



Southlands Residential Care Home



...Comfort, Companionship, Care...

"We have nothing but praise for the dedication, kindness and care shown to Mum by absolutely all the staff"

Resident Relative

"I can honestly say that in my experience as a palliative care nurse visiting other care homes, Southlands shines out as a beacon of happiness, safety, kindness and exceptional care"

Resident Relative



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



To help everyone read our brochure, this is provided in easy read format

WELCOME TO SOUTHLANDS RESIDENTIAL HOME3

WHAT DO RESIDENTS AND THEIR FAMILIES THINK?5

WHAT DO WE OFFER?6

 A UNIQUE SENSE OF CARE AND WARMTH6

 A WELCOMING AND INCLUSIVE CARE PARTNERSHIP WITH FAMILY AND FRIENDS.....7

 A VIBRANT PLACE TO BE, WITH A RANGE OF ACTIVITIES8

 LIVING WITH PURPOSE9

 A TRADITIONAL MENU WITH NEW EXPERIENCES9

JOINING US AT SOUTHLANDS RESIDENTIAL HOME10

CONTACT US11

EXTRA INFORMATION.....12

WHEN YOU MOVE IN: HELPING OUR NEW RESIDENTS TO FEEL SPECIAL, SETTLE AND MINGLE12

ONCE YOU'RE SETTLED: A DAY IN OUR LIVES13

A SAMPLE MENU14

SPACE FOR QUESTIONS15

“A place of luxury, love and support”



Southlands Care Home is a charming and elegant residence in Newton Abbot. We offer a comfortable and entertaining lifestyle for our residents, with a focus on activities, good food, and personal care.

As residential care specialists, you can be assured of finding like-minded folk to share your experiences with and a service that balances physical support with the joys of living.

Our home is beautifully appointed, reflecting a baronial architectural style and the chateaux of France, making it one of the most striking buildings in Newton Abbot. We have two large, air-conditioned lounges, and custom-fitted joinery adorns our open-plan dining room. The whole ambience is designed to communicate comfort and elegance at its heart.

We offer a variety of activities for our residents, including regular entertainers, full-time activities coordinators, and care team members who love to have a laugh and joke. We also have a beautiful garden where we hold high tea and entertain in the summer.

Our food is an indulgent pleasure, with a range of options at each meal, wines and other tipples, and special taster plates to sample dishes from around the world.

As a smaller home, we are proud to be able to offer care with a personal touch. Everyone in our team knows our residents well, and we pride ourselves on getting to know each person individually and learning about the little things that matter to them.

P. Nery

Paul Nery
Managing Director

What do residents and their families think¹?

Phillipa S

Daughter of a resident



5.0
out of 5

“Our dear mum was at Southlands from November 2019 to when she sadly passed away earlier this week. We have nothing but praise for the dedication, kindness and care shown to Mum by absolutely all the staff. The home is well cared for and beautifully maintained. They always organise many activities and genuinely care about their well-being. When Mum was in her last days, they were gentle, kind and caring”

M C

Sister of a resident



5.0
out of 5

“During the time my brother was in residence at Southlands care home, the care that he received was of the highest standard. It was very comforting to know that whilst at Southlands, my brother was in a safe, warm and very caring and supportive environment”

Ruth W

Daughter of resident at Southlands Residential Home



5.0
out of 5

“My Mother lived at Southlands RCH for nearly 5 years and I can honestly say that in my experience as a palliative care nurse visiting other care homes, Southlands shines out as a beacon of happiness, safety, kindness and exceptional care. Mum was very unwell when she moved to Southlands and the care and attention they gave her both for her physical and psychological health meant that she improved greatly and enjoyed many years as a resident.”

Lesley C

Daughter of Resident at Southlands Residential Home



5.0
out of 5

“My mother was a resident at Southlands for three years. The care she received while she was there was second to none. The staff made her feel very special and gave not only their time but their friendship... My mother was a resident at Southlands for three years. The care she received while she was there was second to none. The staff made her feel very special and gave not only their time but their friendship”

¹ Via carehome.co.uk as at 5/1/23

What do we offer?

A unique sense of care and warmth

"[For my Aunt, Southlands] was a safe haven - and one which we were exceptionally lucky to find. We couldn't have asked for more"

- Nephew of Resident



At Southlands Residential Home, we take pride in our exceptional training and the values we instill in our staff. Recognised by the Care Quality Commission and praised by visitors, our team is professional, attentive, passionate, and incredibly kind. We treat care as our professional duty, while fostering a unique sense of family, fun, and friendly banter between staff and residents.

We heavily invest in in-house and external training programs, following the standards set by the Social Care Institute of Excellence. Building close relationships is important to us, and our managers regularly reach out to your loved ones when they first join to tailor the care just right.

To promote connection, we have eliminated staff rooms, encouraging our Care Assistants to actively participate in activities alongside residents. We believe in creating an environment where everyone feels involved and engaged.

