



KYN

BICKLEY



For our mothers, for our fathers, for our KYN.

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UNRIVALLED CARE HOMES

# WELCOME TO KYN



We seek to enrich and enhance the lives of every person who joins our home; to meaningfully engage the mind, nourish the spirit, and maintain optimum levels of physical and emotional health. We achieve this by providing genuinely unparalleled standards of care imbued with love, respect, safety and warmth in a place of exceptional refinement and comfort.





Our ethos is informed by the KYN team's own personal experiences with their families' quest for care. Our talented leadership, nursing, and hospitality teams have applied these insights with empathy to completely reimagine what a care home can and should be.

Every detail of what we do has been carefully considered to create an uplifting and enjoyable environment where family and friends genuinely look forward to spending precious time together.

EXQUISITE CARE

# HOW KYN CARES



At KYN, to 'care' is to honour our residents as unique individuals and to embrace the person they were and the person they are today. We are sensitive to their profession, public and familial role, hopes, interests and inspirations, and what we can do to nourish their mind, body, and spirit.







We strive to enhance our residents' quality of life so that families and friends can have peace of mind in what can be a uniquely difficult time with fast-changing and complex situations. Our team's personal and professional experiences have led us to build KYN as the home in which our own families, cherished friends – and we ourselves – would wish to live.

We believe that the best physical and emotional outcomes are achieved through a holistic approach – treating a person's physical and mental health with a 360-degree approach to wellbeing.

We begin with an in-depth assessment of each resident, sensitively compiled in detail and over time, to learn as much as possible about their history, clinical conditions, interests, and outlook. Only then do we build a bespoke plan tailored to their specific needs.

Focusing on the cornerstones of good health – preventative intervention, nutrition, appropriate physical activity, mental stimulation, and an active social life – our aim is to materially improve our residents' wellbeing and enhance their quality of life.





## The KYN Household

We have created a positive, enriching, and uplifting environment where residents have as much autonomy as they wish, and their individual choices, independence, and maturity are respected.

Before each resident joins us, we take the time to understand their personality, interests, background, and individual needs. It is a nuanced, two-way process that is continuously adapted and improved throughout their stay. Only then do we create a bespoke care plan and assign each resident a dedicated household lead, nurse, and support team who share their interests and can take care of them like family, supporting as and when required or just being on hand to anticipate their needs before they arise.

The benefits of a more familiar group of people are immediately recognisable; the opportunity for companionship and meaningful relationships is not only life-affirming but is proven to positively influence both physically and psychologically.





## HOLISTIC CARE

# TYPES OF CARE

### RESIDENTIAL

For those with minimal care requirements, moving to a KYN home provides a fulfilling, independent lifestyle with new friends, delicious, nourishing food, a concierge to find those sold-out tickets or a table at a favourite restaurant, a convivial and beautiful environment, and a range of life-enriching activities designed to meet a kaleidoscope of interests and needs.

Should extra support be required, KYN's experienced nursing team can ensure that the correct care and attention are provided. We take the time to know our residents as individuals and will always anticipate when their requirements may change.

### NURSING

KYN homes provide the most comfortable, supportive and enabling environment for those needing care.

Our nursing teams provide dedicated care for those who need more support than our residential care can provide, such as rehabilitative care and help with physical disabilities and mobility concerns or long-term illness.

Taking the time to identify and respond to every individual's specific needs and abilities enables us to create bespoke care plans that deliver the highest standards of clinical excellence, safety, and wellbeing day and night.

### DEMENTIA

We understand that a person's experience of dementia is as individual and unique as they are. While a diagnosis of dementia can mean a greater need for care, our focus is also on supporting our residents' emotional wellbeing; helping them to maintain their identity and dignity; and enabling a continued engagement with their family. We do this by offering choice, respect, minimising medicinal intervention, and placing the emphasis on research-led care.

We provide our residents living with dementia with calm, enriching environments, in areas designed specifically for their needs with dedicated social spaces, outside terraces, and sensory gardens. We partner with leading research institutions at the forefront of dementia research to continuously develop our individualised service based on the latest best-practice and innovation.

