



## Service users guide

Mount Pleasant Care Home  
26 Mount Pleasant Road  
Newton Abbot  
TQ12 1AS  
Devon

Registered Company name: Davack Ltd  
Care Home Manager: Mrs Sian Littlechild H.N.D, R.M.A  
Care Home Responsible person: Mrs Tracy McLellan

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## PHILOSOPHY OF CARE

- We aim to provide a secure, homely and caring environment in which service users can, and will be encouraged to determine the pattern of their lives. To provide a home that will attain positive outcomes where each client can enjoy the companionship from previous and new relationships, a home in which a satisfying community involvement is fostered and maintained, a home which enables social, intellectual and spiritual development to continue, and to ensure that they are fully aware of this.
- We aim to provide clients with the opportunity to enhance their quality of life by providing a safe, manageable and comfortable environment, plus support and stimulation to assist in maximising physical, intellectual, emotional and social potential.
- Clients are entitled to be involved in all decisions affecting their lives unless there are demonstrable reasons why this is not possible or appropriate, in which case an advocate will be entitled to be involved on the client's behalf.
- Clients are entitled to regular reviews of their needs and how we meet them. A review will routinely be arranged within 4-6 weeks of admission and then at least annually.
- Clients retain their Citizens Rights. The home will do everything possible to assist where necessary in exercising such rights. They will be placed on the electoral register and the home will do assist those wishing to exercise their right to vote to do so.
- We will do everything possible to assist clients, where necessary in maintaining unrestricted access to all community facilities.
- Clients are entitled to expect continuity, e.g. in maintaining links with their former life and life style and in having personal care provided by correctly vetted staff, co-ordinated by a key worker system.
- Clients are entitled to privacy in their own rooms, which can be used as and whenever they wish, and to which guests can be invited. Clients may bring whatever personal possessions they wish for their room.
- We will ascertain, respect and meet ethnic, religious and cultural factors and needs resulting from any type of disability. Prior to the admission we will, if requested, provide a written statement of needs which we can or cannot meet; such a statement will provide a binding guarantee, which we will abide by unless otherwise requested.
- Clients are entitled to retain dignity, and be treated with respect.
- Our staff's ethos is that the needs and welfare of the client is paramount – ALWAYS.
- We use our best endeavours to fit in with individual clients. We do not expect clients to fit in with us.
- Decisions regarding the use of the home for other purposes e.g. fundraising events will be taken in consultation with clients.
- Clients can expect to live as they wish, as in their own home, as far as possible without undue difficulty to other clients.

- Visitors will be welcome at any reasonable time. Clients may invite visitors to share a meal or accompany them on outings by prior arrangement or enjoy refreshments with us at any time.



Mount Pleasant is a small, spacious, privately owned care facility in Newton Abbot, which has successfully gained the nationally recognised “Investor in People” award for the past six years.

It is a large semi-detached Victorian property with gardens to the front and a secure, secluded town garden to the rear, where clients and their visitors can wander or relax in a tranquil setting.

The home is situated on a hill with spectacular views looking over the market town of Newton Abbot and out towards Dartmoor and the Teign valley. We are approx ½ mile from the town centre where there are local shops, post offices, Doctors surgery’s churches, pharmacies. The hospital is only a 5 minute walk.

There is visitor’s parking at the front of the house. We are a 10 minute walk from Newton Abbot Train station where regular bus and train services are available to all local areas including Torquay and Exeter.

We have a local taxi company who deal specifically with our client group and their families who have been vetted; they provide an excellent personal service

Accommodation is provided on 2 floors with access via a stair lift. The ground floor consists of 4 single bedrooms, one of which has an en suite, a dining room, large lounge area, kitchen, laundry room, and office, 1 bathroom with hydro bath and 2 toilets with raised toilet seats. The upper floor consists of 6 single rooms, three of which have en-suite, 2 double rooms with dividing curtains, 1 shower room with seat, 1 bathroom with hoisted bath, 2 toilets with raised toilet seats. All rooms are central heated and all taps are thermostatically controlled in accordance with Health and Safety regulations. The home is fully compliant with Health and Safety regulations, with up to date risk assessments.

### **Homes fee structure.**

Our weekly charge is £650 irrespective of funding (private or socially funded), which includes daily living, all meals (including special dietary needs), in house laundering, individual room, appropriate staff to care for usual daily needs.

