

SERVICE USER'S GUIDE

Introduction

The small mid-Devon town of Bampton is best known for its Autumn pony fair. Close to Exmoor, it also has the benefit of being some twenty miles from both Taunton and Exeter, with Tiverton about seven miles away.

Bampton itself has a variety of small businesses, shops (including a post office) and a fine old church. It has the particular advantage of being both level and compact, with everything in easy walking distance.

Castle Grove

The House

The house itself, once the home of Sir Christopher and Lady Codrington, occupies a unique position in Bampton. It is a listed building, mainly Georgian in style, but with part of the house dating back to Elizabethan times. There is full central heating and multi-fuel cooking provides added security in the event of power cuts or fuel shortages. The excellent meals are a speciality at Castle Grove, having as it does a resident chef proprietor.

Downstairs there is an elegant dining room and large reception lounge with log-burning stove. The large single or double bedrooms boast full en-suite bathrooms, colour television if required and fine views of the grounds. Residents are encouraged to bring items of furniture so that their rooms may be as homely as possible. Private telephones may be installed at the resident's own expense.

Established in 1984, Castle Grove conforms to the full Registration and Accreditation requirements set by Devon County Council. The home enjoys full fire protection procedures, fire escapes and emergency lighting and fulfils the Devon Fire & Rescue requirements. A "talkback" nurse-call system is provided in each room. Our purpose-built nursing wing is equipped to the highest standards with en-suite facilities, patio doors and lovely views.

Castle Grove has proved itself successful over the years in establishing a first-class reputation in care. In 1994, the home received a Devon and Cornwall TEC Award for Training Initiatives and has been re-recognised for the fifth time for the Investors in People Award. Castle Grove also adheres to the RNHA Gold Standard Blue Cross 'Mark of Excellence' scheme. In response to the developing needs of the elderly within this region, we provide full Nursing care as well as Residential care. We also provide sheltered housing (details available on request) and day-care. This enables us to provide continuity of care for all our residents, particularly at a time when the need to change homes can be so distressing. Personal and nursing care needs are constantly monitored by our nursing staff. These are recorded on a Personal Care Plan for each resident. Residents and/or relatives are encouraged to contribute to the care plan if they so wish. Reports of regular inspections carried out by the Commission for Social Care Inspection (CSCI) can be found on-line at http://www.csci.org.uk/inspection_reports/care_services_inspection_reports.

The Garden

Castle Grove is ideally placed to enjoy all the amenities of Bampton, yet its four acres of well-kept gardens offer seclusion. The gardens are a feature of Castle Grove, containing many unusual flowers and trees, a ha-ha and a pond, with open pasture land beyond. As well as providing a pleasant environment for a stroll, the gardens may also be appreciated from the large veranda or through the many French windows. A recent addition is the splendid summer-house.

The Staff

Born and educated in Devon, Isabelle Kenny took a B.A. degree at London University before becoming a secondary school teacher. Upon completion of her M.A. at Cardiff, she devoted her time to raising a family. She has always had the welfare of all age groups at heart, and could see the need for a place like Castle Grove, where retired people could enjoy life in a mutually supportive environment. The many books available for the pleasure of residents reflect her interests. Isabelle has an NVQ level IV in Care Management and is also a qualified NVQ Assessor.

At Castle Grove we pride ourselves particularly on the standard of the cuisine. This is hardly surprising, as Ray Kenny was for many years a chef at The Dorchester Hotel, as well as spending several years learning his craft in Switzerland. He taught catering at a technical college and lately, upon achieving a degree, at University College, Cardiff. Castle Grove allows him to put his expertise to good use, so that others may enjoy his particular skills. As well as being a Church Sidesman and a Rotarian, Ray is also an NVQ Assessor.

Our Registered Nurse-Manager, Susan Thomas, R.G.N. trained at University College Hospital, London and has worked in elderly care since qualifying in 1983. She has been at Castle Grove since 1995 and is a qualified NVQ Assessor and a Manual Handling Key Trainer. She holds the NVQ Level IV Registered Managers Award.

We are delighted to be registered with the University of Plymouth for Student Nurse Placements. In addition, we are a recognised centre for Supervised Placements for nurses from abroad to achieve registration.

