



The Homestead Residential Home



...Comfort, Companionship, Care...

"What more do I need, I can stay as independent as possible, the food is good, the girls are lovely, the place is spotless and I get my laundry done. It's really very good, what else can I say?"

Homestead Resident

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Welcome to The Homestead



“Quality care with a family feel”

The Homestead was founded on the principle that we treat residents as we'd want our own mother or father to be treated.

On joining The Homestead, you'll enjoy a happy home-from-home where you feel safe, cared for and supported to do what makes you happy - with professional, caring staff, a grand home and a beautiful room.

“After caring for dad in his old age, I want my care homes to be the kind of place I'd happily have had him stay. This guides every decision we make at The Homestead”

Paul Nery, Managing Director

We are a welcoming, friendly and kind-hearted home. Often our staff will have a laugh and a joke with our residents and all our staff take pride in getting to know our residents and their family members well. As a smaller home, we nurture an atmosphere where you can make new friends and enjoy the pleasures in life.

Even more important to us is making sure that you never feel lonely or bored again and can enjoy a wealth of new experiences. With varied, twice daily activities, special taster menus to sample dishes from around the world and opportunities to discover new goals and passions – there's always something going on at The Homestead.

When some of our residents join, they may feel a bit shy or not like they once did. You may have lost independence due to a fall? Or maybe a medical ailment? There are so many things that can 'knock you off balance', but we pride ourselves on really getting to know you and what matters to you. The manager and your key worker will work with you, your family and other professionals to meet any goals you may have. Whether it's about feeling safe and independent, getting aspects of your mobility back, or improving the social aspect of your life - all of our residents are important to us and we want to help you to live the life you want, in the way you want. Whatever your goal we will be there for you.

We hope to see you join us at The Homestead,

Clare Titley

Clare Titley

Registered Manager – The Homestead

Our CQC report

Overall Good	Caring	Good ●
	Effective	Good ●
	Responsive	Good ●
	Safe	Good ●
	Well-led	Good ●

In March 2018, we were inspected and rated **Good** by the CQC both overall and in every area of assessment.

We are very proud of what they had to say about the home overall and especially our staff and the affection we show to all our residents

What do residents and their families think¹?

Robert P

Resident at The Homestead



"I am very happy at The Homestead and cannot find fault with anything. It is like living in a hotel"

Christine C

Wife of a resident



"I was very upset at my husband going into a home..., but the care he is getting is more than I could wish for, he is very happy there, which was the main thing. For me, the staff and manager are very kind and look after him well. I could not ask for more and they are kind to me too!"

John T

Resident at The Homestead



"My mother lived on her own for years getting more and more depressed and seeing no-one other than the gardener once a week. Since she moved to The Homestead she has perked up a lot and I consider the staff are the key to this place have a homely feel. All considered I would recommend it 100%"

Carol S

Friend of Resident at The Homestead



"My friend is very happy at the Homestead which is lovely to see as it was such a big step for her giving up her home. The staff are always welcoming and always on hand with a cup of tea.."

¹ Via carehome.co.uk as at 15/06/2019

What do we offer?

A manager and staff who care for you like family



"The staff are wonderful, they are so kind and I could speak with them about anything "

- The Homestead Resident

Our training and the values we imbue into our staff is something very unique to The Homestead and regularly praised by the Care Quality Commission and all visitors to The Homestead.

You'll find all our staff are professional, attentive, passionate and very kind; And while we treat care as our professional duty – we encourage a unique sense of family, fun and banter between our staff and residents.

We invest heavily in in-house and external training – with programmes based on the Social Care Institute of Excellence.

Close relationships are important and that's why every resident has a Key Care Assistant assigned to them (and never more than 4 residents per Care Assistant). This means that every week they can have a proper catch-up with you and make sure your every need is being met.

This is also why, unlike other homes, there's no staff room and why we encourage our staff to join in on activities. We want our Care Assistants to mix at all times.

Our managers too are key to the service and they meet with every resident weekly and do at least one shift on the care floor every week to make sure they stay close to the care.

A Partnership with Family and Friends

Many family members worry about their loved one moving into a home because they feel they won't see them as much or be as involved in their lives.

We are here to help with that anxiety. We see care as being a partnership between you, the Home and Family, so we make every effort to involve your Family as part of a three-way process in your care.



Your family members are given plenty of opportunities to take part your care and are always welcome. They of course are always welcome to drop by whenever, receive regular updates with staff and management and even attend private appointments with our staff regarding your care. Either a phone in your room or access to the home's phone is available and we can organise video calls and regular get-togethers too. Our aim is to make sure you never feel out of touch.

A vibrant place to be, with a range of activities



“There is always lots going on at the home”

Homestead Resident

“We even have a putting green on the lawn”

Homestead Resident

Although many residents who join us are initially shy, they quickly rise to discover a renewed energy.

