

Welcome to Lyme Bay View Residential Home



Providing quality care
to the elderly for over 30 years

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 suggests 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. Lyme Bay View is registered with the Care Quality Commission (CQC) and is a member of our professional body – the Registered Care Homes Association (RCPA) and has contracts with many Social Service Areas.

M & J Care Homes Ltd.

Company number: 5142126

Registered office: Lyme Bay View Care Home, Old Beer Rd, Seaton, Devon EX12 2PZ (01297) 22629

www.lymebayview@gmail.com



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.

Independence

We are aware that our residents have given up a good deal of their independence in entering our home. We regard it as even 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, electricity, 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.

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 or 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 plan for this. We encourage visitors, and generally these are free to visit at any time, but we do request requests to avoid the busier times of the day, such as mealtimes.

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 encourage an open and honest environment, and should you have a complaint, or an idea of something you would like us to do better – please 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:



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**

The environment

Lyme Bay View has 26 Bedrooms, 23 are for single occupancy, and 3 are for shared use. All 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 and there is a secure outside area for people to enjoy.





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 considering 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 Manual Handling 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.

Personal Laundry.

Personal Laundry is undertaken by the home, but we request that all items of clothing are labelled on admission with a laundry marker to enable us to identify individuals clothing.

Going into Hospital & Appointments.

There may be at some time a reason for you to be administered into Hospital. Should this happen, we will provide the Hospital with a summary of your care needs and medication to enable them to have an overview of your care needs. We will keep in regular contact with the hospital to get information on how you are doing and when they expect your return. 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 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. Appointments are usually attended by family members but in their absence, we came arrange extra staff to accompany you but do charge a fee 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 waver 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	X	S	S	S	S	S	S	XL	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
Single/Double	S	S	S	S	D	D	S	S	S	S	S	S	D	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	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 **£825** to **£1250** 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.