

The Old Vicarage Residential Care Home

Contents

The Old Vicarage	3
CQC Inspection Report.....	4
Our Latest Inspection	4
The Home.....	5
The House	5
Public Rooms.....	6
Private Rooms	6
The Gardens.....	7
Flora and Fauna.....	7
Accessible to All	7
Kitchen Garden	8
Open Garden.....	8
Our Care.....	9
Quality care.....	9
Medical needs.....	9
About Us	10
Years of Experience	10
Our Staff.....	10
Cuisine.....	11
Freshly Cooked Meals	11
Refreshments.....	11
Home Grown.....	12
Dining Rooms	12
Activities and Events	13
Daily Life.....	13
Activities.....	13
Social Events.....	14
Days Out.....	14

Our Services	15
Residential Care	15
All Your Needs Taken Care Of	15
Fees	16
Weekly Rates.....	16
Paying for long term care	16
Frequently Asked Questions	17
Residents' Charter.....	19
Contact Information.....	20

The Old Vicarage

"Providing quality care in a country house setting, for those who wish to spend their retirement in a caring, family atmosphere."

We are a family run home providing compassionate and skillful care in welcoming and luxurious surroundings. Every effort is made to create a warm, friendly and relaxed environment where older people can continue their previous lifestyle as far as possible, and in which individuality, independence and personal dignity are respected at all times.



The Old Vicarage is a converted country house, offering a warm and welcoming characterful home, for a peaceful and relaxing retirement. We have an unrivalled reputation for our ambience and the quality of our care, within the local community, and with the professionals with whom we work.

We have established a home where our residents are able to relax in comfortable surroundings. We will always strive to maintain our individuality and our family atmosphere.

We are a residential care home, offering both long term residential care and short stay respite care for older people. Our staff are warm and welcoming both to our residents and their visitors. We will always ensure that individual needs are taken care of so that you can enjoy life to the full.

We provide quality, freshly prepared and locally sourced food to suit all tastes and appetites, and offer a full activity programme with an emphasis on celebrating choice and individuality.

CQC Inspection Report

We are regulated by the Care Quality Commission which is the independent regulator of health and social care services in England. We have consistently had excellent reports and we always meet all requirements.

Our Latest Inspection

We were last inspected on 23rd October 2018 and we feel that the inspectors report reflects the high standards of care and the warm atmosphere we strive to maintain at The Old Vicarage. Here are some snippets taken directly from our latest report:

People were supported by staff who provided person centred, kind and compassionate care. Everyone we spoke with described a caring, kind, friendly and respectful staff team. "I think the most important thing is the staff; they are very caring, kind, whatever you ask of them they are very willing. There's a very nice atmosphere and that seems to permeate through all staff", "You are well looked after"- Source, Our Inspection Report, Page 10

The registered managers and staff daily went above and beyond to support people. We were told numerous incidences where this had been the case – Source, Our Inspection Report, Page 11

Health and social care professionals gave positive comments about the caring nature of the staff. Comments included, "I have always found their approach to resident care and wellbeing to be of the highest standard. Nothing is too much trouble" - Source, Our Inspection Report, Page 8

The atmosphere at the home was calm and welcoming with people living there appearing 'at home'... People's rooms were personalised with memorabilia, pictures, photographs, personal possessions and furniture. - Source, Our Inspection Report, Page 9

People talked to us with enthusiasm about the activities they had enjoyed. "I know there are plenty of things going on...I go to the musical things and keep fit". "I go to art and crafts...we have entered things in the Otterton flower show" - Source, Our Inspection Report, Page 14

People were very happy with the food and that they were offered a choice if they did not want what was on the menu. Comments included..."The food is excellent....the type of food we had at home", "The quality and variety is good and it's fresh"- Source, Our Inspection Report, Page 8

The Home

The special ambience of the home and its comfortable interior provides a warm and relaxing environment, for residents and their guests. The unique character of the home provides an ideal setting for a wonderful atmosphere of peace and tranquillity, assisted by our friendly staff, beautiful gardens and the delightful scenic surroundings.

The House



Church and The Old Vicarage

The Old Vicarage is a gracious and elegant listed building, mainly Georgian with Tudor origins that date back over 400 years. It has been lovingly restored and expertly converted to provide comfortable and characterful accommodation for our residents. The house is beautifully decorated and maintained to the highest of standards; it is also fully carpeted throughout and centrally heated.

Every effort has been made to create a warm, friendly and relaxed environment which can be enjoyed in complete safety and peace of mind, whilst retaining privacy and independence. We ensure that our Health and Safety requirements are fully up to date but we aim to ensure that these do not impact on the comfortable homely atmosphere we have established.



