

SOMERVILLE HOUSE

SOMERVILLE ROAD
WILLAND
CULLOMPTON
DEVON
EX15 2PP
TEL: 01884 820811



Residents' Handbook
(Service Users Guide)

WELCOME TO

SOMERVILLE HOUSE CARE HOME

On behalf of the Proprietors, Management and staff may we extend a warm welcome to you.

We hope you find the information contained in this Service Users Guide useful and informative. It contains the aims and objectives of the home together with brief answers to many questions often asked by our new residents.

Of course if you require any more information, please do not hesitate to approach any member of staff who will be happy to provide you with more detailed information.

Your comfort, care and well-being are of the utmost importance to us and throughout your stay, we will endeavour to ascertain your preferences and choices in all aspects of your care helping you to remain as independent as possible whilst maintaining a quality lifestyle.

OUR MISSION STATEMENT

“The management and staff at Somerville House are committed to providing the very best quality of care for our residents”

ADMISSION

On arrival to Somerville House you will be made very welcome and given plenty of time to settle in. Every assistance will be given to make your room your own personal place with your own belongings around you. If you have a pet at home we will consider the possibility of you bringing that too.

PHILOSOPHY OF CARE

Our care philosophy is to provide a secure, stable and comfortable environment, which will seek to retain and maximize each individual's independence, privacy, dignity and freedom of choice to enable residents to live as fulfilling and independent life as far as possible within a residential setting. It is our philosophy to create an atmosphere which is calm and friendly and where all visitors, professionals and others feel welcome

AIMS AND OBJECTIVES

To meet the 9 main principles underlying quality care as described in “Home Life” (1996) which are:-

- Fulfillment
- Dignity
- Autonomy
- Individuality
- Esteem
- Quality of experience
- Emotional needs
- Risk
- Choice

These aims will be achieved by agreeing individual care plans with the service user, their advisors and health and social care professionals

PROVISION OF CARE

Somerville House is registered to provide care for 30 residents by the Care Quality Commission. We offer long term care and day care for people who are aged 65 years of age and over in the category OP (old age, not falling within any other category).

To ensure a continual high standard of care all our care staff undertake mandatory training such as manual handling, fire safety, safe administration of medicines and food hygiene. They are also trained and developed in the care of the elderly and a number have National Vocational Qualifications (NVQ's) or are in the process of studying for their NVQ in care, in order to maintain compliance with current and future standards in care.

LOCATION

Somerville House is a period detached residence which has been professionally extended and improved over the years retaining its character yet providing modern comfort and security.

The rural village of Willand is situated in the picturesque Culm Valley and lies North East of the town of Cullompton. The village itself offers a range of day to day amenities whilst a more comprehensive range can be found in Cullompton. There is easy access onto the M5 motorway at Junction 28 with the cathedral city of Exeter being located to the South and the County town of Taunton (Somerset) to the North.

ACCOMODATION

All bedrooms are individually designed and decorated and though furnished residents can bring some of their own furniture should they wish. There are 28 single and 1 shared room of which 19 have their own en-suite facility. All the rooms are connected to a call system which is cancellable at source.

On the ground floor there are communal day rooms including a main lounge, a visitors lounge and a dining room whilst to the rear of the ground floor there is Deputy Managers accommodation.

The home also has benefit of a shaft lift providing an unhindered approach to all communal areas

There are five assisted bathing areas. The property is heated by an oil fired central heating system with underfloor heating in the communal areas whilst the windows are all double glazed.

Externally there are gardens and grounds to the front and rear, the latter being well established and mainly laid to lawn with various shrubs and plants.

SOCIAL CARE

Our regular activities include:-

- In house entertainment
- Animal petting sessions
- Theme evenings
- Craft sessions
- Shopping trips
- Various outings
- Coffee mornings & fetes
- Bingo
- Quizzes

Visiting services include hairdressing, chiropody and ophthalmology. Residents own G.P's and district nurse visits as required.

Residents meetings are also encouraged.

VISITORS

Visitors are welcome at any time, there is a visitors lounge should you wish to talk more privately and there is plenty of space for parking.

MENUS

A well balanced menu including a variety of food is offered. All our meals are home-cooked using fresh produce whenever possible providing a nutritious diet. We also cater for special diets as required for example diabetic, vegetarian, gluten free. The taste, preparation and appearance are of prime importance in the food we provide.

FEES

Our fees are set at competitive levels and are comprehensively inclusive. There are no additional charges for food, light, heat care and laundry as requested by the resident. The resident is responsible for his/her own medical requisites (other than those provided by prescription). Hairdressing, newspapers, clothing and other luxury items of a personal nature are also the residents' responsibility.