We achieve this by not just ensuring a vibrant atmosphere, but training our care staff in how to support our residents to join in.

We consider activities not just the business of our Activities Coordinator. Our Care Assistants also spend valuable one-to-one time with residents – playing games, joining on outings or just having a chat.

We invest heavily to ensure the days fly by and make sure you’re never lonely. We do this through regular activities, partnerships with local societies and our residents’ own social clubs.

Scheduled activities are held twice a day such as visits from the local pre-school, music afternoons, bingo, quizzes, animal therapy, light exercise sessions and live music entertainment. We also organise special outings to cafés, shops and restaurants around the area.

We maintain strong links with the local community and our residents are often invited to charity and local church events.

There is a vibrant resident-run social community in The Homestead too, with a range of activities that vary based on who is living at the home. We actively encourage everyone’s contributions and have a knitting club and puzzles club at the home.

Living with purpose

While some of our residents join and just want a place where they can be safe and enjoy the amenities, many benefit from our Living with Purpose scheme.

Through this, we organise fundraising events for charities or local concerns and support our residents to contribute to the things that matter to them.

A traditional menu with new experiences



“I really enjoyed the Duck Spring Rolls we had last week. I’ve not had them before and it was a welcome surprise”

- **The Homestead Resident**

Food is one of life’s pleasures.

As such, our menus include a combination of traditional and non-traditional dishes designed to satisfy all tastes, home-cooked with nutritious ingredients that are delivered twice each week.

If you like a tippie, red and white wine is available to pair with your meal

“...if there’s something you’ve always wanted to try, just ask...”

We have also developed Tasty Tuesdays and Fun Fridays, where residents can sample dishes from around the world that they may not have otherwise tried, such as mini-Mexican tacos, Indian Lamb Samosas or Chinese Crispy Won Tons.

We provide these as sample dishes rather than main meals and often find our residents discover new foods they never knew they liked. The most popular ones find their way onto our main menu

If there’s something you’ve always wanted to try, just ask!

An exquisite, luxury setting

Where our loved ones live is just as important as what they do in the home. The Homestead is a beautiful, Edwardian Grand House, set within around 2/3 acre of land with beautiful landscaped gardens.

The home's styling honours its Edwardian roots and our rooms are decorated to provide a comfortable place to live, with a grandeur and design that pays homage to the old English gentry that lived in the building in the past



"A very pleasant environment in which to live"

- **Homestead Resident**

"The furniture and decorations are to a very high standard"

- **Homestead Resident**

Our unique care approach in action

As a Residential Care specialist, we place a heavy focus on, and are adept at, supporting our residents to remain independent and achieve their goals.

No one has exactly the same goals for themselves – maybe it's about just enjoying doing crosswords again or it's about rebuilding your mobility or the social aspects of life. Sometimes the process can only take a few weeks, sometimes it takes longer, but no matter what, we are always by your side, helping you achieve whatever your personal goals are.

Below is an example of the excellent care we provide that we feel makes us stand out from the rest

An example of the special care we provide to encourage residents to join in

[John], had lived the last few years with homecare. Carers popped in and out of his house all the time – sometimes early, sometimes late, always rushed. They never really had the time to speak with him.

As such, he had lost his self-confidence and become reserved. His family found it harder to hold meaningful conversations with him.

When he joined the Homestead, he was understandably very shy and kept saying he wanted to “eat in his room” and “just watch TV”.

The Homestead staff made sure they spoke lots with John. The activities coordinator spent lunch times with John. His keyworker started by inviting him into the home community to join in on a few activities. “Let's just go down for 10 minutes, then I'll take you back to your room” she'd say.

Over time, 10 minutes became 15, then 15 became 30. John made friends and he started speaking up a bit – especially during quizzes.

Now John is an active member of the home. He always comes downstairs for his cooked breakfast with everybody else. His family can't believe the difference in him

Joining us at The Homestead

We offer three ways for you to join us:

- ❖ Permanent placements
- ❖ Day care services / short-visits
- ❖ Respite care

Permanent placements are the main service we offer. We always suggest that new residents join us on a one month trial period before taking permanent residency, to ensure the home is right for you. During the holiday period, if things aren't working out (though we hope they will), you can terminate the contract with just a week's notice.

Day care and short visits are available, space permitting. This is often preferred by those looking to get to know the home or if they just would like to do something different. **Day care residents** have access to the standard daytime services provided by the home (such as daily activities, meals, outings, washing facilities, assisted bathing and other personal care services), though they do not stay overnight.

Respite care is also available if there is an empty room. Respite care is a form of care, equivalent to that received by 'Permanent Residents', though where the resident is expected to only stay for a short duration.