Other services we provide at Mount Pleasant are:

General Practitioner – clients have a choice of GP in the area, if for any reason they wish to change GP, we do have an excellent clinic held by one local GP once a month in house.

District nurses – are regular visitors into the home and will always be available for advice or to administer treatment for clients who need it.

Chiropodist – visits every six weeks who sees the clients on an individual basis in a private room.

Optician – visits annually or on request, you will be seen in a private room.

Dentist – visits four monthly and you will be seen in a private room.

Hairdresser – visits weekly, providing perms, haircuts, wash and sets which are all provided at a reasonable cost.

Reflexology and Aroma therapist – visits twice weekly to provide alternative therapies to all who choose. The service is carried out in a private room and provided at a reasonable cost.

## **WHAT THE PAPERS HAD TO SAY ABOUT US**

“People prize for care home “- Mid-Devon Advertiser



A prestigious prize has been won by a top Newton Abbot Care home. The Mount Pleasant care home won the investor in People award for its constant commitment to training and developing its staff. Sian Littlechild, who owns the home with her business partner Tracy McLellan said “Investor in People recognition is very important to us. It is one way of showing the staff just how important they are to us

and to the home itself” “We have a tremendous team in place here, and we are all delighted that the teamwork has been noticed.” The home commitment has earned it s glowing praise from client’s relatives and GP helping it to maintain 100% occupancy in the face of stiff opposition from rival homes across Devon. It specialises in 24 hour care for sufferers of Alzheimer’s and other associated Dementias. Alison Cox an assessor for the Investor in People Award said “The ongoing development of people is seen as fundamental to running a home.” “This is reinforced by a high level of commitment and loyalty shown by all staff to the home and the clients within it. There is an enthusiasm for teamwork and friendliness throughout the home”.

“Home makes sound investment “. - Herald Express



A Newton Abbot residential home that has built an outstanding reputation for quality care is celebrating after being recognised as an Investor in People by PROSPER Business link services.

Mount Pleasant Care home has demonstrated a clear commitment to training and development providing its enthusiastic staff with the skills needed to care for some of society’s most vulnerable citizens. This commitment has earned the Newton Abbot home glowing praises from relatives and GP’s helping it to maintain a 100% occupancy rate in the face of stiff competition from rival care homes in the county.”Investor in People recognition is very important to us “said Sian Littlechild, owner of the home, with her business partner Tracy McLellan, “It is our way of showing the staff just how important they are to us and to the home itself. We are delighted that teamwork has been recognised”. Specialising in 24 hour care for those suffering with Alzheimer’s disease and other Dementia’s. Mount Pleasant prides itself on providing a high level of care. It is perhaps the only EMI home in the area to provide an activities co-ordinator and in house access to reflexology, aromatherapy and massage treatment. Their next target is to provide a separate sensory and snooze unit.

The home which is operated by Davack Ltd employs 14 staff providing around the clock care for 14 clients. Mount Pleasant also operates an active NVQ programme, providing staff with numerous opportunities to gain levels 2 – 4 qualifications in care. Other training opportunities are linked to external qualifications such as an Alzheimer’s society certificate, health and safety, food hygiene, first aid and manual handling. Investor in People recognition, which was achieved in just three months, marks a double celebration for the home. Within days of reaching the Investor in People, Care Manager Sian Littlechild achieved her Higher National Diploma in Care

Management; Sian now wants to further her studies to achieve a degree in Care Management.

In recommending Mount Pleasant Care Home for recognition as an Investor in People assessor Alison Cox said "The on-going development of people is seen as fundamental to running the home. This is reinforced by a high level of commitment and loyalty shown by all staff to the home and the clients within it. There is an enthusiasm for teamwork throughout the home

## **AIMS AND OBJECTIVES**

To provide a high level of 24 hour long term and respite care for people of both sexes over the age of 65 within our registered category.

To maintain the clients privacy and dignity through individual choice wherever possible

To encourage and maintain independence within the home whenever possible even if this involves a minor level of risk.

To offer fulfilment by maximising the potential of the clients by way of stimulation and encouragement and the use of care plans.

To maintain the clients statutory rights through staff understanding and training, according to the clients wishes.

To help clients to maintain their links within the community (e.g. church, social clubs etc)

To offer adequate staffing levels, to provide quality time with clients on a one to one basis as needs require.

To encourage staff to offer support to relatives and friends which includes them in the care planning process?

