



PEMBROKE HOUSE GILLINGHAM



A HOME FROM HOME FOR RN AND RM VETERANS



EXCEEDING EXPECTATIONS IN CARE

We recognise that each of our residents is on their own unique journey. We are part of their journey and are privileged to facilitate a safe, positive space to allow the individual to continue their journey on their terms by having a meaningful life through:

- Moments of joy
- Providing a safe, accepting and, proactive environment
- Helping people live their lives on their terms.

Encouraging independence with wraparound care

Respect and dignity are commonplace in everything we do to ensure that we create a home-from-home at Pembroke House. Now in our 70th year of delivering quality care, we endeavour to achieve a balance between care, support and independence whilst maintaining a sense of self and purpose. Our daily activities and on site facilities support intellectual stimulation, social integration and comfort. Embracing holistic care, we take time to get to know each and every one of our residents when we welcome them into our caring community.

Our primary focus is to understand the physical, psychological, spiritual and social needs of our residents so that we can fully understand individuals as a whole and tailor activities, routines and care to meet their varied needs with compassion and kindness. We provide an extensive range of specialist equipment to meet individual needs.

“We are from the same background so we understand one another and I feel like I am still part of a team. Pembroke House is the only home that could have made this happen for me.”

A PEMBROKE HOUSE RESIDENT

FACILITIES AND SOCIALISING

Each of our 55 cabins benefit from en suite toilet and washing facilities. As a resident you can benefit from a wide range of activities and social events.

Activities and socialising

We have a well-stocked bar, two comfortable lounge areas, a NAAFI coffee shop and a hairdressing salon where our residents can enjoy a pamper and a natter. The bridge lounge on the top floor has panoramic views of the Medway with space for enjoying music and socialising as well as quiet corners for reading or simply enjoying the ever-changing vista.

Gardens

The beautifully maintained gardens and grounds are a delight on fine days and residents with a love of gardening are encouraged to get involved! Our gardeners are always on hand for help and expert advice.

Healthcare

Residents have access to visiting health care professionals such as a chiropodist, optician and dentist. The high standard of care is continuous and consistent, leading to a discrete and dignified quality of life. The RNBT also provides an extensive range of specialist equipment to meet individual needs.

We pride ourselves on our extensive range of in-house activities, outings and functions all planned by our dedicated Activities Co-ordinators. There is always something new to do and something new to learn here at Pembroke House.





FINE DINING AND HEALTHY EATING

All food is cooked from scratch on site by our talented catering team. We offer fine dining as well as simple meals at every mealtime. All meals are healthy and nutritious, made by our chefs using freshly sourced ingredients. Nutrition plays an important part of our daily life at Pembroke House.

Our experienced chefs use their knowledge and expertise to create healthy meal plans that cater to varied dietary needs and preferences. We also serve food outside of meal times to suit the needs of our community.

We encourage independence with food and nutrition and welcome residents to access the residents' kitchen to prepare food if they wish.



A SENSE OF COMMUNITY

We are all in the same boat, so to speak

Imagine how refreshing it would feel to live somewhere where everyone can continue to be within the close knit community that was part and parcel of their lives with the Royal Navy.

Our residents are of course the main focus of attention, but there are many others who are part of the Pembroke House community: the staff, the Friends of Pembroke House (our volunteers), the families of our residents and our many supporters.

They all have an important role to play in making the Home a unique place with a very special atmosphere. We are proud of our Naval heritage and foster the strong links we have with both the serving navy and retired Royal Naval and Royal Marine communities.

Care and camaraderie

We value camaraderie and care with compassion. Our staff are selected based on the RNBT care values of Courage, Community, Clarity and Commitment, so having staff that relate and engage with our residents in a personal yet professional manner is key to our individual-centred approach to care. Our team of highly qualified staff share an understanding of a life of service and share our passion for people, quality in care and respect.



“This is one of the kindest and most caring environments that we as a family could have hoped for. The team at Pembroke House are taking great care of mum and the support, time, care and attention she is receiving is second to none. Mum is actually thriving there and I cannot say enough.”

