Providing care, comfort and companionship
Tegfield House is an impressive, characterful family home filled with warmth and understanding. Elegant and comfortable, the homely accommodation has been thoughtfully re-designed, incorporating many original features to provide a safe, appealing and comfortable home for its residents.

Located in a leafy and prestigious suburb of historic Winchester, yet within reach of the thriving city centre and picturesque Hampshire countryside, Tegfield House is encircled by extensive, private gardens which afford glorious views from its many windows. Our fully-trained, compassionate and caring team has created an exceptional residential care home equipped with 24 en-suite bedrooms and spaces inside and out to enjoy both companionship and privacy.

We are proud that Hartford Care, established more than a century ago, remains a family-owned business and firmly believe our excellent reputation within the care industry has been achieved by remaining constant to our core values of care, comfort and companionship.

Welcome to Tegfield House... a family home where we live life to the full.
We enjoy getting to know our residents and watching them relax into life at Tegfield House. As they get to know us, we get to know them and carefully gather as much information as we can to learn all the important things that enable us to respond to them as individuals.

We work with our residents and their families to create an individual care plan which is then reviewed on a regular basis. The care plan provides detail on every element of day-to-day life, identifying key areas where help is needed and ensuring residents’ preferred routines can be maintained. We ask about our residents’ history and, wherever possible, will ensure our activities co-ordinator adds something relevant to our activities programme. We like to know our residents’ history and where they have lived so we can identify places they might mention and stimulate conversation about their life.

Our carers understand how a hand on a shoulder or taking someone’s arm can give added confidence, and this is palpable at Tegfield House. Human contact engenders emotions of genuine warmth and well-being in the same way a smiling face is welcoming and encouraging.

Importantly we always ensure we have ample carers throughout the day and night. In addition we are supported by excellent local GPs who are happy to call on us when needed and district nurses who visit regularly.

As we get older the chances of developing some form of dementia increases substantially but there are many different types and many different levels. The symptoms of dementia (i.e. memory loss, difficulties communicating, changing behaviour) may be distressing and often there’s a fear of the unknown both for the person with symptoms of dementia and their families and friends. We can’t take away the pain of living with, or watching, someone you love living with dementia but we can help.

Do you know there are many different types of dementia?

At Tegfield House we work hard at minimising distress through gaining an understanding of the person, who they are, and their individual history. All of this knowledge helps us to understand their unique dementia-related behaviour and, by keeping a caring eye, whilst still respecting privacy, we are able to respond to any symptoms that may present with warmth, patience and understanding.

Enjoying life doesn’t have to stop with the diagnosis of dementia. As carers, we strive to give our attention to things that are most important and enjoyable for the individuals in our care. We care for the person first, rather than simply focusing on the dementia.

Our aim is to help residents make the most of enjoying every single day with reassurance that their needs, feelings and wishes remain paramount, and that we are able to act on them.

“We work hard to get to know every resident well enough to enable us to support them with warmth and understanding throughout their journey.”

Jo Gavin, Director

“We enjoy getting to know our residents and watching them relax into life at Tegfield House. As they get to know us, we get to know them and carefully gather as much information as we can to learn all the important things that enable us to respond to them as individuals.”

Jo Gavin, Director

“There is no one-size-fits-all plan of care and there never should be.”

Sean Gavin, CEO

“Do you know there are many different types of dementia?”

Sean Gavin, CEO
An elegant residence, full of period charm yet complete with modern conveniences, we think what really makes Tegfield House so appealing is its wonderfully cozy, comfortable and welcoming atmosphere. But this unique atmosphere emanates from living in a stress-free, harmonious environment. As with any home, it’s the little touches that can make such a difference.

Our 24 en-suite bedrooms are arranged over two floors with each one provided newly decorated and tastefully furnished. As you would expect, we also encourage residents to make their surroundings more familiar and personal and to bring some of their own treasured possessions with them such as furniture, ornaments and pictures.

Physical well-being and comfort is a top priority. Every private bedroom features a nurse call system and en-suite facilities. In addition there is a wet room and assisted bathroom with a specialist bath. Naturally we provide as much or as little assistance as is needed.

Throughout Tegfield House are high ceilings, ornate fire places and expansive windows, many of which look out onto the gardens. There is a large TV in the main lounge so we can all enjoy films and major events together. The lounge is also ideal for residents to entertain visitors and can be divided into two rooms if a more intimate gathering is preferred.

Family is hugely important to all of us at Tegfield House and we actively encourage family and friends to spend as much time as they wish with their loved one.

“\nWe consider the needs of our residents in every level of detail. They wanted bathrooms to be easily identifiable so you’ll notice we’ve painted these doors yellow.

Our staff need to be recognised easily too, so they wear brightly coloured polo shirts.

At Tegfield House we are especially proud of our aviary which can be enjoyed by everyone. In fact we enjoy lots of things together here, Fathers’ Day, Mothers’ Day, Charity Days, Remembrance Sunday, as well as our regular sherry parties and then of course we have everyone’s birthdays to enjoy!”

Home Manager
With individual respect at the heart of everything we do, our exclusive personalised care allows our residents to spend each day as they wish.