To offer help with the complaints procedure where necessary/appropriate.

To provide staff with ongoing training, to provide greater understanding of our clients' needs.

To ensure all staff undergo induction and foundation training through Ultra Training for skills.

To offer all staff the opportunity to gain further qualifications in care including NVQ levels 2-4.

To foster an atmosphere of care and support which both enables and encourages our clients to live a full, interesting and independent lifestyle as possible with rules and regulations being kept to a minimum.

The home is decorated and furnished to the likes of the clients and to a high standard thus creating a homely, secure and relaxed environment.

Clients are encouraged to personalise their rooms and are welcome to bring in their own furniture.

### **QUALITY ASSURANCE**

How we will achieve quality assurance for you:

Our home is committed to provide quality services for our clients by caring, competent, well trained staff in a homely atmosphere:

This will be achieved by:

- 1 a staff development programme
- 2 recruitment of staff who share our values and will create a homely atmosphere
- 3 Providing such resources as may be required to ensure that training takes place and is effective.

Our home provides services based upon consultation and assessment of the client's needs:

This will be achieved by:

- 1 enabling and empowering clients (or representative) to influence the service provided in the home by giving each a real say in how services are delivered
- 2 Encouraging clients to become involved in all decisions which are likely to affect them, either now or in the longer term wherever possible.

Our home will consult people about their satisfaction with the service and suggestions for improvements:

This will be achieved by:

- 1 Clients, consultations with clients and representatives, satisfaction surveys and feedback
- 2 Clients and staff meetings
- 3 Management reviews of our Quality Management system

Our home will provide catering services which meet the expectations of clients:

This will be achieved by:

- 1 planned, structured menus which include clients wishes, choices and preferences
- 2 menus which are nutritionally balanced in the view of a qualified dietician
- 3 menus which allow clients to change their food choices whenever possible

Our home will ensure that the clients are fully informed about all matters which might affect their well-being:

This will be achieved by:

- 1 Clients meetings
- 2 Key worker support
- 3 Provision of notice boards or other display which inform the clients



Our home will afford all clients and staff an equality of opportunity in respect of living or working in the home:

This will be achieved by:

- 1 an equal opportunities policy
- 2 accommodating any diverse needs

Our home will ensure that the home is a safe and secure place to live:

This will be achieved by:

- 1 ensuring that the physical environment meets all Health and Safety standard
- 2 providing each client with their own front door key unless there are agreed reasons for not doing so
- 3 providing each client with a safe and secure place to store their valuables

Our home will offer a range of social activities which meet the needs of the clients:

This will be achieved by:

- 1 ensuring that activities are offered to each client which are appropriate to their needs, abilities or expressed wishes
- 2 ensuring that the home considers their social, spiritual, cultural, emotional and physical needs in the service it offers to them
- 3 Ensuring that clients feel comfortable to decline any or all of the activities offered by the home.

## SERVICE USER'S RIGHTS

The right to be called by the name of your choice

The right to care for yourself as far as you are able

The right to take personal responsibility for your own actions and expect all staff to accept a degree of risk is involved

The right to personal privacy at all times and a right to lock your own room door

The right to invite whoever you choose into your room

The right to independence

The right to have your dignity respected and to be treated as an individual

The right to receive an anti-discriminatory service which is responsive to your face, religion language gender sexuality disability and age

The right to live your chosen lifestyle

The right to access your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.

The right to take an active part in all decisions about your daily living arrangements that affect your life

The right to access outside agencies of your choice, e..g doctor, optician, chiropodist etc and where necessary be assisted with this.

The right to look after your own medicines unless there are agreed reasons for not doing to

The right to control your own finances if you are able to do so

The right to make personal life choices such as what food you eat and what time you go to bed and get up.

The right to be involved in your own care plan and be involved in any formal review of your needs, which take place at regular intervals

The right to access a formal complaints procedure and to be represented by a friend or relative or adviser if necessary  
The right to participate in voting at elections

## NUMBERS, QUALIFICATIONS AND EXPERIENCE OF STAFF

Our Home is staffed in accordance with the requirements of:  
Regulation 18 of the Care Standards Regulations 2001

In particular we will ensure that as far as is reasonably possible there will be suitably qualified competent and experienced staff in sufficient numbers as are appropriate for the health and welfare of clients.

In addition the home's staffing requirements has been approved by the Commission for Social Care Inspection as part of the process of registration of the Care Home.