We place a great deal of emphasis on learning and development undertaken by our staff and encourage all our staff to participate in in-house training and also to attend external courses, for example in First Aid. Our annual staff appraisals lead to an action plan, which identifies training and development needs.

Currently, we employ 37 full and part-time staff: 7 nurses, 19 care staff and 11 additional staff. Two of our R.G.N.s have cared for the residents at Castle Grove for over 10 years. We have seven Senior Care Assistants trained to NVQ Level III in Continuing Care, one of whom is also an NVQ Assessor. Two staff have NVQ Level II in Direct Care. We have one Manual Handling Key Trainer. Several long-term members of staff have been at Castle Grove for over 10 years and three members of staff have been here for over 13 years. Our head chef Christopher Seaton has several years wide-ranging experience in corporate and hotel catering.

The staff at Castle Grove have been chosen for their ability not only to carry out their practical duties efficiently, but also for their ability to relate to people and to understand their particular needs and problems. A qualified nurse is available at all time to cope with medical problems, under the direction of our excellent local doctors at Bampton Health Centre. We operate a 'primary nursing team' system, in which a small group of staff, led by a nurse, care for a small group of residents for a four month period. This aids accountability and continuity and enables the resident to feel comfortable with knowing exactly who is providing care. Care plans are devised in consultation with staff, residents and relatives, and are reviewed monthly by the primary nursing team. Residents are encouraged to participate at intervals which they specify.

General Information

All laundry work is carried out at no extra cost. It is helpful if all residents' clothing is labelled, to prevent confusion. Castle Grove is a pet-friendly home, and is registered with the Cinnamon Trust, a charity which identifies residential homes where pets are welcome.

It is usually a good idea for potential residents to spend a month at Castle Grove before deciding to give up their homes. We appreciate that health can deteriorate, and we pride ourselves on being able to cope with most problems. Residents are protected by the CSCI approved contract, which both resident and proprietor sign. A copy is available for examination.

Domiciliary appointments with the local hairdresser and chiropodist may be arranged. Therapeutic treatments such as aromatherapy massages may be arranged by appointment with qualified practitioners. Depending on mobility, the residents may see an optician or dentist on a domiciliary basis, or may be taken by car to the surgery. Castle Grove is such a lovely home, and its grounds are so beautiful that it is possible to be very happy without venturing outside its gates. Those in need of a steadying arm are encouraged to ask a care assistant for company on local expeditions.

There is a strong connection between the local Anglican Church and Castle Grove – the vicar, John Stone, celebrates Eucharist fortnightly in the house, and several residents attend Sunday service. We would also be pleased to assist residents of different faiths or denominations to fulfil their spiritual needs.

Apart from various 'in house' entertainments including a sherry party each Sunday lunch-time, there is an extensive library, supplemented by the library service (which includes large print books), a piano, C.D, record and cassette players, radio, large screen television, games and jigsaws. A regular quiz, exercise to music sessions and Art & Creativity afternoons all help to enable each resident to achieve and enjoy quality of life.

Residents are encouraged to continue contact with friends. Visitors are welcomed at Castle Grove, and we can provide meals by arrangement so that you may have the opportunity of spending time with your friends or relatives and experience the taste of the pleasure they enjoy. When room is available, we would be delighted to welcome those interested in a holiday, convalescent or respite accommodation.

Castle Grove is registered for 20 residents. We provide residential and nursing care; a registered nurse is on duty at all times. The current age range of our residents is 70 to 100 years of age with both male and female residents. We cater for discriminating residents and are able to be flexible enough to cope with disabilities of a physical or sensory nature. Castle Grove however, would not be a suitable place for severely confused residents, who might need a more secure environment. Residents' privacy and dignity is of utmost importance and respect is given to the Resident's preferred name, the option of door locks and personal storage.

At Castle Grove, we pride ourselves on consulting our residents to achieve satisfaction in the care given. We have a weekly sherry party to discuss general topics, and a Focus Group, composed of a resident, a relative, two members of staff and Isabelle Kenny. The Focus Group meets regularly and consults the other residents at meetings when Isabelle is not present. We have designed a questionnaire which residents complete to express their views periodically. All residents are given a complaints procedure on admission which can be followed should the need arise.

