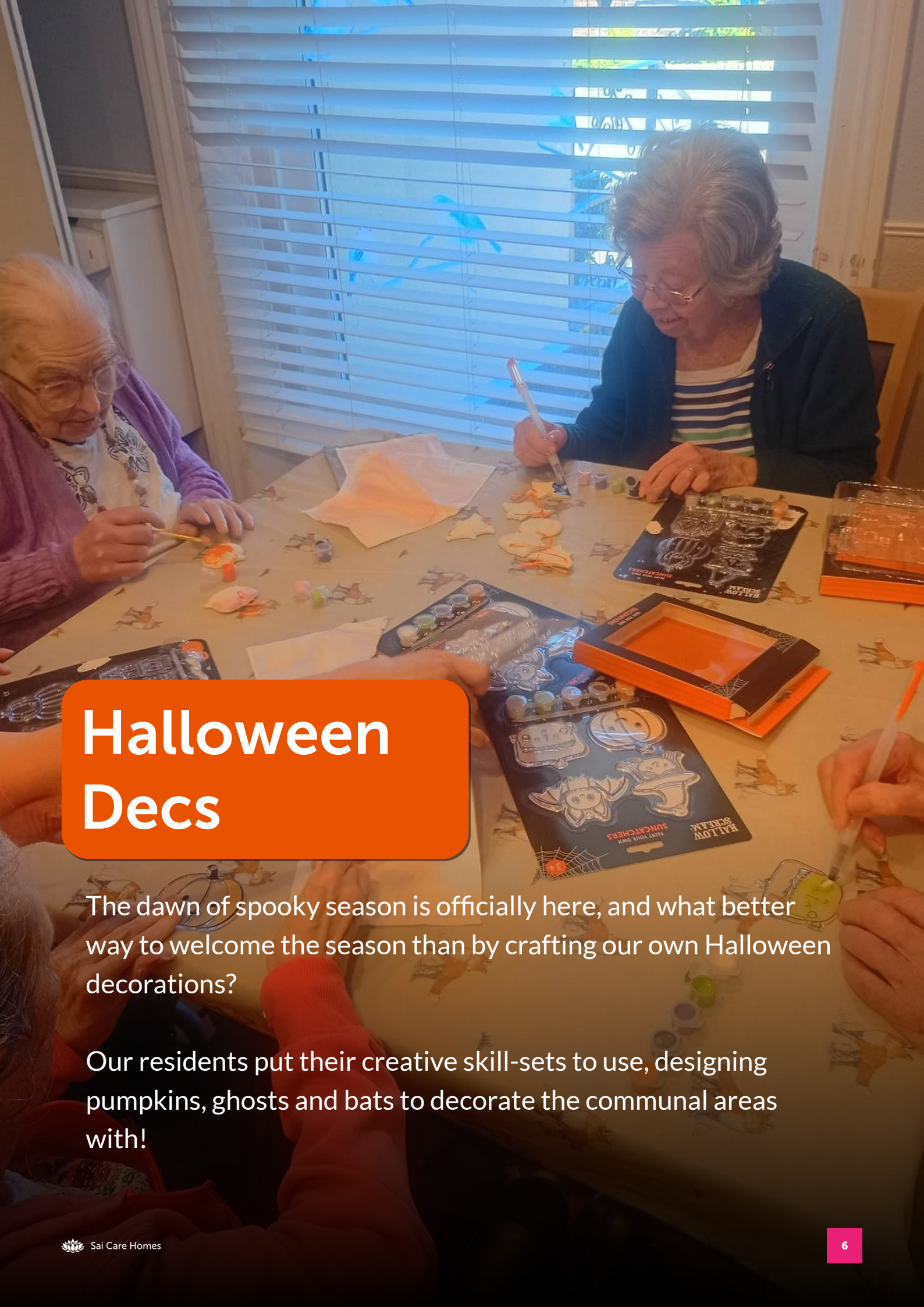
Bollywood Day

On September 24th, we had an afternoon of amazing Bollywood celebrations!

Staff and residents gathered for the vibrant celebration of culture last week, with members of our team preparing a delicious spread of traditional food and putting on performances.

A massive thank you to everyone involved!



A group of elderly residents are gathered around a table, engaged in a craft activity. They are painting various Halloween-themed decorations, including pumpkins, ghosts, and bats. The table is covered with paint palettes, brushes, and the items being decorated. One resident is using a brush to paint a pumpkin, while another is using a marker to draw on a piece of paper. The background shows a window with horizontal blinds, letting in natural light. The overall atmosphere is creative and festive.

Halloween Decs

The dawn of spooky season is officially here, and what better way to welcome the season than by crafting our own Halloween decorations?

Our residents put their creative skill-sets to use, designing pumpkins, ghosts and bats to decorate the communal areas with!

KENT CARE

AWARDS 2026

Back in our July newsletter, we shared the exciting news of Jas's nomination for Dementia Champion at the Kent Care Awards - and while we didn't bring home the trophy from Maidstone on 11th September, we couldn't be prouder of him.

Making the county-wide shortlist is a huge achievement in itself. The nomination simply highlighted what our residents, families, and team at Whitfield see every day: exceptional patience, deep expertise, and truly person-centred care.