Public Rooms

There are two light and sunny sitting rooms with comfortable seating for relaxing or entertaining guests. We have two dining rooms, one of which can be used by our residents for private meals with visiting family or friends. We also have a hairdressing salon for visiting hairdressers to cut and style our residents' hair in comfort.



There is a passenger lift and level access to all rooms on the ground and first floor. Fully equipped bathrooms and shower room are designed for residents with limited mobility, and wheelchair access to all areas of the house make day-to-day life more accessible for everyone.

Private Rooms

Each of our twenty-four private bed sitting-rooms have en-suite cloakroom facilities. There are a range of sizes and styles of room, some of which have a full bathroom ensuite. Every room is fully furnished and has a television, telephone and nurse-call system ensuring that help is at hand 24-hours a day.



All bed/sitting-rooms look out onto the gardens, and from many of the rooms there are views of the scenic village of Otterton, with its many thatched roofed houses and views of the lovely surrounding countryside. The rooms are furnished, but our residents are encouraged to bring their favourite pieces of furniture, such as a chair, pictures and other small items, so as to personalise the room and make it their new home.

To ensure the comfort of our residents and staff the house and grounds are a smoke free environment.

The Gardens

The Old Vicarage is set in tranquil, landscaped gardens which extend to nearly one acre and provide the ideal environment for wildlife spotting and relaxation.

Flora and Fauna



The many specimens of trees, shrubs and flower beds complement the property and provide surroundings which contribute towards a truly relaxing, peaceful and yet active retirement.

Our committed gardeners work hard to provide all year round colour and variety, with favourites such as David Austin roses, dahlias and sweet peas as well as some more unusual varieties such as a rare Cladrastis tree collected from China and one of the oldest yew trees in the country.

The garden has been designed to provide level access from both floors and residents are able to walk around the grounds without negotiating any steps. The garden has a number of open and sheltered spots in which to sit and enjoy the garden and glorious views of the surrounding countryside with family and friends.

Garden furniture provides a variety of resting places. In the summer there are parasols to enjoy a relaxing afternoon out of the full sun, and a few raised beds help residents to participate in gardening activities.



Kitchen Garden



There is a small kitchen garden which provides fresh seasonal vegetables and soft fruit. Food is picked daily by our cooks and chefs, and their menus vary day by day depending on what fresh produce they gather.

We have a greenhouse, shed and a specially designed potting bench to encourage our more green fingered residents to potter and help out the the gardening team with their all year round endeavours.

Open Garden

Annually, we participate in the 'Open Gardens of Otterton', as one of numerous gardens on display in the village. In 2013 more than four hundred visitors toured the gardens over the weekend. In June each year our residents and staff organise our annual charity coffee morning. The front lawn is used for a display of country dancing by the local children of Otterton Primary School and the rest of the garden comes alive with stalls, marquees and the hustle bustle of village fete activities.



Our Care

We pride ourselves on delivering the highest standards of care to all our residents, in a relaxed and friendly way. We understand that it can be an unsettling decision to move into a new home, but we aim to support residents, family and friends throughout the transition, and provide the highest possible quality of personalised care thereafter.

Quality care



Each resident will have an individual care needs assessment, so that a detailed plan of care is absolutely suited to each person's specific requirements (such as bathing or dressing). When assessing individual care needs we will not compromise on respecting dignity, individuality and personal opinions. We make sure that decisions are not made for our residents, but by them, wherever possible.

At The Old Vicarage, we value diversity and ensure inclusion. We make sure that people are looked after in the way that they wish, regardless of age, disability, gender, race, culture or sexual orientation. We ensure that our staff are trained in non-discriminatory practice and that we are able to protect people from prejudiced or institutionalised practices. We ensure that our care looks at the 'whole' person, their likes, dislikes, personality and beliefs.

Our residents bring with them a wealth of life experiences and we aim to ensure that they are able to maintain their independence and individuality with our support. To achieve this, individual care plans are reviewed regularly in consultation with the residents and their family. Our residents are free to come and go as they wish and for this reason we are unable to offer the safe environment and specialised care which is required for residents with dementia.

Medical needs

In cases of minor illness, residents will be carefully looked after by our own staff, with any specialised nursing care provided by the local District Nursing team. In the event of serious illness, or increasing care needs, additional care can be arranged. Residents will only enter hospital or a nursing home if the Doctor advises that it is necessary. This decision would be jointly made by the Doctor, the resident and the resident's family.