DAUGHTER OF A RESIDENT



CARE OPTIONS

People in need of residential care

Our residential services focus on each individual and their need to maintain independence through agreed interventions. Our residential service is a community within a community whilst facilitating the freedom to access the wider local facilities at will.

People in need of nursing care

Our nursing services support people with more complex medical needs. Our philosophy is promoting independence and enabling the living of positive lives that challenge individuals and supports a ‘can-do’ attitude.

People in need of rehabilitation or therapy

We aim to promote independent living. Our achievement is measured by people returning successfully to their own home. As part of this we access veterans services as well as health and social care.

Flexible respite options

For individuals or couples who wish to remain at home but visit us for short periods of care. Our nursing and care staff are trained to a high standard, supported by skilled and experienced ancillary staff who have specialist training to ensure outstanding standards are part of our culture.

HEALTH AND WELLBEING

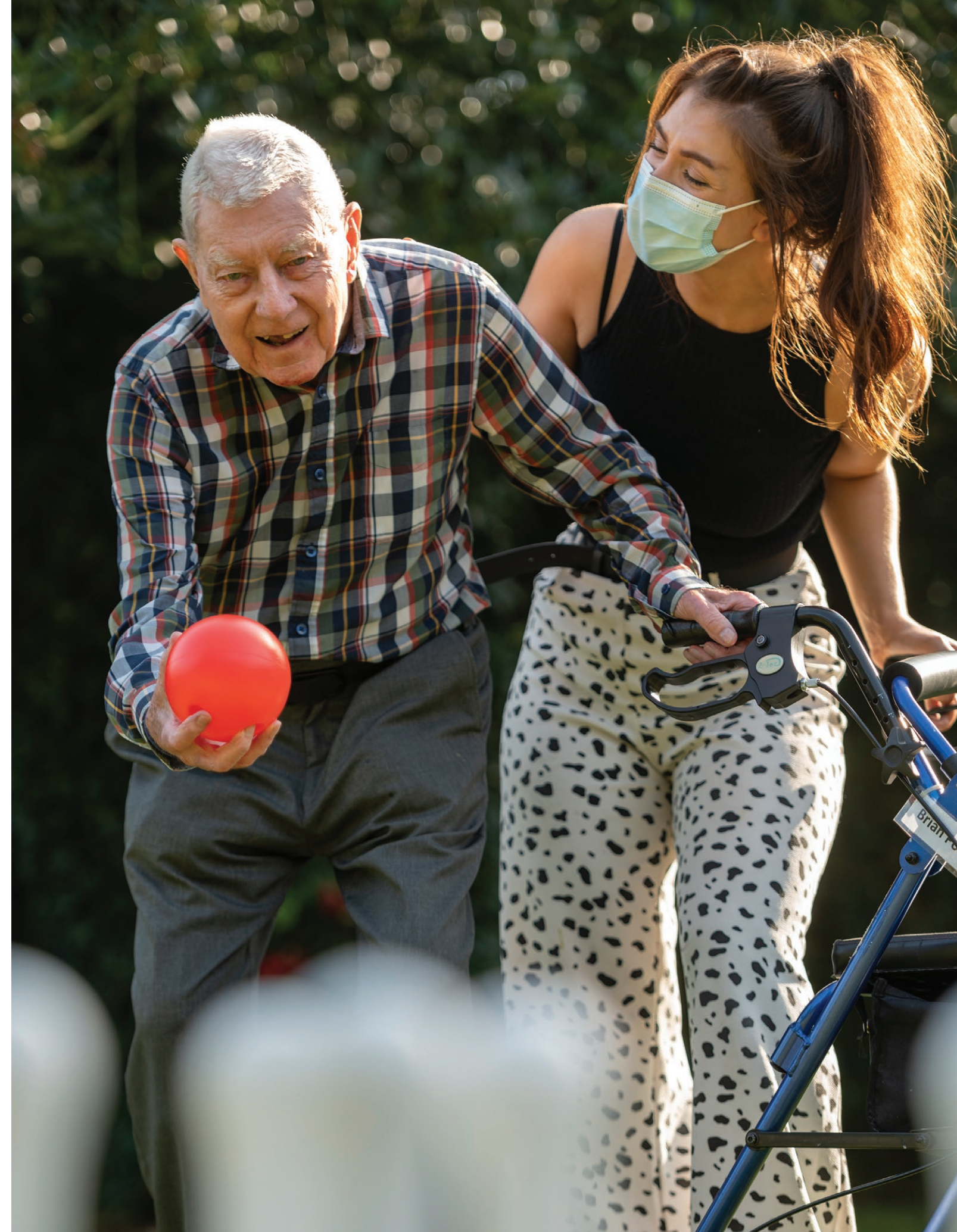
We have a commitment to maintaining the best standards possible to support the health and wellbeing of our community, including physical and mental wellbeing and regular activities that support and nurture a balanced lifestyle. The RNBT social care has a holistic approach to assisting people to live their lives well and support people in their journey.