Contact us

The Homestead is registered with the Care Quality Commission to provide care for adults over the age of 65 in the regulated activity of: *Care Home Services (without nursing)*

The details of our registered manager and registered care provider are below. **For queries about the home, please contact the Manager:**

Registered Manager - Registered Manager ID: CON1-1142485713

Clare Titley

Clare is our Registered Manager at The Homestead. She has worked at the Homestead for 20 years and is responsible for the daily management of the home and oversees the provision of care services to residents, staffing and other operational activities. Clare is an experienced, skilful and caring qualified Manager and a very warm, welcoming person.

Address: The Homestead, 6 Elwyn Road, Exmouth, EX8 2EL

Email: info@homesteadhomes.co.uk

Tel: 01395 263 778

Area Manager:

Anna Ulrico

Anna is the Area Manager, covering The Homestead and other homes in the Group. She was formerly the Operations Manager for a large domiciliary Care company, where she led the service to Outstanding with the CQC.

The Registered Care Provider – Homestead Homes Limited, Provider ID: 1-101671216:

Paul Nery

Paul Nery is the proprietor of The Homestead and the other homes in Rose Care Group. He carries a Masters degree from the University of Cambridge in Management and Computer Science. He has helped run his family's small business and then became a management consultant where he advised in the running of various companies. He decided to make the transition to Residential Care after caring for his father in his later years.

EXTRA INFORMATION

When you move in: Helping our new residents to feel special, settle and mingle

For us, joining us isn't just about receiving care, it's about joining a small and special family. We make all our residents feel special – because you are special.

When you move in, you'll be welcomed with flowers and a welcome card in your room.

After a meeting with the manager and the Senior Care Assistant, you'll then be introduced to your chaperone for the day – a named Carer who will take care of you for all your needs until you settle in well – be it for meal times, activities or anything else.

When you first join, we buddy you up with other selected residents who have similar interests and to join in on everything happening in the home and hopefully form new friendships

We also offer a special laundry tagging service to stop those pesky incidents of laundry going missing that happens in other services. Because the last thing you want to worry about is running out of tops in your first week!



Once you're settled: A day in our lives

No two days are ever the same, but here might be a typical day for one of our residents

- 8.00** Wake up
- 8.15** A carer helps the resident to get washed and dressed ready for the day
- 8.40** The Kitchen Porter arrives with breakfast, juice and tea and their morning paper
- 10.15** Carer invites the resident to the lounge for morning activities
- 10.35** The Kitchen Porter serves tea and biscuits in the lounge while the resident enjoys the morning activity such as a game of morning quiz and armchair bowls
- 12.15** Lunch time and something special from the Taster-menu *
- 2.00** A brief nap before the afternoon events
- 2.30** Free time where residents can enjoy the Knitting club or supporting a fundraising event
- 3.15** A stroll in the garden or walk along the Avenues

- 3.30** Our afternoon activity such as outside musical entertainment and sing-a-long of songs from the 50s and 60s
Teas, biscuits and home-made cake served in the lounge
- 5.15** Supper and catch-up with friends
- 6.30** Watching some evening TV or reading in the lounge
- Bed** A bit of reading or TV in your own room after a bed-time Horlicks and then sleep

(*) On Tuesdays and Fridays

A sample menu

Below is a sample of our menu. Our menus are designed based on input from our residents, our chefs and managers. And our staff always sample the food to check it meets our high standards.



SUMMER MENU



Breakfast - there is a choice of the following:

Cereals / porridge / prunes

Toast with Jam / Marmalade

Poached / Boiled / Fried / Scrambled Egg/ Cooked Breakfast – bacon, egg, tomato and fried bread