Residents are able to choose their own General Practitioner and we provide a free courtesy car service for hospital and medical appointments.

About Us

We have loyal and enthusiastic staff, many of whom are long serving at The Old Vicarage, creating a warm family atmosphere which is at the heart of The Old Vicarage.

Years of Experience



Pat and Mike Parkin have been Partners at The Old Vicarage since they converted the building into a care home in 1987. They are still actively involved in the day to day running of the home along with their daughter, Rebecca, and her partner Dan.

Our Staff

Our Manager is Sue Hardwick, who is closely supported by her deputy Leanne and our team of Care Assistants, Housekeepers and Cooks. Our staff are available 24 hours a day to provide every possible comfort, care and attention.



Sue and Leanne preparing for our annual coffee morning

We carefully select our staff for their personal qualities, such as a sunny disposition, caring nature and a desire to help others. We avoid the use of agency staff wherever possible, which gives our residents continuity of care from familiar faces, allowing personalised relationships to develop. Our staff are provided with high quality training and are actively encouraged to seek further educational qualifications to assist with their roles.

Cuisine

We make sure that mealtimes are always an enjoyable part of the day. Our excellent catering team are dedicated to providing a standard of service which has helped to achieve our excellent reputation in the local community. Our experienced catering manager and her team have consistently been awarded a 5 star rating for food standards and hygiene, with their latest inspection in December 2013.



Freshly Cooked Meals

Our six week menus are varied, seasonal, and include requests and suggestions from residents, and there is always a choice available. Special attention is given to individual taste and dietary requirements.

Our cuisine is freshly prepared, wholesome, appetising and designed to suit all tastes, with a wide variation of delicious dishes. Residents receive three meals a day, lunch is a choice of fruit juice followed by two courses, and the evening meal consists of three courses.



Refreshments



Alongside our home-made meals we provide refreshments as required. We also offer morning tea/coffee and biscuits, and afternoon tea with home-made cake, freshly made every day. Residents' guests are always welcome to a tray of tea on arrival.

Home Grown

Meals are freshly prepared with great emphasis being placed on home grown vegetables and the best of fresh food. These come from our own vegetable garden, we also have members of staff bringing in produce from their own gardens, and often receive donations from other local gardeners. We have regular deliveries of fresh produce from local suppliers for our other cooking ingredients. This ensures our fish, meat and vegetables are all freshly cooked for extra taste and nutrition.



Home Grown Vegetables

Dining Rooms



All meals can be served either in the attractive front dining room with views over the front lawn, in the small dining room which can be used by residents for private meals with visiting family or friends, or if preferred, in the resident's room. Guests are always welcome to join residents for meals.

Activities and Events

The wide variety of organised and informal activities, which are arranged each month, are attended by choice and thoroughly enjoyed by those who participate. In

June of each year the residents of The Old Vicarage host a coffee morning in the garden, to raise funds for the village school and local charities. The school children sing and perform country dancing on the main lawn. The annual event has become one of the highlights of the Otterton village diary.

Daily Life



We encourage our residents to be as independent as possible, to continue their previous lifestyle as far as they can, and to come and go as they please. There is no restriction on visiting times and guests will be offered a tray of tea/coffee and cake/biscuits on arrival.

We have a second small dining room which residents can use for family lunches and celebrations. Many of our residents like a quiet life and spend much of their time reading, watching the television which is provided in their own room or chatting with visitors, other residents, or the staff.

Activities

Throughout the month we have a wide variety of activities for people with all sorts of different interests. We have regular visits from music entertainers, exercise classes, a yoga instructor, a visiting beautician, and a number of community organisations also visit the home.



Barber Shop Singers

We are a member of the National Association for Providers of Activities for Older People (NAPA) and we ensure that activities can be enjoyed by all our residents regardless of their abilities or needs.



Popular activities and interests include:

- Art and Crafts
- Flower Arranging
- Gardening
- Yoga and Action Sport
- Film Club
- Quizzes
- Games and Jigsaws
- Library
- Sherry Parties

Social Events

Residents are encouraged to invite their relatives and friends to our social occasions, and especially to join in our traditional events such as our Annual Coffee Morning in June, Harvest Festival Service and Supper, and, of course, Christmas celebrations.



We have a regular pre-lunch sherry get together on a Sunday and celebrate birthdays and other special occasions. Every month we have a themed day where the dining room is decorated, and we serve food related to the theme. This gives everybody a chance to enjoy the day and try some food that they might not usually eat. Many of the themes are repeated on a seasonal or yearly basis, and include Valentines Day, St Patrick's Day and Apple Day. On all of these special occasions the sherry and wine is provided on the house.