Fees

Our fee is dependent upon the resident's care needs – a dependency score tool is utilised to evaluate the level of care required. Residents are assessed prior to admission and monthly to monitor dependency levels. When, or if these scores change over a consistent period of time, fees may be adjusted. If residents are admitted from further afield, it is helpful if a knowledgeable opinion is given of their needs using our assessment tool. Fees are payable monthly in advance by standing order.

Current weekly fees range from £510 to £800 from April 1st 2006.

Our fees cover everything except extras such as personal shopping, hairdresser, chiropodist, newspapers or private telephone. We reserve the right to charge an administration fee of 10% on such expenses if handled by Castle Grove. Expenses are invoiced monthly.

Note: These fees and charges are irrespective of the source of the resident's funding.

Conclusion

Our aim at Castle Grove is to provide a comfortable atmosphere in which the residents may enjoy retirement, set free from the burden of housekeeping and its cares, with the bonus of companionship. Castle Grove is a home, not an institution, in which the highest standards of care in first-class surroundings are combined with an appreciation of the individual's needs. Flexibility is our aim, so that there is scope for each person to be independent in a caring and mutually supportive environment.

CASTLE GROVE RETIREMENT AND NURSING HOME
BAMPTON, TIVERTON, DEVON, EX16 9NS
TELEPHONE: 01398 331317, FAX: 01398 331317.
www.castle-grove.co.uk

**CONTRACT FORM FOR USE UNDER THE
CARE STANDARDS ACT 2000**

AGREEMENT between **R. F. & I. M Kenny** [Service Provider] and:

.....[Service User]
relating to the acceptance by the service user of accommodation in **CASTLE
GROVE RETIREMENT AND NURSING HOME.**

1. Upon payment of the agreed weekly charge [See 4. below] the service providers undertake to provide food, light, heat, care and laundry as required by the service user.
2. The service user shall from his/her own resources provide medical requisites [other than that on prescription], hairdressing, newspapers, clothing and other items of a personal or luxury nature required. Payment for trips [including longer hospital visits] and special activities will be added to expenses which will be payable monthly in arrears.
3. Personal belonging shall NOT be insured by Castle Grove and the service user should obtain adequate insurance cover.
4. The weekly charge £....., [] shall cover the provision of all services enumerated in 1. above and there shall be no "extras". A supplement will be charged when a single service user uses a double room.
5. The service providers undertake to maintain a standard of care as required by the National Minimum Standards, in "Care Homes for Older People" (Care Standards Act 2000). If the service user has cause for complaint, the service provider must be informed by telephone or in writing. If this is not possible, nor appropriate, contact should be made with the Registration & Inspection Division, Commission for Social Care Inspection, Suite One, Renslade House, Bonhay Road, Exeter. (01392-474350) [out of hours emergency no. 0845 000 0808] or the Local Social Services Office at Phoenix Lane, Tiverton (01884 254581) or the North & East Devon NHS Health Authority at Dean Clarke House, Southernhay East, Exeter EX1 1PO (01392 205205).

6. This agreement shall continue in force until terminated by circumstances or by written notice by either party **one month** before the date of termination. In the case of death of the service user, full fees are payable until the room is cleared of personal effects or for a minimum of two weeks after death, whichever is the greater.
7. Accompanied visits to hospital by staff and/or transport will be charged to service user's expense account. Visits are, in the first instance, the responsibility of the service user's family.
8. The facilities of the home shall include unrestricted use of lounges and other communal rooms.
9. The following operational details are accepted by the service user:
 Breakfast 8 - 9 am Lunch 1 pm Supper 6.30 pm
 Lunch and Supper will be served in the Dining Room except in special circumstances. Meals for visitors may be arranged with prior notice.
10. The service providers agree to allocate, and the service user accepts, the use of
Room from **...../...../.....** **[Admission Date]**.
 The service providers reserve the right to move the service user to a more suitable room as the need arises, e.g. residential to nursing, double to single, etc.
 N.B. In the case of a couple, where one survives, the other, he/she shall agree to being accommodated in a single room.
11. Each service user will be assessed on a monthly basis using a Dependency Assessment tool approved by CSCI. Tariffs will be reviewed at least annually for April 1st. However, if a patient's condition shows a significant deterioration it may be necessary to review the weekly charge before the normal renewal date. **In some cases this may necessitate retrospective charging once increased care needs have been identified.**
12. Our payment terms are monthly in advance, payable by standing order. Interest at the rate of 5 % per month is payable on overdue accounts.
13. The signatories to this contract accept liability for any breach of any part of this contract.