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 **Whitfield**, 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

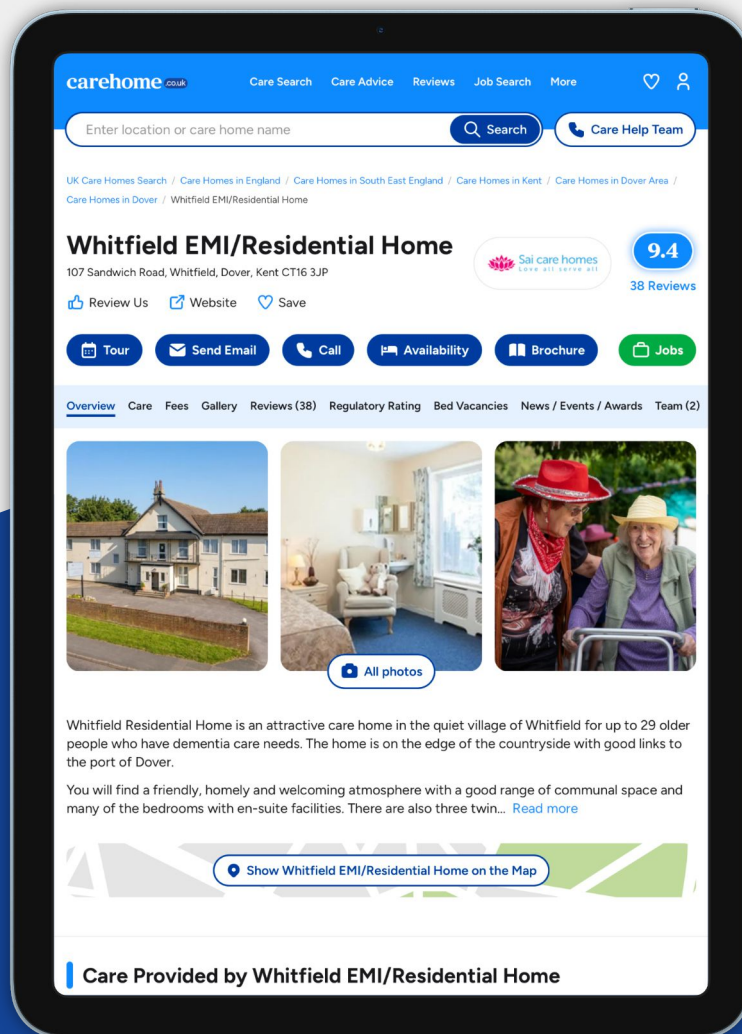
Even more awards nominations... this time specifically for **Whitfield!**

We are thrilled to announce that 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!

Review us on carehome.co.uk



SCAN OR TAP
the QR code



or fill out
a mail-in card

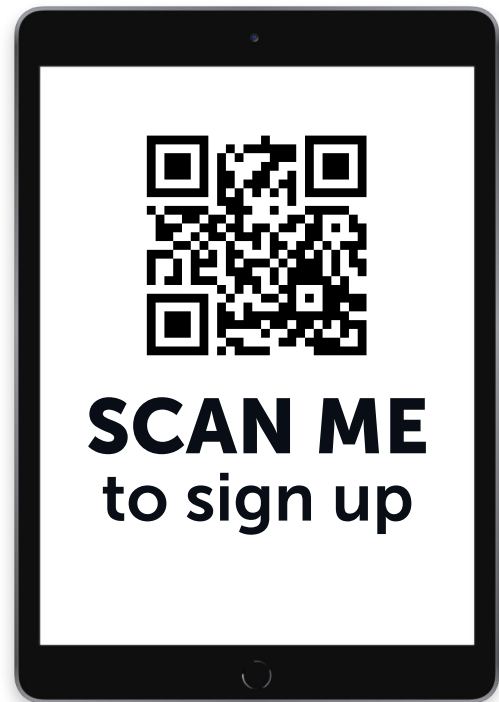
**Your reviews will help care seekers across the UK help find the
right home for their loved ones!**

Next-of-Kin Surveys

If you're not currently receiving marketing emails from head office (which includes our vital next-of-kin surveys), please scan or tap the QR code to sign yourself up.

We'll never flood your inbox with spam - you'll only receive surveys, home announcements, and occasional special offers from around RS Rock Holdings. You can unsubscribe at any time.

We appreciate not everybody enjoys filling out online forms, so we have a paper version of the survey - just ask a member of staff for a copy, and we'll make sure the data reaches our back-office number crunchers.

A hand holding a white paper survey form. The form has the "Sai Care Homes" logo at the top left and "Next of Kin Survey - July 2026" at the top right. Below the header, there is a disclaimer: "We'd really value your feedback on the care and support we provide. This survey is anonymous unless you choose to add your name at the end. Fields marked * are required. Please tick one box per rating question, where 1 = Poor and 5 = Excellent." The form is titled "Ratings" and contains seven questions, each with a 5-point rating scale (checkboxes 1 to 5). The questions are: 1. How happy are you with the care provided at the home? *, 2. How welcome do you feel when you visit? *, 3. How helpful and knowledgeable are the staff? *, 4. How clean and hygienic is the home? *, 5. How well-presented and cared for do residents appear? *, 6. Do you feel that there are enough staff on duty? *, and 7. How active and engaged do residents appear when you visit? *.

Overall Satisfaction



Staff Knowledge

5/5

100% of families praised staff helpfulness and knowledge.



Families Feel At Home

4.5/5

Families praise the welcoming atmosphere and friendly team.



Cleanliness & Safety

4.8/5

5-star safety score; dedicated focus on cleaning standards.



Home Leadership

5/5

Leadership scored 5/5; praised as courteous and helpful.



Meals & Nutrition

4.2/5

Rated 4/5; adding more vegetarian menu options.



Room for Improvement

3.0/5

Refreshing resident activities; repairing heating and plumbing.



Staffing Levels

5/5

Staffing scored 5/5 in family survey; investing in staff facilities.



Comms and Updates

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



Sai Care Homes

Whitfield

RESIDENTIAL HOME



Lalitha Kumar
Operations Manager



Lesley Sievwright
Whitfield Manager



Scan me
to visit our website



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RS ROCK
HOLDINGS