## PALLIATIVE/END OF LIFE

Our compassionate and devoted teams approach palliative care with great empathy and sensitivity to enable residents and their families and friends to feel as comfortable and supported as possible, physically and emotionally.

We believe it is a privilege to be entrusted with caring for residents at this stage of their lives. We work closely with residents loved ones and medical and health professionals to design a nuanced care plan to manage pain, maintain dignity and fill one's final moments with love, free from fear, with wishes respected.



## RESPIRE

Our respite care is an excellent choice for those who do not require long-term care but need support to aid recovery or an interim solution for those moments when family and friends are unavailable.

Temporary respite care at KYN provides all the benefits of belonging to our life-enriching community while offering an essential opportunity for family caregivers to dedicate time to their own wellbeing. Meanwhile, their loved one can experience a change of scenery and enjoy a new or favourite pastime in a safe, loving, and nurturing environment.

All care at KYN begins with getting to know our residents, no matter how long they intend to stay with us. Creating a detailed and bespoke care plan for our respite residents allows our experienced team to deliver the right care at the right time until they are ready to return home.







EXCEPTIONAL COMFORT

# KYN BICKLEY



Designed to be a welcoming, uplifting environment for residents and visitors alike, we have designed every detail of our home to provide personal and social spaces that redefine the meaning of care. We take inspiration from elegant, classical British architecture and ensure the KYN experience begins from the moment you first set foot on our grounds.





Set in two acres on the Bickley Park Road, KYN Bickley provides an unparalleled experience in residential, nursing, dementia, palliative, and respite care.

Working in partnership with world-renowned interior designer Nina Campbell, we have meticulously considered every aspect of our home to provide a safe, beautiful and welcoming environment for our residents.

The layout has been perfected to suit a range of complex requirements, without compromising on quality or disempowering our residents and infringing on their need for independence. Our bedrooms are sensitively arranged to accommodate the most particular of needs, with the ease of assisted living and safety subtly combined with the comforts of home.



## THE GREAT ROOM

The heart of our home is The Great Room, where residents and their visitors can gather at our magnificent marble-topped bar for a convivial drink or sit at a table to share a meal. The Great Room is our principle social space, and the setting for our cultural events and group activities.







## OUR BEDROOMS

Featuring bespoke furniture, luxury fittings, and spacious en-suite bathrooms, our fully furnished bedrooms come in a choice of designs and with the option of further personalisation with the resident's own belongings.

## READER'S CORNER

Our thoughtfully stocked bookshelves are continually refreshed by Heywood Hill, one of London's leading bookshops and the book curators to Her Late Majesty The Queen. This 'book nook' combines literary classics with new publications and is the perfect setting for our weekly Literature Appreciation Society, with Heywood Hill happy to source personal favourites upon request.





## KYTH SPA

Good grooming is essential to a good mood and sense of self-worth, so we have designed the KYTH Spa and hair salon to be a relaxing environment that provides a wide variety of treatments to restore body and spirit. Under the expert hands of our professional and highly experienced hairdressers, therapy practitioners, and physiotherapists, we ensure our residents look and feel their best. We also offer therapeutic massage, homeopathy, and acupuncture.







## THE EDEN ROOM

Our peaceful Eden Room visually unites our beautiful outdoor surroundings with the harmonious internal décor. It is a charming space to take a moment to oneself or be waited on by our accommodating hospitality team and is also available on request for private events for residents and their families.





## THE SCREENING ROOM

Residents can sink into a sumptuous, comfortable armchair in our atmospheric Screening Room to enjoy contemporary or classic films. We also screen performances from world-famous international theatres, opera houses, and other cultural venues.

## THE TERRACES

KYN Bickley sits within formal herbaceous borders with a wooded landscape beyond. Our private terraces, framed by lawns and trees, form pockets of sunshine where residents can relax and enjoy the outdoors.