Signed: **Service User** }

Date/...../.....

Service Providers }

Date/...../.....

Service Users' Views

The following are extracts from letters and cards:

"We know she could not have passed the last years of her life in more relaxed surroundings and with nicer people and that she appreciated, as we do, how much you have done for her."

A Relative.

"Thank you so much for all your care of my mother over the years and especially the last few days. We felt she could not have been in better hands at the end and were very touched by X's sitting with her until the final moment. We will miss coming to Castle Grove."

A Relative.

"Would you please thank all your staff for making us so welcome."

A Visitor.

"The food was delicious as always and I'm sure the residents enjoyed it too. They seem well used to good living! Do you offer weekend breaks for weary workers nowhere near retirement age?!"

Local G.P re. the Christmas Party

"Many thanks for your kindness and helpfulness over the last 10 months or so. It has helped a lot in our up-rooting from a place we liked very much. We think we may have just about reached the end of our various 'demands' which so far you have been able to grant with seeming cheerfulness."

Residents.

"It can't have been much fun for her, unable to move without ringing for help, but it must also be difficult for your staff to always answer the bell with a cheerful voice or go up to her room without making it plain that they have plenty else to do!"

A Relative.

"My reason for writing is to thank both you and your staff for the hospitality afforded to me on each of my visits which is always much appreciated. I am sure that the constant stream of men in suits visiting your residents on business must be a nuisance on occasion and I have perhaps had to visit more frequently than most as I don't think that Mrs X would return forms sent to her in the post."

Bank Manager.

“I write to express my sincere appreciation for all the kindness you gave to X. Poor man had some curious lapses of reality and at such times things must have been a trouble to you both; but you made no complaint but gave X a marvellously happy and safe life until the end.” A Relative.

“Thank you all from the bottom of my heart for your loving support and for the care you gave to X before he had to go in to hospital.”
A Resident.

“Mummy always looked so ‘cared for’ and so carefully dressed with the attention to detail which has always meant so much to her. All your Residents, and staff are a credit to you..” A Relative.

“We often think of how kind you all were to Mother – it was wonderful to feel that she was so happy during her final years.”
Relatives.

“It was my decision to move Mum to Devon following X’s retirement and I would still make the same decision. I have no doubt I could have found other nursing homes with a similar level of cleanliness, maybe even as good food! But I would have had to search far and wide and very hard to find anywhere that felt as right. I cannot describe the actual feeling, it is just instinctive and can only be given off by the staff and management.” A Relative.

“In her last years you looked after her with just the right balance of love, care and comfort for a frail old lady, combined with respect for her independence. She could be exasperatingly wilful at times, and deliberately deceitful – with a wicked glint in her eye – but you all handled those situations without fuss to provide a professionally disciplined physical and emotional support which extended not just to my Mother, but to all of us.” A Relative.

“Our eternal thanks for giving X the loving care and devotion and for making his last few weeks so very happy and contented. Our thanks can never be expressed enough.” A Relative.

“Very many thanks for the quite excellent lunch parties when the brightness and colour, as well as the quite excellent cuisine were great fun and altogether cheerful.” A Resident.

At Castle Grove, entertainment, trips and activities are planned on a regular basis.

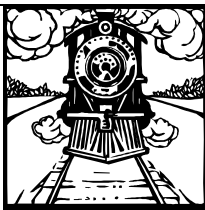
The **Sherry Party** is enjoyed by Residents and Visitors alike and is held every Sunday. **Armchair** exercises are held regularly.



CONCERTS

Performed regularly by professional artists to suit varying musical tastes.