A full weekly activities calendar encourages residents to pick and choose from a range of options. Activities are always created in line with the abilities and interests of residents. Some take place in house such as arts and crafts, quizzes and baking – we’ve even enjoyed pancake racing on Shrove Tuesday! Our outdoor activities are popular and family members are always welcome to join us. Some of our favourites are gardening, trips out to Stokes Bay for fish and chips, boat trips and outings to local tea rooms or garden centres.

Our residents also take great pleasure in the regular visits by a local hairdresser, a beauty therapist who provides massages and facials and a chartered physiotherapist who leads our weekly fitness session.

Each resident is free to join in with planned activities as much or as little as they wish and there are always areas reserved for anyone who wishes to enjoy a little one-to-one time.

It goes without saying that food plays an essential role in promoting health and well-being. We only employ chefs and cooks with a true passion for home cooking who will happily ensure that all tastes, preferences, diets and appetites are catered for.

As well as using fresh fruit and vegetables grown in our residents’ garden, we source good quality seasonal ingredients from local suppliers wherever possible and our menus are varied, exciting, nutritionally balanced and mouth-wateringly good.

We offer a flexible approach to dining and meals can be enjoyed with friends in the Dining Room or we can provide room service, giving any assistance needed with eating. Of course we are always delighted to cater for residents’ private parties, special occasions or birthdays.

Every day offers something different.

Delicious home cooking and catering for all occasions and tastes.
We value the importance of friends and family, so naturally, they’re always welcome.

Friends and family are used to being able to pop in for a visit whenever they want, and there’s no need for that to change as visitors are always welcome, in fact they are actively encouraged. We don’t have prescribed ‘visiting times’, so family and friends can visit at the same times as they always have and special pets are particularly welcome.

Our lounge, grounds and gardens were designed to be shared and offer the perfect environment for entertaining family and friends so, naturally, residents are more than welcome to invite guests to join them for meals or to share in any activities.

But more than that, relatives can come along to our regular meetings with residents where we discuss everyday life at Tegfield House.

Tegfield House has all the facilities and services you would expect...

- Residential, Respite, Day, Dementia and Palliative Care, delivered by qualified staff.
- 24 bedrooms, all with en-suite facilities, flat screen digital TV, telephone point, 24 hour call bell.
- Key worker system.
- Lifts to all floors.
- Wet room and assisted bathroom with specialist bath.
- Communal areas – TV lounge and dining room.
- Landscaped garden including aviary and summer house, and easy access pathways.
- Home cooked, nutritious food freshly prepared on a daily basis; our chefs cater for special diets and specific requests.
- Formal, restaurant style dining as well as private dining, flexible meal times and 24 hour food and beverage availability.
- Weekly mobile chiropody and hairdressing service.
- In-house laundry service.
- Religious services.
- Special occasions celebrated, including birthdays and anniversaries.
- Open house - family and friends welcome at any time.
We recognise what we’re good at and we play to our strengths. As such, our home managers are supported by a central team, which provides both expertise and administrative support. This leaves care teams in our homes free to focus on the priority of care for each and every resident.

Our home managers are fully trained and equipped to meet the legislative requirements governing the care of older people.

Leadership comes from a partnership, which extends throughout our business and in each of our care homes encompassing staff, residents and their families.

We ensure our high standards are maintained by regular monitoring through our own team, covering all aspects of care. This focus and attention to detail has led to enviable reports from external inspectors.

We understand that a move into residential care may seem a daunting prospect, and firmly believe that this is where we can make a positive difference to the quality of everyday life.

The constant support of a caring, capable team can instill a renewed confidence, encouraging residents to return to hobbies and activities they used to enjoy or even to try something new.

By adopting a transitional approach potential residents can visit for day care, or perhaps a few weeks for respite care, slowly introducing the peace of mind and security we provide.

A brief visit will also be an opportunity to sample some of our delicious home cooking, join in with activities on offer and have a chat with our residents and friendly care teams.

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Considering the first step?

Come and see for yourself what Hartford Care has to offer...

“It was lovely to meet you when I visited Mum. I saw straight away an improvement in her, which was wonderful.”
We believe we make a difference. Thankfully, our friends and family agree...

“I would like to say thank you for looking after my mother. She always says that she knows she is lucky to be at Tegfield.”

“My relative is so happy and very well looked at Tegfield House and I always find all the staff friendly and helpful.”

“I felt I must write and say a heartfelt thank you to you and all the staff for the wonderful way you cared for my relative over the past year – she herself said she could not have been in a more comfortable place.”

“Thank you for the wonderful care that you gave to our Dad, we couldn’t have asked for more. Dad himself said that you were without fault, the cooking included!”

“I was always impressed when I came to visit by all the staff, the environment and the atmosphere. You may remember that I work in the care sector. I visit many care homes and train a lot of care staff teams so can speak from experience that the care you offer is really second to none. It’s homes like yours that should be applauded for the excellent work you do.”

“The staff and residents are all part of a big family which I will look back on with affection.”

“It’s so friendly! The home is comfortable, we enjoy delicious food and great company. I don’t need to shop or cook. I have it made!”

“It’s a lovely place, really homely. The activities are wonderful, there’s always something to do.”

“We are writing to thank you for all the love, consideration and care which was shown our Mother while she was a resident at Tegfield House. She enjoyed the many activities she participated in over the years which gave us much to talk about when we visited.”

Feel free to visit any of our family homes, and see how much we really care.
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