Community: Everyone (residents, relatives, volunteers, home staff and HQ staff) forms a unique bond of trust, camaraderie and compassion. Our community is part of a larger inclusive family built on honesty, respect and common understanding.

Clarity: Openness - Everyone in the community has the right to know information about themselves and how their community will support them on their journey.

Courage: Care will be innovative and forward thinking whilst supporting our residents in everyday activities and their risk management. We will embrace ideas that enhance resident care in line with our vision and values.

Commitment: We are committed to our residents and will provide continuity of care through a holistic approach based on want, acceptance and being heard. Our residents' wellbeing is central in all of our actions and decisions, ensuring our work colleagues are supported within the home in everyday activities and personal work based development.





OUR OTHER CARE ACCOMMODATION

Admiral Jellicoe House, Portsmouth

Setting a new standard in care, Admiral Jellicoe House is the latest addition to the Royal Naval Benevolent Trust care facilities offering resident-centred care and dedicated dementia support to veterans and their dependants in Portsmouth, home of the Royal Navy. Facilities include 66 luxury en suite rooms, an in-house library, cinema room, bar, formal and informal dining room and a communal balcony overlooking the neighbouring park and cricket ground.

Completed in 2022, this impressive home marks the centenary of the RNBT and is named after the founder of the RNBT, Admiral Jellicoe.

www.rnbt.org.uk/ajh

About the Royal Naval Benevolent Trust

The RNBT was established under Royal Charter in 1922 to help those who are serving or have served as warrant officers and below in the Royal Navy and Royal Marines, and their dependants, who find themselves in need or distress. The RNBT provides advice on a wide range of welfare issues, fielding hundreds of enquires every year.

Contact us to find out more or arrange a visit:

**Home Manager, Pembroke House,
11 Oxford Road, Gillingham, Kent ME7 4BS**

Visit www.rnbt.org.uk/ph

Call 01634 852431

Email ph@rnbt.org.uk



Pembroke House provides high quality care in an exceptional environment that has a healthy respect for the customs and traditions of the Royal Navy. We provide a welcoming and caring extended family atmosphere to create a home from home for all of our residents. Built as an orphanage in the 1920s, Pembroke House was converted into a residential home in 1952. It has been substantially extended and modernised to become the fine care home that it is today.

Pembroke House was named after HMS Pembroke shore barracks at Chatham. Designed by Sir Henry Pilkington, the barracks were completed in 1903 and decommissioned in 1984 following the closure of the Chatham Dockyard and Naval Base. The site is now the main campus of the Universities at Medway, just a short walk from Pembroke House.

To arrange a tour of the Home or to find out more,
visit www.rnbt.org.uk/ph or contact:
T: 01634 852431 E: ph@rnbt.org.uk

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**THE ROYAL NAVAL
BENEVOLENT TRUST**
SERVE A DAY, SUPPORTED FOR LIFE

Registered Charity Number 206243

