

Welcome to Lyme Bay View Residential Home



Providing quality care
to the elderly for over 30 years

M & J Care Homes Ltd.

Company number: 5142126

Registered office: The Hollies, Florida St, Castle Cary, Somerset, BA7 7DT

About the Home

Lyme Bay View is situated in a quiet, pleasant, residential area on the outskirts of Seaton overlooking one of the most beautiful coastal scenes in Devon yet also close to local amenities. The home itself stands in an acre and half of landscaped gardens with commanding views over the sea and cliffs and anecdotal evidence suggest it was once owned by Queen Victoria's surgeon, Sir John Erickson. Today it is run by M & J Care Homes Ltd; a company with great experience in providing high quality professional care, in a number of Care Homes in the South West. Lyme Bay View is registered with the Care Quality Commission (CQC), who inspects us regularly, and is a member of our professional body – the Registered Care Homes Association (RCPA) and has contracts with a large number of Social Service Areas.





Privacy & Dignity

We recognize that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We strive to retain as much privacy as possible for our residents. For this reason each room has its own lockable door, and (where safe to do so) each resident will have their own key. We take great care to respect privacy and dignity, and for example all of our staff is trained to knock and wait for an invitation to enter a resident's room, and only to address a resident by their preferred title (whether first name or surname).

Independence

We are aware that our residents have given up a good deal of their independence in entering our home. We regard it as all the more important to foster their opportunities for independence as much as possible.

Security

Many residents have sought admission to the home as an escape from aspects of their previous living arrangements which threatened their safety or caused them fear. We, therefore, aim to provide an environment and structure of support which responds to this need. Great attention is paid to resident safety, and all of our systems (such

as gas, electric, fire alarms) are regularly tested and maintained by qualified professionals. We have copies of the fire procedures notice available on request, and regular drills will be conducted.

Quality Care

We wish to provide the highest quality of care, and will constantly seek feedback and improvement to the operation of the home and the services we provide. This will include resident's meetings and questionnaires from time to time.

Choice of home

We recognize that every prospective resident should have the opportunity to choose a home which suits his or her needs and abilities. We aim to facilitate that choice and to ensure that our residents know precisely what services we offer. Lyme Bay View provides Residential Care for the Elderly of either gender who are over 65 and includes persons with dementia. Our staff does not provide intensive nursing care, but if a resident becomes in need of such care, we will work with the various available bodies to help provide this wherever possible.

Admission, health and personal care

Before moving in with us we will need to carry out a detailed pre-admission assessment to ensure that we can meet your care needs appropriately. This will assess your state of health and other factors, and we will ensure that we can provide a suitable level of care, and appropriate facilities. We will then produce a detailed care plan for each resident's care, and following initial agreement, this will be reviewed monthly by our staff, with any changes being discussed and agreed with the resident and/ or their family or carers.

Daily life, social activities, visits and consultation with you

We will do all we can to respond to the variety of needs and wishes of residents. We will establish these in a number of ways –

Part of our initial assessment procedure records preferences for social activities and hobbies, and if not part of our normal range of activities we will then do our best to make arrangements to allow for this, for

example providing transport wherever possible to allow visits to friends, or to religious services. We encourage visitors, and generally these are free to visit at any time, but we do ask them to respect meal times and if a visit is planned for before 8.00 a.m. or after 8.00 pm you let the Manager know beforehand. Religious services are routinely carried out in the Home. All visitors are to sign in and out of the visitors' book; this is a regulation and home Policy that needs to adhere to for fire safety reasons.

We will hold regular residents meetings with the management, and more informally with other staff. Copies of the activities plan and minutes of the residents meeting are available on request. We will ask you to complete a quality assurance questionnaire at least once each year. These are optional, but we do encourage you to fill them in honestly. Most importantly we encourage an open and honest environment. If you have a complaint, or an idea of something you would like us to do better – let the staff or the Manager know. We are always happy to listen.

Dietary Needs Meal and drink times

The home caters for all dietary needs. Should you have a special diet to follow, your diabetic or there are foods you do or do not like, please let the Manager know so she can inform the Chef who will adjust your meals accordingly. Meal and drink times are:

- **Breakfast from 08:00**
- **Midmorning drink: 10:45**
- **Lunch 12:15 – 12:30**
- **Mid afternoon drink: 15:00**
- **Tea 17:00**
- **Evening Drink 20:00**



Administering of Medicines

There are four medicines rounds per day. The times for these are:

- a) **Morning 07:00**
- b) **Lunch time 12:00**
- c) **Tea time 16:00**
- d) **Evening 20:00**

Most residents are happy to allow the Staff to administer and order medicines on their behalf. If you prefer to have control of you own Medication then we will respect this, however the home does have a policy for:

- **All Medications to be locked securely away.**
- **Residents who wish to self-administer to sign a risk assessment form.**
- **Residents who self-administer allow staff access to do a monthly audit.**

We would also like you to nominate who you would prefer to re-order your monthly Medications, whether you want the home to or your next of kin. This is only so there will not be any confusion over the ordering. Should it be your next of kin that re-orders the medications we do ask that we can have access it so a member of Staff can book it into the home then book it out to the resident.