## TRANQUIL GARDENS

Our team of landscape gardeners provide seasonal splendour and multiple areas of interest to encourage residents outdoors to experience the sensory uplift of Nature and its proven health benefits. Designed with a variety of routes in which to stroll, our gardens have lawns, hedges, wild grasses, fruit and feature trees, herb gardens, and fruit & vegetable patches to provide a familiar, sensory sanctuary for our green-fingered residents who are encouraged to participate wherever possible.







ENHANCED CARE

# INNOVATION



Our homes reflect the latest therapeutic approaches and clinical insights in providing care. From advanced care-planning technology to acoustic monitoring systems to ensure undisturbed and secure sleeping, the most pioneering and innovative developments are subtly embedded in the comforts of home.



The needs of older people can be complex, and many require specific nursing or memory care. We know we can influence and improve outcomes by investing in every aspect of an individual's unique journey. By creating a culture of transparency with continual learning, feedback, modification, and improvement, we can provide the very highest standards of care and consideration to our residents and their families.





## ACOUSTIC MONITORING

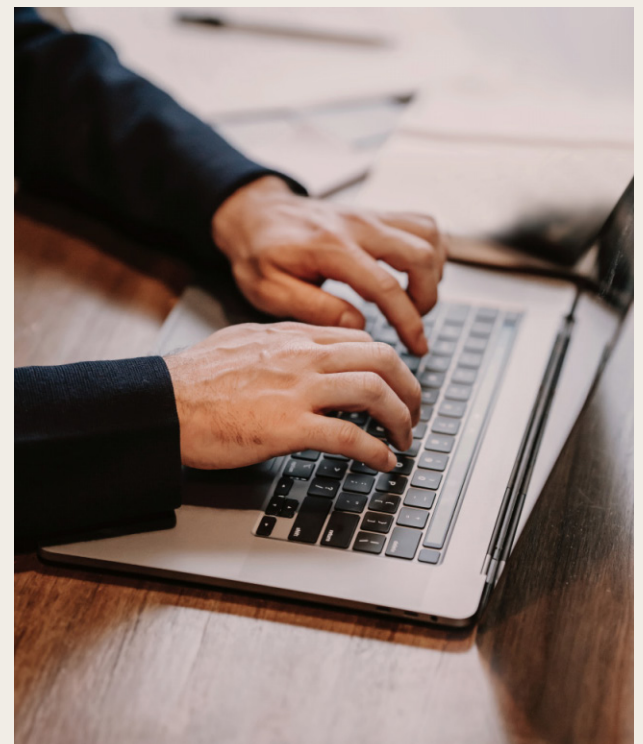
Our acoustic monitoring system employs the latest artificial intelligence and machine learning to enhance the quality of sleep and wellbeing of residents.

The system detects even the most subtle disturbance or changes in breathing patterns and instantly alerts our care team to check on our residents for their safety throughout the night, typically before they have even stirred.

This personalised approach to care allows team members to learn each resident's unique night routine instead of conducting hourly checks that may disrupt their sleep. Residents are likely to be more alert during the day, have an improved appetite and increased engagement in life-enrichment activities.

## PAIN MANAGEMENT SYSTEM

Our homes utilise advanced artificial intelligence to offer optimal pain management for our residents. The technology scrutinises facial muscle movements and pain-related behaviours to detect the presence of pain even when it is not apparent. We can determine which pain management interventions to implement and monitor their effectiveness over time by calculating an overall pain score. This technology enables us to provide our residents with the care and attention they rightfully deserve.









## FALLS PREVENTION SYSTEM

The thermal imaging technology allows residents to enjoy a greater degree of personal safety and independence. The technology monitors each resident's bedroom and notifies caregivers of any movement while also illuminating a pathway to assist with navigation and minimise the risk of injury.

Each resident's bed is surrounded by an infrared curtain that discreetly monitors when a resident gets out of bed. For those who are more mobile, an alarm can be set to sound if they do not return to bed within ten minutes. This system greatly reduces the risk of falls and hospital admissions, enhances sleep quality, and enables the team to address individual needs promptly.