A Welcoming and Inclusive Care 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.

At Southlands Residential Home, we value the importance of your family's presence and involvement. We foster a warm and inclusive environment where your loved

ones are seen as integral members of our care community.

We actively involve your family members in the care process. They are always welcome to visit, receive regular updates from our staff (with your agreement) and management, and attend private appointments to discuss your care. We provide convenient communication options, such as in-room phones, access to the home's phone, a shared resident laptop and the ability to organize video calls and regular get-togethers.

Our aim is to ensure that you and your family never feel out of touch

A vibrant place to be, with a range of activities



We believe in creating a vibrant atmosphere where residents are encouraged to join in. Our care staff are specially trained to provide support and facilitate engagement. Our Resident Enabler acts as activities coordinator, but is also trained to provide care – meaning a better understanding of your needs.

Our Care Assistants also spend valuable one-to-one time with residents, playing games, going on outings, or simply having a friendly chat.

We invest heavily to ensure that every day is filled with meaningful experiences, ensuring that you're never lonely. Our regular activities, partnerships with local societies, and collaboration with residents' social clubs keep the days lively and enjoyable.

Twice a day, we host scheduled activities that include visits from the local pre-school, music afternoons, bingo, quizzes, animal therapy, light exercise sessions, and live music entertainment. We also organize special outings to local cafés, sites such as The Moors, and to local beaches, creating opportunities for residents to explore the area and enjoy new experiences.

Maintaining strong links with the local community is important to us. Our residents are often invited to charity events and local church gatherings, fostering a sense of belonging and connection.

At Southlands Residential Home, we take pride in our vibrant resident-run social community. Various activities are organized, catering to the interests and preferences of our residents. We actively encourage everyone's contributions, and we even have a knitting club and a puzzles club for those who enjoy these pursuits

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"

Southlands Residential Home Resident



Food is one of life's pleasures.

As such, the dining room is exquisitely furnished, setting an environment where you can comfortably join with friends or entertain guests.

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!

Joining us at Southlands Residential Home

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

Southlands Residential Home is registered with the Care Quality Commission to provide care for adults over the age of 65 in the regulated activity of: *Care Home Services (without nursing)*

While our service primarily supports individuals aged 65 and over, we may also accommodate individuals under 65 where their care needs, lifestyle preferences, and well-being can be appropriately met within our setting. Each case will be assessed on an individual basis to ensure that the home is suitable for their physical, emotional, and social needs.

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

Home Manager

Carol Dyke

Carol is the Registered Manager of Southlands Residential Home. She has worked at the home for over 20 years and is responsible for the daily management of the home and the provision of care to residents. Carol is a well-recognised manager within the Devon care community, very skilful and caring.

The Registered Care Provider – Decorum Care & Support Services, Provider ID: 1-1774310931

Paul Nery

Paul Nery is the proprietor of Southlands Residential Care Home and the other homes in Rose Care Group. He carries a Masters degree from the University of Cambridge 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 *
- 1.00** A brief nap before the afternoon events
- 2.00** Our afternoon activity such as outside musical entertainment and sing-a-long of songs from the 50s and 60s, trips to the shops or supporting fundraising events

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 Southlands Residential Home, 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.

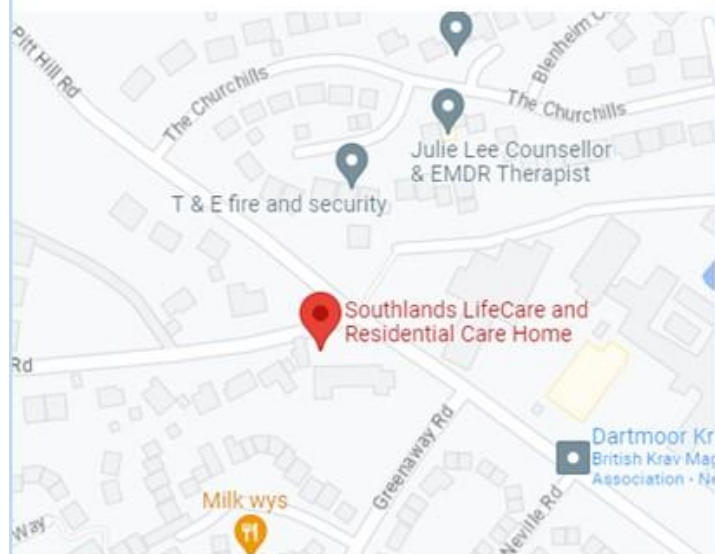
"Our goal is to treat our residents exactly as how I'd want my mother or father to be treated"

"As a smaller home, this means we really know our residents and can treat each one as an individual and get to know their little ways"

Paul Nery, Owner

"The care that my mother received was exceptional from the staff at Southlands residential care home... She recuperated well and thoroughly enjoyed the social aspect of the other residents"

Resident Relative



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