



Bishopsteignton House



...Comfort, Companionship, Care...

*"It was like home from home,
down to the lovely smell of
baking"*

Resident Relative

*"The staff have always been so
helpful and nothing is too
much trouble. I have always
said if I need a care home, this
is the one for me"*

Resident Relative

A member of the Rose Care Group
Specialists in Residential Care
Rosecaregroup.co.uk

WELCOME TO BISHOPSTEIGNTON HOUSE	3
OUR CQC REPORT	4
WHAT DO RESIDENTS AND THEIR FAMILIES THINK?	4
WHAT DO WE OFFER?	5
A MANAGER AND STAFF WHO CARE FOR YOU LIKE FAMILY	5
A PARTNERSHIP WITH FAMILY AND FRIENDS	5
A VIBRANT PLACE TO BE, WITH A RANGE OF ACTIVITIES	6
LIVING WITH PURPOSE	6
A TRADITIONAL MENU WITH NEW EXPERIENCES	7
AN EXQUISITE, LUXURY SETTING	8
OUR UNIQUE CARE APPROACH IN ACTION	9
JOINING US AT BISHOPSTEIGNTON HOUSE	10
CONTACT US	10
EXTRA INFORMATION	11
WHEN YOU MOVE IN: HELPING OUR NEW RESIDENTS TO FEEL SPECIAL, SETTLE AND MINGLE	11
ONCE YOU'RE SETTLED: A DAY IN OUR LIVES	12
A SAMPLE MENU	13
SPACE FOR QUESTIONS	14

Welcome to Bishopsteignton House

“Luxury, comfortable living. Quality Care”

Bishopsteignton House is a premium, luxury residential care home, set in a Grade II listed manor house.

“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 Bishopsteignton House”

Paul Nery, Managing Director

Upon entering, you’ll be greeted by the scent of the beautiful flowers that adorn the resident conservatory. Just past this, you’ll find our bustling foyer, where residents love to people watch and listen to music from the time. The large lounge is great for entertaining with high ceilings, widescreen TVs, a technology station, and a variety of games. The adjacent dining room is well-attended and always full of energy at mealtimes.

We have a range of activities and services, from twice daily activities, our hydration station, afternoon drinks trolley (always a favourite!), wishing tree and a variety of viewing spots to observe the moors.

Our care is the aspect of which we are most proud. On joining Bishopsteignton House, you’ll enjoy a happy home-from-home where you feel safe, cared for and supported to do what makes you happy. A place where friendly, lively banter between staff and residents is the norm. Our staff are trained to be professional and knowledgeable – but are also carefully selected for being caring and kind. As a smaller home, they get to know the residents well and the little things that matter to each person.

Our menu is designed to satisfy all tastes with a variety of options produced by us and our residents. Food is freshly prepared daily by our chef, who likes to know all residents personally. We also offer varied special taster menus twice per week to sample dishes from around the world. Whatever your palette, we can find something.

We hope to see you join us at Bishopsteignton House,

Donna

Donna Waldron

Senior Deputy Manager – Bishopsteignton House

Our CQC report

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

In March 2019, 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?

Lesley M

Daughter in law



5.0
out of 5

‘It was like home from home, down to the lovely smell of baking’

Andrew M

Husband of a resident



4.7
out of 5

‘ I have noted how good and considerate the management and staff have been to the residents, giving them genuine loving care’

R.E.W

Son of resident



5.0
out of 5

‘My mother has been in Bishopsteignton House for 3 and a half years and from day 1 she has settled in well. The staff have always been so helpful and nothing is too much trouble. I have always said if I need a care home, this is the one for me’

¹ Via carehome.co.uk as at 15/06/2019

What do we offer?

A manager and staff who care for you like family

'I came to stay a Bishopsteignton House after an illness and the kindness I was shown was second to none, lovely place to be if you're feeling lonely or need support'
- Resident Relative

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

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

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 Bishopsteignton House 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 loved the lamb samosas on Tasty Tuesday last week. It's not something I'd usually go for and I've never had them before now. I always look forward to new experiences on Tuesdays and Fridays"

Bishopsteignton House 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 tittle, red and white wine is available to pair with your meal

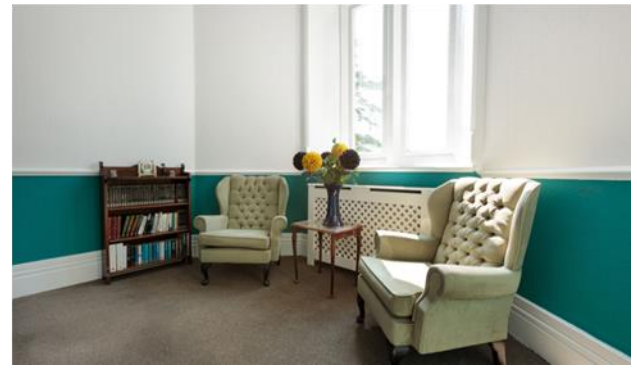
"...if there's something you've always wanted to try, just ask..."

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. Bishopsteignton House is a beautiful, Grade II listed building, set within almost an acre of land with beautiful landscaped gardens. Recently refurbished and lovingly restored to honour its Georgian roots, 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 centuries ago

"I call this home the 'happy home' because you couldn't improve on anything... I have been here a while and really enjoy it. We have nice people in my 'happy home'"

Bishopsteignton House 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

[Jane], had lived the last few years at another care home, being socially isolated, spending her days alone. Her son and daughter had tried very hard in the past, but mum always insisted on staying in her room.

So, when she moved into Bishopsteignton House, we worked with her family and [Jane] herself. We started slowly building her confidence - with our Care Assistants sitting in with her once per week, then more frequently at meal-times in her room.

Each time, the Care Assistant would keep asking for her to come to the dining room instead of eating in her room, and they never gave up on encouragement.

After a couple of weeks, she slowly came out for lunch with a Care Assistant and then eventually she even joined for supper.

Through our dedicated care, she changed and became an active part of our home community, joining our knitting club, daily activities and making new friends. "Don't forget to get me for lunch, I'm really looking forward to it!" she would say.

Joining us at Bishopsteignton House

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 trial 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

Bishopsteignton House is registered with the Care Quality Commission to provide care for adults over the age of 65 in the regulated activity of: *Accommodation for persons who require personal care*

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

Senior Deputy Manager

Donna Waldron

Donna is the senior deputy manager. She has worked in care for many years. She is responsible for the daily management of the home and oversees the provision of care services to residents, staffing and other operational activities.

Address: Bishopsteignton House, Forder Lane, Bishopsteignton, Teignmouth TQ14 9SE

Email: info@BishopSt.co.uk

Tel: 01626 770383

The Registered Care Provider – BishopsHouseRCG Ltd, Provider ID: 1-6938867371

Paul Nery

Paul Nery is the proprietor of Bishopsteignton House and the other homes in Rose Care Group. He carries a Masters degree from the University of Cambridge in Management and Computer Science and has experience running small family businesses and in advising larger 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!

All communal space benefits from CCTV to ensure the safety of residents.



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
- 12.00** 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 secret garden or trip to the shops
- 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
- 5.00** Supper and catch-up with friends
- 6.30** Watching some evening TV or reading in the lounge
- Bed** Resident goes to 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

Space for questions

When you come to Bishopsteignton House, 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

And as a smaller home, we can treat all our residents as individuals and provide high-quality care – ensuring everyone feels a welcome and special part of our small family”

Paul Nery, Owner



“I have noted how good and considerate the management and staff have been to the residents, giving them genuine loving care“

Resident Relative



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