The environment

Lyme Bay View has 26 Bedrooms, 23 are for single occupancy, and 3 are for shared use. All of the rooms meet or exceed the minimum standard of 10 sq meters', and many are en-suite. The physical environment of the home is designed for residents' convenience and comfort. We have attached a detailed breakdown of the accommodation.





Staffing

We are aware that the home's staff will always play a very important role in residents' welfare. Our staffing levels have been calculated taking into account current guidance from bodies such as the Dept. Of Health, and have been agreed with the CQC. We regularly review our staffing levels against the needs of our residents, to ensure that we continue to provide the high quality of care you have a right to expect. We aim to ensure that a high proportion of our staff are NVQ trained in Care. All of our staff undergoes a range of regular training courses, covering appropriate topics such as food hygiene and first aid.

Management. Administration and Organisational structure.

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will ensure the management team is qualified, competent and experienced. The Home is owned by M & J Care Homes Ltd, a company which owns a number of Residential Care Homes across the South West.

Mark Morris the Managing Director, has a number of years experience in such a role and may be contacted via the company's registered address, which is M & J Care Homes Ltd., The Hollies, Florida St, Castle Cary, Somerset, BA7 7DT. (01963) 350709

Personal Laundry

Washing, Ironing and Mending; is done by the Staff. However sometimes the resident's families like to take control of this as they feel they are doing they're bit so to speak. If you prefer a family member to do your washing then the Home will respect this, but let the Staff know so they will not take it in error.

Newspapers

If you would like a Newspaper delivered then either the Manager or a family member can arrange this. It does need to be made clear to the News shop where the Invoice is to be sent, either you, the Resident or to the family member who deals with your finance.

Going into Hospital & Appointments

There may be at some time a reason for you to be administered into Hospital. When this happens we provide the Hospital with as much information as we can. The depth of this information depends on the information we receive when you move into Lyme Bay View. We will keep in regular contact with the hospital to get information on how you are doing and when they expect to be sending you home, this is so we can keep your care plan up to date and we know of any extra needs that you may require when you return home. Your room will be safe and no one would be allowed to stay in your room when you are not there. When you are in Hospital we do expect the family to see to any needs you required i.e. taking in clean clothes and returning the washing etc, as, unfortunately we do not have the resources for this purpose, However should a member of staff be visiting then they will automatically bring you items that they think you may need. Appointments are usually attended by family members but in their absence we can arrange extra staff to accompany you but do charge a nominal sum to cover transport and staffing.

Fire Precaution

The home has a fully functioning fire alarm system in place that is checked every 6 months by outside specialists. In addition to this there are regular fire drills and mandatory training to ensure staff is fully

conversant with the home's procedures and place of evacuation. A more detailed policy is available on inspection.

Complaints and protection

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time. To tackle such problems we have a formal complaints policy. If you have a complaint, and a member of staff cannot resolve it for you there and then, we will apply our formal policy. Key aspects of this are –

- The Manager is responsible for the administration of the procedure.
- All complaints will be recorded.
- We will try and agree a course of action with you to resolve or investigate a verbal complaint.
- If this is not acceptable, we will ask you to put the complaint in writing.
- You will be given a copy of the detailed complaints policy.
- Every written complaint is acknowledged within two working days.
- Investigations into written complaints are held within 28 days.
- Complaints are dealt with promptly, fairly and sensitively.
- You may escalate the complaint to the Managing Director.
- At anytime you have the right to make your complaint to the CQC if you prefer, or if you are not happy with our response. Their contact details are:

**CQC South west region
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel – 03000616161
Email: enquiries.southwest@cqc.org.uk**

Our Home’s Policy does not waiver your right to use CQC as your first port of call should you have a complaint

Accommodation breakdown

S = Standard 9-12M²

L = Large 12M² – 14 M²

XL = Very Large – greater than 14 M²

Bedrooms

Room	1	2	3	4	5	6	7	8	9	10	11	12	15	16	17	18	19	20	21	
Size	S	S	S	S	X L	X L	S	S	S	S	S	S	XL	L	L	L	L	L	L	S
En suite	N	N	N	N	Y	Y	N	N	N	N	N	N	Y	Y	Y	N	Y	Y	Y	Y
Single/Double	S	S	S	S	D	D	S	S	S	S	S	S	D	S	S	S	S	S	S	S
Sea View	Y	N	N	N	N	Y	Y	N	N	N	Y	Y	Y	N	Y	Y	Y	Y	Y	N

Bedrooms

Room	22	23	24	25	26	
Size (sq m)	S	S	S	L	L	
En suite	Y	Y	N	Y	Y	
Single /Double	S	S	S	S	S	
Sea View	N	N	N	Y	Y	

Communal rooms

Room	Lounge 1	Lounge 2	Dining Room	Conservatory	Lobby
Size (sq m)	29.4	35.8	25.4	N/A	N/A

Fees

Our weekly fees range from **£475** to **£850** depending on the size of room and amenities such as whether it is en suite or not, sea view, and on the level of care which we jointly agree is required for a particular resident.

We have three large double rooms, and a sizeable discount is available if a resident chooses to share a room.

Fees are normally payable by Standing Order, one month in advance. If your contract is with us it will include details of the fees to be paid. If your contract is arranged by the Social Services, their financial agreement with you includes the amount of fees to be paid.