## HOTEL STYLE TELEVISION PORTAL

Our state-of-the-art smart TV is designed to be user-friendly, with an intuitive interface that makes it easy for residents to navigate and access all its features. In addition to the standard functions you would expect from a modern television, such as streaming content, our interactive TV provides a wealth of helpful information for residents. This includes details about daily life enrichment activities and the daily changing menu options available for them to enjoy. Furthermore, the TV helps residents stay oriented and up-to-date by displaying the current date, weather, and news headlines, ensuring they always have the latest information at their fingertips.



## DIETARY REQUIREMENTS

We take great care to ensure the safety and wellbeing of our residents and have implemented advanced protocols and procedures designed to address the issue of allergens. Our care system has been integrated with a unique feature that alerts us immediately if a resident orders a menu item that includes any ingredients they are allergic or sensitive to. This means that we take a proactive approach to prevent any adverse reactions that could be harmful or uncomfortable for our residents.

FULFILLING DAYS

# LIFE ENRICHING



We believe that a fulfilling, meaningful, engaged, and contented life can be enjoyed at every stage of our existence. We are, therefore, passionate about enriching the mind, body, and spirit of our residents and offer a wealth of opportunities to create, watch, listen, participate, and enjoy.





Our thoughtful and intelligent selection of daily changing activities is less a catalogue of events and more a part of life, something essential, pleasurable, and designed to provide sensory and neurological benefits. Our residents have absolute autonomy over their day and choose the pastimes that interest and inspire them so they can experience their favourite pastimes or explore something new.

We value the pleasures of sociability for their positive impact on physical and mental wellbeing, and our guiding principle is 'to bring the world into the home'.







## MIND

We wish to engage the minds of everyone in our care and offer unique opportunities to exercise the brain and fully experience the senses. Daily mind activities range from our Literature Appreciation Society and Current Affairs Club to crossword sessions, word games, and chess. More imaginative or specialist mind pursuits at KYN include pet therapy and life moments, whereby residents can share precious, poignant memories with our residential community. We also invite children from neighbourhood schools to visit us, which provides a mutually enriching opportunity for intergenerational play and conversation.

## ARTS

Our arts programme encourages creativity, motivates broader conversation about cultural values, and engages residents in interesting goings-on in the wider world.

The Life Enrichment and Wellbeing team brings London's vibrant cultural scene directly into the home through partnerships with galleries and museums, creative workshops, residencies, exhibitions with professional artists, and a programme of talks from experts in the arts, humanities, and sciences.

Our screening room streams films, ballet performances, opera shows, jazz concerts, and classical or contemporary music concerts. We also organise live music concerts across all genres of music, which are customised to reflect the preferences of our residents. We are committed to enabling our residents to pursue their cultural interests and enjoy a fulfilling lifestyle.

## NATURE

Our landscape gardens are designed to enhance the overall wellbeing of our residents with seasonal beauty that promotes mood, cognition, and mental and physical health.

The gardens provide year-round, neurodivergent-friendly, sensory appeal through imaginative planting of herbaceous borders. Residents and their guests are invited to participate in flower arranging and the potting, planting, weeding, and cutting of shrubs, fruit, and herbs – some of which are used by our chefs for picked-for-your-plate freshness.

## BODY

Our physical activities are designed to reconnect residents to their bodies and external environments, both inside and outside our homes. We offer residents the opportunity to support their physical health by exploring different types of dance, all tailored to individual ability, alongside slow, strengthening exercise classes such as Pilates, Yoga, or Tai Chi, which are designed to improve posture, stability, and coordination.

We also encourage interaction with the local community by participating in local events and societies, afternoon teas, tickets to local concerts, and group expeditions to areas of outstanding natural beauty.





## SPIRIT

KYN has a holistic approach to physical and mental wellbeing and is passionately committed to helping residents find balance, peace, and harmony within themselves.