Recent outings have included:



WEST SOMERSET STEAM RAILWAY

An exciting steam railway trip on the West Country Railway.



CLARK'S VILLAGE, STREET

A popular trip to the famous shopping centre



GRAND WESTERN CANAL, TIVERTON

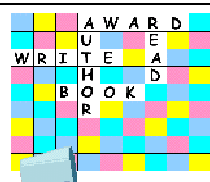
Always a favourite with Residents – a trip along the peaceful canal from Tiverton on a horse-drawn barge.

Regular activities include:



RING AND RIDE BUS TO TIVERTON

A weekly service that collects from Castle Grove and transports Residents to Tiverton to enjoy the shopping.



SCRABBLE AFTERNOONS

Organised by the Residents for the Residents!



ART/CRAFT AFTERNOONS

Activities from Easter egg painting to potting plants, cooking to competitions.



FILMS, SLIDE SHOWS AND TALKS

Slide shows, movie afternoons and talks on ranges of subjects.

Rooms Profile

All rooms, including bathrooms, fitted with talk-back nurse-call systems.				
Room	Room Type	Dimensions Excluding bathrooms (metres)	Capacity (m ²)	Profile
Ground Floor Rooms				
1	Single	3.6 x 5	18	En-suite shower and w.c., fitted double wardrobe. Outside door to car park, inner door to lobby. (This room would be suitable for a pet-owning resident, but not for a wheelchair-user).
4	Double	4.4 x 5.3	23.32	Shower Room, large bay window and door to rose-garden.
5	Double	5.1 x 3.9 2.4 x 3 (2.4 x 2.6)	19.89 7.2 (6.24)	Living room and French doors to rose-garden. En-suite bathroom & bedroom – up three steps. Bedroom. Bathroom.
Upstairs Georgian Rooms – Lift Available				
6	Single	4 x 4	16	Large en-suite bathroom. View of rose-garden.
7	Double	4.5 x 5	22.5	Large en-suite bathroom. View of rose-garden. Fitted wardrobe.
8	Double	4.25 x 5	21.25	En-suite bathroom. View of rose-garden. Fitted wardrobe.
9	Single	4.8 x 4	19.2	En-suite bathroom. Double aspect.
10	Single	3.4 x 3.73	12.68	En-suite bathroom. View of lawned garden and pond.
12	Single	4.7 x 3.1	14.57	En-suite bathroom. View of orchard.
13	Single	5 x 2.76	13.8	En-suite bathroom. View of lawned garden and pond.
Modern Wing Rooms				
14	Single	5 x 3	15	En-suite bathroom. Fitted wardrobe. Patio doors to terrace.
15	Single	5 x 3	15	En-suite bathroom. Fitted wardrobe. Patio doors to terrace.
16	Single	5 x 3	15	En-suite bathroom. Fitted wardrobe. Patio doors to terrace.
17	Single	5.25 x 3 Plus lobby	17.37	En-suite shower and w.c. Patio doors to terrace.
18	Single	3.6 x 3.96 Plus lobby	15.6	En-suite shower and w.c. Door to terrace.
19	Single	5.25 x 3.1	16.27	En-suite w.c. and hand-basin. Patio doors to terrace. Double aspect.
20	Single	5.25 x 3.1	16.27	En-suite bathroom. Fitted wardrobe. Patio doors to terrace. Double aspect.
21	Single	5.25 x 3.1	16.27	En-suite bathroom. Fitted wardrobe. Patio doors to terrace.

THE COTTAGES

CASTLE GROVE

BAMPTON



Sheltered Housing Charges – 2006/07 Unfurnished Accommodation

Accommodation: Downstairs: Kitchen, Shower/w.c, Dining /Bed sitting room
Chairlift/Stairlift to upstairs.
Upstairs: Double Bedroom with ensuite toilet.
Outside: Small garden space with access to Castle Grove.