REGULATORY BODIES

Somerville House is regulated by the **Care Quality Commission** to ensure we meet the **Essential Standards of Quality and Safety**. The local office address of this independent body is:-

Care Quality Commission (CQC)
CQC South West
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616 161
Email: enquiries.southwest@cqc.org.uk

MANAGEMENT

Somerville House is owned by Mr Graham Kingdon who lives close to the premises to ensure a personal service with the highest standard and consistency of care.

The role of Graham is that of facilities management, administration and maintenance. Graham is qualified to Diploma level in practical management and has extensive small company management experience.

The Registered Manager is Mrs Samantha Martin, who is the person in day to day control of the home's operations. Samantha has 15 years experience in the care sector of which twelve years were in a senior capacity. She has gained her Registered Managers and Assessors award and works closely with Graham, the registered owner of Somerville House.

For information on vacancies, arrangements to view or general enquiries please telephone:

01884 820811

or email us at:

grahamk@graysar-associates.co.uk

How to find us

from J27 M5



from Cullompton

AN A-Z GUIDE OF YOUR HOME

ACTIVITIES

Many of our residents prefer a quiet life and spend much of their time reading, watching television, or chatting with other guests, their visitors or staff. We do arrange outings and in-house entertainment on a regular basis. We recognise your independence and the types of events and frequency are changed to best suit individual needs. To participate or not is always the Residents choice.

ARRIVAL

When you arrive at Somerville House you will be made very welcome. We will show you around and introduce you to both staff and residents

BATHS

Staff are always available to assist you with your bathing needs.

BIRTHDAYS

As we will know your date of birth from our records, we will always remember your special day and if you wish celebrate it with a special tea party.

BREAKFAST

Breakfast is served in your room or you can take this downstairs in the dining room.

CALL BELLS

Call bells have been installed in every room including the toilets and bathrooms. If you require assistance of any nature, please use this system, help is always at hand.

CARE

We are committed to providing the very best quality of care for our Residents. We never forget that you are an individual, and this is uppermost in our minds when planning your care and ensuring this meets your personal requirements. Our care records are updated on a daily basis, which reflect your changing requirements and priorities.

CHILDREN

We welcome children and visitors at all times.

CHIROPODY

A chiropodist visits the home on a 6 weekly basis.

CHOICES

We aim to give our residents as much choice as possible in all areas of their care.

CHURCH

If you would like to attend a church service we will help to organise this for you. Alternatively, we can arrange for communion in the Home.

DENTIST

Each resident has the choice of using their own dentist, however there is a practice located very nearby.

EARLY MORNING TEA

We like to run Somerville House as a home not as an institution, we therefore do not make it standard practice to wake you at dawn with a cup of tea! However if you are an early riser and this is what you enjoy just let us know.

ENCOURAGEMENT

Our staff will always encourage you to achieve as high a quality and independent life as is feasibly safe and possible.

FAMILY

We pride ourselves on our family atmosphere. We actively encourage families to become involved in the care of their loved ones.

FEES

There is a great deal of job satisfaction in caring for elderly and infirm people. Regrettably, like all things, care has to be funded. We do understand the concerns of our Residents. We never make cuts in our standards of care and facilities and are always aware that we must provide the very best value. Our fees are competitive and compatible with maintaining first class care.

FIRE PRECAUTIONS

Somerville House complies with all the Health & Safety regulations and has in place all the correct equipment and procedures in place. However we need to ensure that you will be safe in the event of a fire and will therefore complete a Personal Risk assessment to enable our staff to ensure your safety. All staff have a thorough knowledge of the layout of the home and escape routes and will there to help you should you need to evacuate the Home. There are certain policies we adhere to like keeping fire doors closed and no smoking that have been introduced, these are for your safety.

FURNITURE

“Can I bring my own furniture?” Yes, we want you to be as comfortable as you would be in your own home. We will be happy to discuss with you the feasibility of bringing your own special items such as bed, armchairs, bureau etc. We always try to please, but must at all times have your safety uppermost in our minds. We do like to personalise your room and are more than happy to hang your favourite pictures for you.

GAMES

An assortment of board and card games are available for your use.

GARDEN

We have some lovely gardens where you can entertain your visitors, enjoy a cup of tea or relax in the sunshine.

G.P

If you come to us from outside your own G.P's area we will advise you of your choice of G.P locally. If you need to consult your doctor we will make an appointment, either for you to visit the surgery, or alternatively, the doctor will visit you in the privacy of your room at Somerville House.

HAIRDRESSER

If you have a hairdresser who will visit you at Somerville House, you may make your own arrangements. Alternatively we have a hairdresser who visits us on a weekly basis.

HEARING

We will assist you and ensure you receive advice on problems relating to hearing difficulties, either privately or through the NHS.