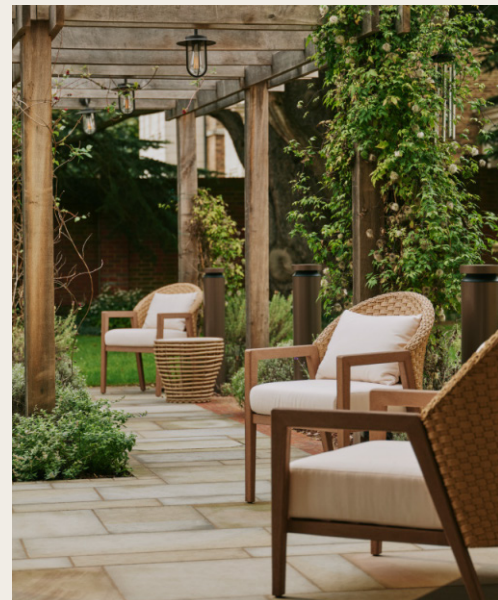
To create a truly comfortable and inviting home, we understand that attention to detail is vital. Our air-handling systems not only filter the air but also diffuse essential oils that promote a positive mood and sense of wellbeing.

We also believe music is integral to creating a welcoming and relaxing atmosphere. Our bespoke music system is designed to complement the overall ambience of our home. We carefully curate playlists and select songs that evoke a certain mood or feeling, whether it's a cosy night in or a lively gathering with friends and family. Together, these elements work in harmony to create a home that looks beautiful and feels truly welcoming and rejuvenating.

We support all forms of denominational worship and will assist residents in maintaining community connections and with their at-home worship. All individuals will have access to the resources and guidance they need to practice their faith in a meaningful and fulfilling way.

We also offer a wide range of therapies in our KYTH Spa, designed to promote energy, restore the body and psyche to their natural balance and revitalise from top to toe.

Inclusive treatments can be booked in advance with our in-house therapist or with specialist visiting therapists who can provide reflexology, homeopathy, and other holistic experiences, such as craniosacral therapy, which applies gentle touch to relieve tension in the central nervous system to promote wellbeing and boost health and immunity.







CRAFTED CUISINE

# EXCEPTIONAL FOOD



We believe that our residents deserve to have an extraordinary culinary experience. Our Executive Chef Tristan Welch, previously Head Chef of the two-Michelin-starred Petrus, has meticulously crafted menus that feature exceptional dishes, each imbued with a conscious approach to nutrition.

From the choice of ingredients to the cooking techniques employed, every aspect of our cuisine is designed with the wellbeing and satisfaction of our residents in mind. We take pride in serving delectable, healthy meals that our residents and their guests can enjoy together.

At KYN, exceptional food is integral to our philosophy of good living.

Tristan collaborates closely with a registered practitioner from the British Association for Nutrition and Lifestyle Medicine (BANT) to ensure that the latest research in diet and nutrition is incorporated into our menus so that they both taste delicious and form part of a nutritionally balanced diet.

Our approach focuses on plenty of fresh, seasonal fruits and vegetables, high-quality protein sources and minimally processed carbohydrates as well as sufficient good fats forming part of dishes wherever possible.

For example, our KYN oil blend, comprises the right balance of Omega 3, 6 & 9 oils which both nourishes our residents as well as providing multiple health benefits when consumed regularly and as part of a balanced diet. Our 'Nice Cream' is a healthier take on ice cream and is both dairy free and contains no refined sugar.

Favouring nutrients over calories, our menus nourish both body and soul, leaving our residents feeling satisfied, healthy and cared for.







The menus and service are delivered to five-star hotel standards, whether residents are eating in the privacy of their own room at whatever time they choose or settling down for an intimate lunch or dinner with family and friends in the heart of our home, The Great Room.

Our chefs are tasked with getting to know each of our residents personally to understand their tastes, favourite dishes, and dietary requirements. They are on hand to discuss the catch of the day or freshly sourced ingredients – some of which come from our very own gardens.