Including:

Lunch 7 days/week
Building & Garden Maintenance
Buildings Insurance
Nurse call
Cleaning (2 hours per week)
Heating
Council Tax
Water Rates
Electricity
Bed Linen supplied and changed weekly

Excluding:

House Contents Insurance
Telephone
Emergency Night Callouts
TV Licence
Personal laundry

Price: **£470 per person per week (Single)**
£280 per person per week (Double)

Additional Service Charges:

Extra Cleaning £6.50 / hr.
Care £8.00 / hr (minimum half hour charging period)
Extra Delivered Meals Lunch £7.00 Supper £6.00
Emergency Night Callouts £25.00 / call
Laundry £10 per load

N.B. Tariff Reviews are on April 1st each year.

Tailor-made care packages by arrangement in advance.

Care needs reviewed regularly.

Accommodation charges payable calendar monthly by Standing Order in advance.

Personal shopping supplied by us will be invoiced separately monthly in arrears.

CASTLE GROVE RETIREMENT AND NURSING HOME

Castle Grove, Bampton, Tiverton, Devon EX16 9NS

Telephone: 01398 331317 Fax: 01398 331329

A Typical Weekly Menu

At Castle Grove

SUNDAY

Lunch: Residents' Sherry Party



*Traditional Roast Beef with Yorkshire Pudding,
Gravy and Horseradish Sauce and
Roast Potatoes, Broccoli and Carrots*

with

Red or White Wine



Coffee and Walnut Roulade served with Cream

or

Strawberries and Clotted Cream

Afternoon Tea: Sponge Cake with Jam and Cream

*Supper: A selection of Cold Meats and
Salad with Egg Mayonnaise*



Ice-cream and Cheeseboard



Coffee or Tea

MONDAY

*Lunch: Boiled Lamb served with caper sauce
and
Parsley Potatoes, Mixed Vegetables and Cauliflower Mornay*



Stewed Plums & Custard

or

Lemon Meringue Flan

Afternoon Tea: Jam Tarts

Supper: Curried Parsnip Soup



Savoury Eggs, Salad served with Chive Mayonnaise



Cheese, Fresh Fruit and Yoghurts



Coffee or Tea

TUESDAY

Lunch: *Bacon and Vegetable Quiche*
and
Sesame Seed Potatoes, Mixed Beans and White Cabbage with Caraway



Bakewell Tart

or

Blackcurrant Mousse

Afternoon Tea: *Madeira Cake*

Supper: *Fruit Punch*



Welsh Rarebit

and

Caesar Salad



Cheese, Fresh Fruit and Yoghurts



Coffee or Tea

WEDNESDAY

Lunch: *Baked Cod with mushrooms and White Wine Sauce*
and
Celery and Leeks, Sweetcorn and Mashed Potato



Plum and Apple Crumble

or

Crowdie / Fruit Salad

Afternoon Tea: *Shortbread*

Supper: *Cauliflower Soup*
and

Egg Mayonnaise and Ham Sandwiches



Cheese, Fresh Fruit and Yoghurts



Coffee or Tea

THURSDAY

Lunch:

***Cottage Pie
and
Delmonico Potatoes with Nutmeg, Carrots and Green Beans***



Bread and Butter Pudding

or

Spiced Apples with toffee yoghurt sauce

Afternoon Tea:

Fruity Flapjacks

Supper:

Asparagus Soup with Garlic Bread

and

Ham Salad, Green Salad with tomatoes



Cheese, Fresh Fruit and Yoghurts



Coffee or Tea

FRIDAY

Lunch:

***Lemon Chicken with Lemon Sauce
and
Creamed Potatoes with Chives, Courgettes
and Pureed Root Vegetables***



Caribbean Bananas

or

Mixed Ice-cream

Afternoon Tea:

Date and Walnut Slice

Supper:

Bean Soup

and

Sardines on Toast



Cheese, Fresh Fruit and Yoghurts



Coffee or Tea

SATURDAY

Lunch: ***Fried Scampi with Tartare Sauce***
and
French Fries, Baked Tomatoes with Mushrooms and Peas
❧ ❧
Egg Custard Tart
or
Hot Fruit Compote

Afternoon Tea: ***Scones with Clotted Cream and Jam***

Supper: ***Grapefruit Halves***
and
Baked Pasta in Bacon and Cheese
❧ ❧
Cheese, Fresh Fruit and Yoghurts
❧ ❧
Coffee or Tea

CASTLE GROVE STAFF STRUCTURE