Full details of names, qualifications and experience of our staff is held in our book of Staff Employment in the home which is kept in the office and may be inspected at any reasonable time.

## AGE RANGE AND SEX OF SERVICE USERS

Our home provides care services for 14 people aged over 65 for both male and female clients.

## RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET

Our home provides services in the following categories:

- Personal needs
- Adult placements

Our home provides services to the following categories of clients:

- Dementia
- Mental disorders (except learning disabilities or dementia)
- Physical Disabilities
- Old age (not falling within any of the categories above)

Full registration categories are displayed in the hall of the home

## WHETHER NURSING CARE IS TO BE PROVIDED

Our home does not provide nursing care for clients in the home. That means that we are not required to staff our home in accordance with Regulation 18(3) Care Homes Regulations 2001 in respect of ensuring that all times a suitable qualified registered nurse is working in the home

## FACILITIES AND SERVICES

## Meals:

At Mount Pleasant we will ensure that your meals will be carefully prepared by our cook and catering staff, meals will be nutritious interesting and varied as possible. Clients are offered choices each day wherever possible and special diets including vegetarian will be catered for, but we are unable to offer, prepare or provide kosher meals. An alternative choice is available at all meal times. The day usually begins with early morning cups of tea followed by breakfasts of your choice, mid-morning tea/coffee and biscuits, 2 course lunch tea/coffee, high tea of cakes, crumpets, fresh fruit tea, a light 2 course evening meal, tea and night time drinks with supper.

All meals snacks supplements and drinks (except alcohol) are provided within the fees for services. Special diets are catered for and advice of the dietician is sought where necessary. Special celebrations can be arranged with consultation with the Home Manager.

Clients have the right to a choice of 2 meals at lunch and supper times. Whilst every effort is made to provide for individual clients preferences the Home does not provide an "a la carte" menu.

## MEDICAL CARE – QUALIFIED NURSING AND CARE STAFF

Staff are always on duty to plan and supervise clients care, ensuring the highest standards at all times. The homes GP also calls monthly, or more frequently if required although clients may of course retain their own GP if this is practical. Community nurses and primary care team's staff will visit residential care clients as appropriate.

## AN OPTICIAN AND DENTIST

Visit the home regularly although you are free to make appointments outside if you prefer making your own arrangements for transport, the home can offer transport and escort at a small charge.

## PHYSIOTHERAPY

Can be arranged if necessary. The home does offer in house physiotherapy under instructions of the local community physiotherapist at a small charge.

## PODIATRY

A private chiropodist visits the home every 6 to 8 weeks and is charged for separately.

## HAIRDRESSING

Can be provided, at an additional charge, weekly visits every Thursday, although you are free to make your own arrangements to an outside hairdresser if you so wish. The home can provide transport and escort at a small charge.

## COMPLEMENTARY THERAPY

Our home offers the daily use of our spa/hydrotherapy bath to relax our clients. We also offer at a small charge aromatherapy, reflexology and massage given at least once a week by our in house fully qualified therapist and masseuse.

## PERSONAL USE OF THE TELEPHONE

Our home has no extra phone lines, clients may receive and make private calls on the home digital mobile handset in the privacy of their own rooms.

## ADMINISTRATION SUPPORT

This is available to clients who may require a letter to be typed, or any help with the administration of their affairs.

## BENEFITS ADVICE

Can be provided via the manager, Sian Littlechild, information can be obtained about pensions and social security benefits.

## SHOPPING

Where appropriate we encourage clients to go shopping under supervision, with relatives and staff. All monies spent will be billed to relatives or solicitors with receipts if other arrangements have not been previously arranged.

## LAUNDRY

Is undertaken within the home within care fees. The laundry equipment achieves the care standards and the 1998 water regulations. The home expects all personal clothing to be labelled and tumble dryable and cannot be held responsible for any loss of items or damage of such items. There are no facilities for clients to do their own laundry and washing of personal items in rooms is not allowed.

## DRY CLEANING

Can be provided at cost plus a service charge and can be arranged through management

## KITCHEN FACILITIES

A brand new kitchen has been fitted with every piece of equipment needed to facilitate the client's needs. They are compliant with the Environmental health department. The kitchen is managed by the cook. Clients and relatives are able to access the kitchen facilities but must ensure that a member of staff is aware of them entering the kitchen, this is due to Health and Safety at Work Act 1998. Clients and relatives can avail themselves of drinks and snacks at most times again requesting the assistance of the staff.