Good conversation over good food is one of life's principal joys, and we welcome our residents' friends and family to join them for meals, continuing many years of memories created around a shared table.

Our private dining room is available for exclusive use, with further spaces throughout the home also available for entertaining and celebrating with family and friends.

A shared meal at KYN is something that residents, their families, and friends genuinely look forward to.





UNPARALLELED PROFESSIONALISM

# OUR TEAM



When seeking new members to join our dedicated, multi-disciplinary team, the requisite expertise, sincerity, and empathy are a must.



Our recruitment team follow robust processes to secure only the very best people. By investing in our people we create a stable and dependable culture devoted to KYN and our residents. We reward competitively and fairly and motivate by providing training and opportunities for growth.

We are proud of our team-to-resident ratio and unique system of 'households', whereby residents are cared for in small individualised groups and have a dedicated nurse, senior carer, and support team to really get to know them and take care of them like family.

Our dedication to excellence means that every KYN colleague appreciates and delivers the high standards required to look after our residents. When a new team member joins KYN, they undergo an in-depth on-boarding process to equip them with the skills and knowledge to uphold our ethos with absolute ease.



“I have always designed interiors with a single purpose in mind – to make people feel uplifted. I try to do this through beauty, balance, colour and texture and above all I want to give comfort.”

NINA CAMPBELL  
CREATIVE DIRECTOR





Adam Ellis, Art Curator

## DEVELOPMENT PARTNERS

KYN only engages with the best people and organisations. Crucially, our carefully selected partners care as deeply as we do about enriching the lives of our residents and helping us to create safe, beautiful, and uplifting environments imbued with love and warmth.



## Adam Ellis

### ART CURATOR

KYN's bespoke collection of artworks has been curated by Adam Ellis, whose London-based fine art studio has put together unique collections for some of the most sought-after restaurants and clubs in the world, including The Ivy, The University Arms Hotel in Cambridge, and London's private members' club, Annabel's. Taking inspiration from the natural environment and local area, KYN's artwork has been selected to complement the surroundings and bring an additional layer of interest and beauty.

## Nina Campbell

### CREATIVE DIRECTOR

We commissioned leading British interior designer, Nina Campbell, to design our décor. Her signature style of comfort and elegance not only provides reassuring beauty but also gives our residents a vital sense of belonging.

In each of our homes, you will find chic and authentic spaces with sofas designed for spending long, cosy hours with a book; vibrant fabrics; artful wallpapers; and ambient lighting. Our bedrooms are tasteful, spacious, safe, and comfortable, and feature bespoke furniture and elegant en-suite bathrooms. Every detail has been considered to create spaces that our residents will enjoy living in.

## Randle Siddeley & LUC

### LANDSCAPE DESIGNERS

We collaborated with Randle Siddeley on our walled garden, as well as with LUC on our terraces and front lawns. Thanks to their outstanding work, we have a variety of beautiful spaces that can be enjoyed throughout the year. Randle Siddeley founded RSL back in 1978, and under his visionary leadership, the company has become renowned worldwide for its innovative and high-quality designs. They have worked with many prestigious architects on private gardens, hotels, and commercial developments across the globe. LUC is an award-winning organisation established in the 1960s that focuses on preserving and improving historically designed landscapes, making them more resilient to the demands of modern-day use.

## Heywood Hill

### BOOK PURVEYORS

Owned by the Dukes of Devonshire, Heywood Hill has been sourcing and selling new, out-of-print, and antiquarian books from its Curzon Street shop since 1936. In 2011 Her Late Majesty Queen Elizabeth II awarded the shop a Royal Warrant. It has assembled an eclectic library for our residents to discover both privately in their rooms and socially in our Literature Appreciation Society.

## Melford

KYN is the premium nursing care business of Melford Care LP, a partnership formed by Melford, a leading sponsor of real estate related businesses in the UK. Established in London in 2002, Melford invests in properties and real-estate related businesses on behalf of some of the world's leading charities, foundations and family offices. In addition to KYN, Melford operates businesses in retail, office, and hospitality sectors.