Days Out

Being a local family run home we have strong connections in the community, particularly with the local primary school and churches. We have performances and events with the school and arrange regular trips and visits to local community and church events.



Our Services

We think that we offer the best level of service in order to make life at our home as relaxing and stress free as possible. We take care of the day to day matters so that you can get the best quality out of life.

Residential Care

Making a decision to live in a residential care home can be a difficult time. Wherever possible we encourage any potential new residents to stay with us for a trial period of up to one month. This allows time to see if the service we provide meets the resident's needs and expectations before a decision is made to make The Old Vicarage their permanent home.

Most of our residents stay with us long term but we do also offer post-operative recovery care and short stay holidays for those who wish to relax and be looked after for a while. We also offer respite breaks for those with care needs, to allow time for the people looking after them to have a break and recharge their batteries.

All Your Needs Taken Care Of

We provide many special touches to make things as easy as possible for our residents, these include personal laundry, a courtesy car service laid on for healthcare appointments, a Mobile Library service which leaves a stock of books that are replaced every three months and regular visits by clergy.

We can also make arrangements for: dry cleaning, newspapers and magazines to be delivered, and for visiting Hairdressers, Beauticians, Chiropodists and Remedial Therapists to call at the home. Special outings to theatres and cinemas, and external leisure classes can be arranged at the resident's request.

Personal requisites, such as; stationery, toiletries and confectionery are available from the weekly in-house shop.

Fees

We set ourselves high standards of quality, comfort, choice and value for money back in 1987, and we continue to do so today.

Weekly Rates

Fees vary in accordance with the size of room and facilities offered, and these can be discussed in detail with the Home Manager. Fees for a standard size room with toilet and washbasin en-suite start at £1160.00 per week.

Fees for respite, short stay and convalescent guests are charged at £1092.00 per week for up to four weeks, regardless of which room is occupied.

New permanent residents, who have not previously stayed at The Old Vicarage for a short stay, are charged at the short stay rate for a period of up to four weeks. This allows time to confirm that we are able to meet the resident's care needs, and time for the resident to see if we are the right home for them. After the initial assessment period, the full rate for the room occupied is charged.

There is an annual fee review, usually in April, with any increase being broadly in line with inflation.

Paying for long term care

For many prospective residents and their families, making arrangements for the funding of care fees can be a big worry. Whilst we wish to be as helpful as possible we are not qualified to give advice, but there are several specialists who can.

We recommend that you consult the consumer magazine "Which?" who offer free, independent and practical guidance about making care choices across the UK and this includes articles on paying for a care home. However, they do not give individual advice on care options. Their contact details are:

Email: laterlifecare@which.co.uk

Website: www.which.co.uk/late-life-care

We also recommend that you obtain a free copy of the Financial Conduct Authority Factsheet (FCA) "Paying for long-term care" before seeking any financial advice.

The FCA telephone number is: 0845 606 1234

Financial Advice

Some financial advisors provide a Care Fees Advisory Service, and remember when taking financial advice, it is always a good idea to obtain advice from more than one financial advisor, if only to ensure that you receive all of the financial help to which you are entitled.

Frequently Asked Questions

1. How do I know if I will like living at The Old Vicarage?

If you think The Old Vicarage may suit your requirements, we recommend that you come and have a look around and ask questions about any concerns you may have. Alternatively, we can visit you at home to discuss your care needs to see if we are able to meet those needs. If you are happy that we should be able to meet your needs, we then recommend that you book for a short holiday. This will enable you to see what we have to offer, to get to know us a little better and to decide whether we can offer you the quality of life you would like. We have had residents who have spent several short stays with us, before eventually taking up permanent residence. If you are not sure about committing yourself to a major decision, this a good way to help you to decide.

2. If I come to live at The Old Vicarage, can I bring my own furniture with me?

Yes, if you decide to make The Old Vicarage your home, moving in is like moving to a smaller flat. It will be your home and you should personalise your room in your own style.

3. Can I come and go as I please?

Yes, of course. All that we ask is that you let us know when you are going out and when you return.

4. Can I bring my car with me?

Yes, there is plenty of parking space available at the front of the house. We do not have any garaging facilities.

5. I love painting (flower pressing, card or jewellery making, knitting, computer studies etc) in my current home - will I be able to continue to do this?

You certainly can. We encourage all residents to continue their previous lifestyle as far as it is possible. We will support you to do so.