HOBBIES

We do always encourage you to continue with your existing hobbies or explore new ones. Let us know about your interests, we really want to know as we to get pleasure in ensuring you can attain individual pursuits. We may be able to suggest something that would interest and stimulate you during your leisure time.

HOME

We want you to think of Somerville House as your home. Tell us if there is anything that you need and we will do our best to provide it.

HOSPITAL

We will make arrangements if you need to have treatment at the hospital.

HOSPITALITY

Whenever you have visitors, please extend our hospitality to them. We would be delighted to serve tea or coffee, either in your room, the lounge or the garden. If you have a visitor who has traveled a long distance, and you would like them to join you for lunch or supper, we would be pleased to arrange this. Please give us advance notice so that we can instruct the catering staff to be prepared for your visitor/s.

ILLNESS

If you fall ill, we will access help from the appropriate services to aid your recovery.

INSURANCE

Our master insurance policy at Somerville House includes cover for our Residents' personal effects. We urge you however not to bring in items of great value, but if you do so it would be advisable to take out additional insurance cover for your special items.

JARGON

If you do not understand any term used by a member of staff, please ask them to give you a clearer explanation.

KINDNESS

At Somerville House you will never be treated with anything else but kindness and respect.

LAUNDRY

We will wash and iron all your clothes in our own laundry. We do request that all your clothing be clearly marked with named labels. You will appreciate that we do a considerable amount of washing and cannot take responsibility for those items that are not clearly labeled and may therefore go astray.

Any items that require dry-cleaning, major repairs or alterations are the responsibility of the resident/next of kin.

LIBRARY

We have a supply of books with some in large print, there is also a public library in the village. We will always help you get to the library or visit the library on your behalf. If you have any favourite authors let us know and we will try to obtain a selection for you.

MEALS

All our meals are home-cooked and offer a well balanced and nutritious diet. We use fresh produce whenever possible. We also cater for special diets for example diabetics, vegetarian, gluten free.

MOBILE PHONES

We have no issue with you using your own mobile phone during your stay with us.

MUSIC

We have a variety of music tapes/CD's that you can borrow or listen to in the lounge.

NEWSPAPERS

We can order the newspaper or magazine of your choice and it will be delivered to your room. You will be invoiced accordingly.

OPTICIAN

If you do not have 'your own', we have an optician who will visit.

OUTINGS

We organise day trips on a regular basis, weather permitting

PETS

Pets are allowed in the Home after prior consultation with the Manager.

PHOTOGRAPHS

On admission we will take your photograph to put on file for identification purposes.

PRIVACY & DIGNITY

Your privacy and dignity is always respected at Somerville House. If you wish to have a key to your room for your own personal use ask any member of staff who will let the Manager know.

QUALITY ASSURANCE

We invite Residents and visitors alike to complete and return our Quality Assurance questionnaires. This will help us to monitor and ensure that Somerville House is providing the very best quality of care to our Residents.

QUESTIONS

Staff will always take the time to answer your queries so please do not hesitate to speak to any member of staff regarding any questions you may have.

QUIET

There will always be a quiet corner to be found at Somerville House, Should you want to speak more privately with your visitors we have a separate visitors lounge.

RELIGION

A Minister visits us on a regular basis but we can arrange for a representative of any denomination to visit the Home. For those who wish to attend a religious service outside the Home, assistance will be given.

SAFE

Our aim is to provide you with a safe and secure environment.

SHOPPING

We will help to arrange a shopping trip if you so wish. Alternatively we will buy any goods on your behalf.

SMOKING

For your own safety and that of the other Residents smoking is not allowed at Somerville House.

SUGGESTIONS

All suggestions and recommendations from our Residents, their advocates or families covering the operational aspects of running the Home, social activities or religious preferences are welcome. The Management is committed to address these as part of the overall philosophy of quality assurance for those who live with us.

TELEPHONE

Residents can choose to have their own phone installed or make use of the Homes wander telephone in the privacy of their own room. All telephone calls will be charged for.

TRANSPORT

We will arrange transport for you anytime, be it for a social occasion or a hospital appointment.

UNDERSTANDING

The staff at Somerville House are here to listen, understand and talk about any anxieties or problems you may encounter.

VALUABLES

We do have a small safe where smaller items can be kept. We will give you a receipt for every item deposited.

VISITING

This is your home and you may treat it as such with regards to people visiting. There are no set times and visitors are welcome anytime, avoiding mealtimes where possible.

WELL-BEING

The well-being of our residents is uppermost in our minds.

WHEELCHAIRS

We can lend you a wheelchair if you so wish.

WIFI

There is full wifi coverage at the home and it's free!

X-RAY

We do not have x-ray vision! If you have any problem or pain, please inform the staff.

YES

Yes is the word we like to say, where possible to your requests.

ZEST

We hope that Somerville House will give all our Residents keen enjoyment and interest during their stay with us.