## ARRANGEMENTS FOR VIEWING YOUR PERSONAL CARE PLAN

The home operates a full planning and review system. On admission each client is assessed and a plan of care formulated. This plan will cover all areas of a client's life and will not focus purely on problems and physical matters but aims to enhance the client's quality of life. A full history of the past the present and the future including interest and activities is produced for each client.

#### ARRANGEMENTS FOR CLIENTS ATTENDING RELIGIOUS SERVICES

Our home takes all reasonable steps to ensure that each client's wishes are known and understood in their religious preference and can practise within their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious beliefs or alternatively we will take such steps as may be necessary to enable clients to attend religious services or access religious leaders, ministers or priests in private.

#### ARRANGEMENTS FOR SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Our home is able to provide a variety of ways that clients can engage in the enjoyment of social activities, hobbies and leisure interests. Client's individual wishes regarding involvement in activities will be respected. A balance must be struck between gentle encouragement and respecting wishes not to participate. The home employs an activity organiser. The range of activities available is set out on the home's information notice board which is located in the porch.

#### ARRANGEMENTS FOR PETS

The home has no set policy on pets, each case is given individual consideration.

#### ARRANGEMENTS FOR CLIENTS CONSULTATION ABOUT THE HOME

The home is committed to ensuring that the clients or their representatives are fully consulted about matters which are significant to the running of the home or about matters which might affect their well-being or quality of life wherever possible. The management and staff are available to listen to the views of the clients.

#### ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS, AND REPRESENTATIVES

The home actively encourages clients to maintain all forms of social contact that they enjoyed before entering into the home. We will assist clients to maintain contact if required when and wherever possible.

This is the client's home and hence, subject to the client's wishes, visitors are, within reason, generally welcome at any time.

NORMAL VISITING HOURS ARE ENCOURAGED BETWEEN; 10.30am and 6.30pm

## MEAL TIMES ARE:

|           |         |                     |
|-----------|---------|---------------------|
| Breakfast | between | 07.30am and 09.00am |
| Coffee    | at      | 10.00am             |
| Lunch     | between | 12.00md and 01.30pm |
| High tea  | at      | 03.30pm             |
| Supper    | between | 06.00pm and 07.00pm |
| Cocas     | at      | 08.00pm onwards     |

All visitors are requested to enter their details in the "visitor's book" which is situated in the entrance porch, and to sign in/out on departure. Visitors should be made aware this is to comply with Health and Safety legislation and Fire Regulations.

Visitors wishing to take clients off the premises should speak to the management first to ensure that any medication can be provided and that the trip out is within the capacity of the client.

Relatives and friends are encouraged and very welcome to attend social events such as clients Christmas party, garden parties, summer fetes, in house entertainment etc.

## ARRANGEMENTS FOR DEALING WITH COMPLAINTS

The home welcomes any comments, concerns or complaints about the services delivered or how to improve the running of the home. Complaints or concerns about the services provided our home will be treated seriously.

## CLIENTS PROPERTY

The home will not accept any liability whatsoever for loss or damage to any money or other valuable property kept (or said to be kept) by the client in or about the home unless such money or property has been:

1. Identified to the home in writing with current written valuation
2. Deposited within the home safe for safe keeping.

PROVIDED THAT in the case of money liability will not be accepted unless the money is deposited with the home for safe keeping and in no event whatsoever for sum exceeding £500 (of which not more that £50 may be other than deposited with the home for safe keeping) and in the case of all other property the home's liability in respect of any items shall not exceed £500. For items above £500 the individual client is solely responsible for a separate insurance policy to cover that risk.

## GIFTS AND SIGING LEGAL DOCUMENTS

The homes employees or staff is not permitted to directly accept any gifts, and or presents from clients or to sign as a witness any legal documents which pertain to one of the clients in the home.

## CARE QUALITY COMMISSION

This is a national body which regulates the conduct of care homes in England. There are a number of regional offices from which commissioner's carry out their inspections.

Our home is part of the South West region and the Care Quality Commission (CQC) who' offices are located at:

Care quality commission  
Southwest Region  
Citygate  
Gallowgate  
Newcastle upon tyne  
NE1 4PA

Tel: 03000616161

e-mail: [enquires.southwest@cqc.org.uk](mailto:enquires.southwest@cqc.org.uk)