

SOMERVILLE HOUSE

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



Resident Handbook (Service User 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 endeavor 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 maximise everyone'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

Somerville House endorses a holistic approach which is sensitive to the individualistic needs of every resident and encompasses the following essential aspects of the person:

Dignity

- Treat every resident with respect, allow each resident to live in a dignified manner
- Maintain every resident's autonomy by empowering each person to consider choices and make own decisions
- Know each resident, develop a good rapport and treat each resident with respect

Independence

- Enable each resident to take calculated risks, to make their own decisions and to think and act for themselves
- Offer assistance as appropriate

Choice

- Ensure every resident has options over their activities of daily living in accordance with their capabilities

Rights

- Preserve all basic human rights of each resident including consent, confidentiality, safety, equality, and autonomy
- Encourage freedom of expression, participation, and decision making

Fulfilment

- Enable the resident to realise their own aims and create opportunities for them to achieve their goals in all aspects of daily living

Equality & Diversity

Our commitment to diversity supports our established equal opportunities policy.

It offers the opportunity to:

- combat prejudice, stereotyping and harassment
- improve approaches to service user care by ensuring that our services reflect the diversity of the local community and are responsive to the different needs of groups and individuals
- develop and use partnerships with staff, service users and outside agencies to develop and improve community cohesion

Privacy

Preserve every resident's right to privacy at all times by:

- Respecting and keeping confidential information relating to a resident and their families
- Respecting a resident's preference to be alone and undisturbed
- Handing over all correspondence in their original sealed state
- Discussing personal matters with staff and families in private and without violating confidentiality,
- Provision of the facility for a resident to make or receive telephone calls in private

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).

TRAINING

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, food hygiene and cyber security. They are also trained and developed in the care of the elderly and a number of staff have Level 2 diplomas or higher in Health and Social Care via the Quality Credit Framework (QCF) or are in the process of studying for their QCF 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 to the Northeast 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 30 single rooms of which 22 have their own en-suite facility. All the rooms are connected to a 24 hour nurse call system.

On the ground floor there are communal day rooms including a main lounge, a visitor lounge and a dining room.

The home also has the benefit of a shaft lift providing unhindered access 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 easily accessible 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
- Arts and Crafts
- Bingo
- Quizzes
- Music and movement
- Religious services

Personal Services:

- Hairdressing
- Chiropody
- Ophthalmology
- Dentist

Medical Services:

- Local GP services
- District Nurse visits

Resident meetings are also a regular feature of daily life at Somerville House.

VISITORS

Visitors are welcome at any time, there is a visitor's 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 dependent on the needs of the individual. These will be discussed and agreed prior to admission along with setting up any payment methods. Our preferred method of payment is by monthly standing order.

CHARGING FOR ADDITIONAL SERVICES

The home can provide a number of optional services or items which are not covered by the monthly fee. These are billed separately monthly and include:

- Hairdressing
- Private chiropody
- Private phone installation
- Confectionary
- Clothing

INSURANCE

The Company has a limited insurance policy covering the personal effects of each resident.

We strongly recommend that you take out insurance cover for all personal assets whether in the home or not.

RESPIRE CARE

As a carer for your loved one, there will be times when you need a break but find it difficult to plan one into your busy life.

Contact us to discuss how you can book your break in the knowledge that your loved one will be well cared for, giving you the peace of mind to enjoy a well-earned rest.

Our minimum stay is one week.

VISITING

Visiting times are flexible 7 days a week. Relatives, friends and other visitors are encouraged to spend quality time at the home and engage in day to day activities with your loved one.

All visitors are required to sign in and out using the visitors book at the entrance.

COMPLAINTS

We aim to deal quickly and effectively with any complaint from a resident, relative or visitor.

A complaint should be raised initially with the person in charge at the time. It will be recorded, in writing. If the complaint cannot be resolved at the time, then the complainant should ask that the matter be passed to the Home Manager who will deal with it accordingly.

A copy of our full complaints procedure is always available on request.

REGULATORY BODY

Somerville House is regulated by the Care Quality Commission to ensure we meet the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the related care standards regulations.

Their contact details are:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

tel: 03000 616 161

email: enquiries@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 over 20 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.

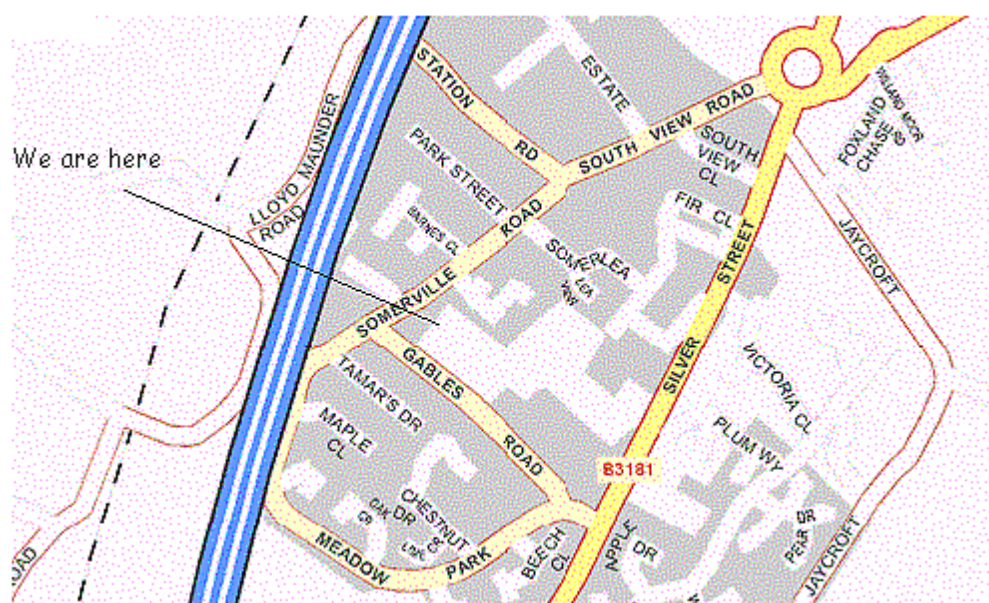
For information on vacancies, arrangements to view or general enquiries please contact us:

tel: 01884 820811

email: sammartin@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 to 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 daily, which reflect your changing requirements and priorities.

CHILDREN

We always welcome children and visitors.

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 we will be happy to register you with a local dentist if required.

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 must 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, however for health and safety purposes we are unable to accept items of furniture that are 10 or more years old and do not carry the BSS Kite mark. 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 the necessary arrangements if you need to have treatment in 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. For your own peace of mind, we strongly urge that you let staff know if you intend to keep cash in your bedroom.

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.

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.

NAME BADGES

All our staff wear name badges, so you will always know who you are talking to.

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 are 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. Also see Transport for those that wish to attend religious services outside the home.

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 (see Transport) or alternatively we will buy any goods on your behalf. We also have a limited selection of sundries at Somerville that you can obtain at no extra cost.

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 for which we make a nominal monthly charge. Alternatively, you can make use of the homes wander telephone in the privacy of their own room.

TRANSPORT

We will arrange transport for you anytime, be it for a social occasion or a hospital appointment. Unfortunately, staff are not always able to accompany. All transport / escort costs are chargeable.

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 Wi-Fi 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.