	Lunch	Tea
M	Ham, egg, chips and peas with parsley sauce Raspberry and Lemon Frangipane Tart	Classic prawn cocktail with bread & butter Peach Eaton mess or fresh/tinned fruit & evaporated milk
Tu <M>	Hunters chicken, roasted butternut squash, cauliflower, mashed potatoes or boiled Sweet puff stacks (strawberries) with whipped cream and Chocolate ice-cream	Homemade broccoli and stilton Soup A selection of sandwiches (ham, cheese and egg) Angel delight, fresh fruit, tinned fruit and evaporated milk
W	Roast Pork with apple sauce, redcurrant jelly, Sage & onion stuffing & gravy, Roast potatoes or Mustard mash, Carrots & sprouts Pear crumble & custard or cream	Pate on toast with side garnish (Lettuce, grated carrot, tomato, cucumber) Flavoured ice cream and sauce/ fresh fruit / tinned fruit (& evaporated milk)
Th	Shepherd's pie, carrots & broccoli, extra mash on the side, extra lamb gravy Sweet puff stacks (strawberries) with whipped cream and Chocolate ice-cream	Ham and cheese toasties with side salad garnish (tomatoes, lettuce, salad dressing) Fruit Gateau/tinned fruit and evaporated milk
F	Cod Florentine & cheese sauce or Battered Fish Chips or mash, peas, lemon slices, tartare sauce, ketchup Fruit salad (oranges, banana, grapes, blueberries, pears) & citrus dressing	Pork pie & side salad (shredded lettuce, tomatoes,)with coleslaw & pickles Cake and custard / fresh fruit / tinned fruit (& evaporated milk)
Sa	Braised pork shoulder in cider sauce with parsnips, New potatoes, cabbage, carrots Stewed fruit and ice cream	Sausages, hash browns, ketchup, buttered bread and side garnish Selection of fruit yogurts / cake / fresh or tinned fruit (& evaporated milk)
S	Roast lamb with rosemary & garlic & mint sauce & redcurrant jelly & lamb gravy Roast or Boiled Potatoes, Honey roasted parsnips Brussel Sprouts, Carrots Raspberry trifle	Afternoon Tea, served on tiered cake trays: Sandwiches: Egg & Cress, Cheese and Pickle, Ham & mustard; Scones, clotted cream, jam; Iced bakewell slices Selection of crisps

At lunch the following alternatives are available:

❖ **Mon – Thurs: Jacket potato (baked beans, cheese, tuna filling) or Chicken Goujons**

❖ **Fri – Sun: Pasty or Fishcakes**

Served with mash and gravy (& vegetables as per the lunch menu)

Red and white wine is available with all meals

Fresh Fruit is always available

Home made cakes and / or variety of biscuits always available

ALTERNATIVES: Soups: *Chicken, mushroom, tomato, veg; Salads/sandwich: Cheese, Ham, Tuna & Egg (mayo); Further alternatives (where possible): scrambled egg, baked beans or another simple dish

Frequently asked questions

Can I leave The Homestead if I don't want to stay?

Yes, if you wish to return home, you may do so. During your first month, your notice period is only one week.

Can I bring my own things?

Absolutely. Our rooms are fully furnished but we encourage you to bring your own items to personalise your room with personal affects and things you cherish to help yourself feel more at home (subject to space).

Can I use my own GP, optician, chiropodist or hairdresser?

Yes. Though we provide these services for our residents, if a resident wishes to retain their existing provider, this can be arranged.

If I become ill, will you make me leave?

No. We are here to help you and ensure your well-being. If you become ill our focus will be on helping you to get better. Our staff are highly trained in providing the care you need to help you recover. We can also call upon a range of GPs, nurses and other Health Care professionals when needed. Every effort will be made to help you and we hope you will stay with us as long as we are able to cater for your needs.

Sometimes, unfortunately, we may not be able to safely care for you if your ailment is beyond our available facilities (e.g. you need 24-7 nursing support). However, in such instances, we would discuss the situation with you and your next of kin first.

How are my spiritual needs looked after?

Residents have a right to have their spiritual needs acknowledged and fulfilled wherever possible.

For Church of England, we have in-house communion monthly. For Roman Catholics, we have private communions in their rooms, weekly. And we do endeavour to meet any other spiritual needs that you may have

Space for questions

When you come to The Homestead, we'll take you on a tour of the building. We imagine you may have many questions. So we've provided this blank page where you can take down any thoughts or questions you may have about us.

"Our goal is to treat our residents exactly as how I'd want my mother or father to be treated"

Paul Nery, Owner

"Thanks so much for all you've done for my father. Nothing has been too much trouble and it's great to know he's being taken care of so well"

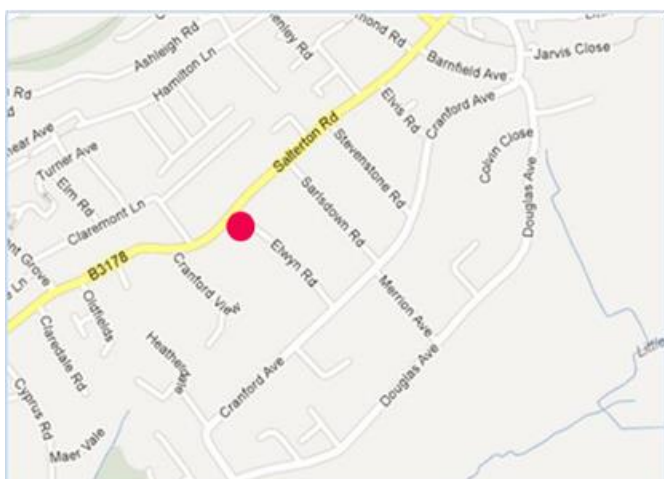
Resident Relative

"The staff are very good. They sit with me and talk about what I need and how they can help me."

Homestead Resident

"There is always lots going on at the home"

Homestead Resident



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