YOUR PEACE OF MIND

# MOVING TO KYN BICKLEY



Moving to a care home is a big step and can be an emotional time, often associated with worry (and sometimes even guilt) for the family members involved. At KYN, we walk hand-in-hand with you every step of the way, not just with our residents but their loved ones too.





We encourage future residents, their families, and friends to visit us and experience the genuine love and warmth of a KYN home. We take this opportunity to get to know our residents and their families so we can understand how best to support them at this critical stage in their lives. We also consider whether we believe that the resident is suited to our home, mindful of always promoting the best interests of the whole community that we serve.

Residents are offered a choice of room, with different outlooks and interior designs to consider. To personalise their private spaces, and to feel more at home, we encourage residents to bring favourite items with them, whether that be an artwork, a treasured chair, or simply family photos.

When it comes to moving into a KYN home, our team are on hand to help however we can, whether that is arranging transport for furniture, or simply helping our residents arrange their personal belongings just how they want.

OUR APPROACH

# THE KYN ETHOS

## HOLISTIC CARE

KYN's approach to care means a deep consideration of who our residents truly are; what interests them, inspires them, nurtures them, and strengthens them. We make it our mission to know our residents as a biographer would research their subject.

## LIFE ENRICHING

We are passionate about enriching the lives, minds, and bodies of our residents, and cultural, physical, spiritual, and emotional engagement is integral to our care. Our residents choose life enriching activities that interest them, giving each person absolute autonomy over their day.

## DESIGN

In every KYN home we strive to create superbly comfortable, uplifting environments – somewhere our residents are proud to call home and welcome their family to. Elegant, light, luxurious, and thoughtful design combine with safety and comfort to provide an atmosphere of warmth and familiarity.

## HOSPITALITY

A welcoming environment is complemented by bespoke menus and 24-hour room service – designed to nourish, satisfy, comfort, and entertain each resident according to their taste and needs. Our dedicated hospitality team are led by managers with specialised experience, be that in housekeeping, service, or food and beverage preparation and delivery.

## INNOVATION

Our relentless drive for innovation means we seek out the best partners not only in the UK but across the world. We believe that by investing in technology, we can provide better care and improve outcomes for our residents.