6. How do I arrange to have a telephone or internet access in my room and how do I pay for it?

A telephone is provided in your room, which is linked to our main switchboard. Your calls will be transferred to you from our switchboard. You can make internal calls, to other residents or staff, for free. External calls to family and friends are charged at the BT call rate. You will not have to pay any line rental charge. Unfortunately, we do not currently provide internet access. Should you wish to have your own telephone line and internet access, you are able to arrange this privately with your current provider and you will be responsible for the line rental and charges.

7. Can I receive Sky TV?

You are provided with a flat screen TV, receiving freeview digital channels. Should you wish to view Sky TV, or install a larger screen size, you are welcome to do so, at your own cost.

Frequently Asked Questions

8. I would like a bath every morning/evening. Is this possible?

Every room has en-suite washbasin and toilet facilities. Some rooms have private bathrooms. If you have booked a room with a private bath, and are able to bath independently, you may have a bath as often as you wish. Similarly, we have a shower room which can be used independently as often as you wish. If you require assisted bathing with a member of staff, we have a weekly rota. We will discuss your bathing requirements with you when we are setting up your individual care plan. If you would like services over and above what we offer, we can tailor a package for you and let you know what it would cost.

9. What activities does The Old Vicarage offer?

When you come to have a look around The Old Vicarage, we will give you a copy of the current month's newsletter, so that you can see the activities we have on offer for that month. We do not organise daily activities. Most of our residents prefer a quiet life and spend much of their time reading, watching television, listening to the radio or chatting with other residents or staff, or entertaining their visitors. The variety of activities which are arranged during each month, are attended by choice and usually thoroughly enjoyed.

10. What happens if I become ill?

In the case of minor illness, you will be carefully looked after by our own staff. In the event of serious illness, or increasing care needs, additional care can be arranged at extra charge. Nursing care is provided by the District Nurse and residents will only enter hospital or transfer to a nursing home, if the Doctor advises this is necessary. You and your family will always be consulted.

11 What happens if I have a hospital appointment?

It is usually better for you if a member of your family or a close friend can take you to your appointments. We recognise that this is not always possible, and we provide a free courtesy car service for booked medical appointments. You will be taken by a member of staff. We can do this if we know about the appointment in advance and can plan the availability of the car and driver. Last minute appointments, or appointments that we have not been made aware of, may prove a little more difficult, but we will always do our best. If you have a series of appointments for treatment, we can arrange for the Hospital Car Service to assist. We would expect you to make your own transport arrangements for social visits, with help from your family or friends, or on the community bus, or by taxi. We are more than happy to help with these arrangements if you would like us to do so.

12. Will the cost of care rise in the future?

Yes, it is likely to. Fees are reviewed once a year, usually from the beginning of April, and as a rule, any increase will be in line with inflation.

Residents' Charter

We strongly believe that everybody has the right to have their individuality, independence and personal dignity respected at all times.

All residents have the right:

To personal independence; to come and go as they wish to the extent that they are able, for example to go shopping, to visit or stay with friends and relatives.

To care for themselves as far as they are able and willing.

To personal choice; when to get up, whether to bath/shower daily, choice of menu, whether to eat in their room or the dining room, whether to pursue a hobby, join in activities etc.

To have their dignity respected by others in every way possible and to be treated, whatever their faculties or abilities, as individuals in their own right.

To be consulted individually about daily living arrangements.

To be kept informed by Residents' Newsletters.

To have their own furniture, etc. in their room.

To privacy, for themselves, their belongings and their affairs.

To manage their own affairs and receive independent advice.

To have their cultural, religious, sexual, emotional and other needs accepted and respected.

To facilities and services in the surrounding community as private citizens, including registration with the G.P. and dentist of their choice, hairdresser and chiropodist.

To mix with other people in the Home and in the community, whether by going out or by entertaining guests as they wish.

To complain to the owners if they have a grievance.

To regular reviews to assess whether all their needs are being met. Both the resident's and care points of view will be discussed at these meetings.

To full access to their records and Care Plan.

To some risk being accepted as a normal aspect of the life of the Home. For example, making their own drinks, preparing food, taking a bath/shower, etc.

These rights exclude the right to take risks or actions which endanger or unreasonably affect the quality of life of others who live or work in the Home.

Contact Information

If you would like to get in touch with us then please feel free to phone, email or write us a letter. We will be happy to arrange a visit or help you in any way we can.

Contact Details

Address: The Old Vicarage
Ropers Lane
Otterton
Devon
EX9 7JF

Tel: 01395 568208

Email: enquiries@theoldvicarageotterton.com

Map