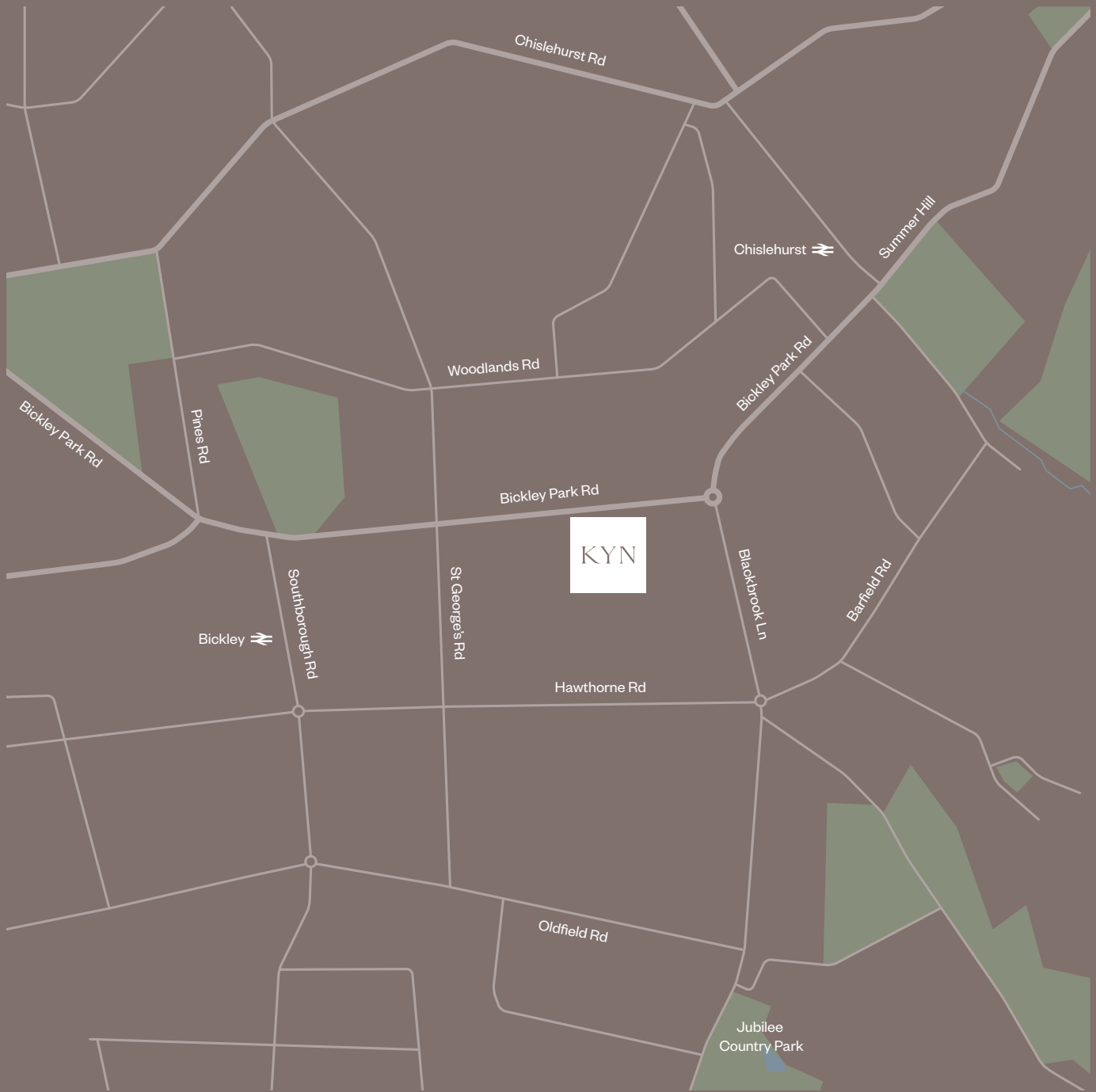
ENQUIRE

# BECOME A KYN RESIDENT

Learn more about  
life at KYN Bickley

Visit us at [kyn.co.uk](http://kyn.co.uk), call +44 (0) 20 4530 9700  
or email [kynbickley@kyn.co.uk](mailto:kynbickley@kyn.co.uk)

KYN Bickley, Bickley Park Road,  
BR1 2AZ





UNRIVALLED HOMES

# OTHER KYN HOMES



KYN closely collaborates with experienced partners to design a new generation of premium care homes that feel timeless and appropriate to place, with landscape design sensitive to the local area.

We select easily accessible, elegant neighbourhoods and create beautifully designed, comfortable, and safe environments that ensure an uplifting and cheerful atmosphere for residents, visitors, and staff.

KYN is the home where family and friends genuinely look forward to spending time together. We invite you to visit us to experience the authentic warmth of KYN.





LONDON

## KYN HURLINGHAM

Neighbouring the prestigious Hurlingham Club along the eastern side of Hurlingham Park, KYN Hurlingham is a Grade II listed building, sympathetically restored to its former glory as a landmark building within the local area.

Originally built as a 'Ragged School' in 1855, the building has previously served as a school and youth club, and now as a KYN care home in Fulham, the existing heritage and fabric is retained and enhanced, while modernisation and an extension to the rear regenerate the site.

To book your appointment please email [kynhurlingham@kyn.co.uk](mailto:kynhurlingham@kyn.co.uk) or call +44 (0) 20 8167 3500

OPENING 2028 LONDON

## KYN KENSINGTON

KYN Kensington will be nestled in the peace and quiet of residential Allen Street and is just a short stroll away from Kensington High Street and gardens beyond. This purpose-designed and built state-of-the-art care home will offers residents a stunning top-floor Great Room with direct access to generous landscaped roof terraces.









