



## WELCOME

We believe that our residents are central to the care provided, each one being a whole person, a unique individual with differing physical, psychological, social and spiritual strengths.

We believe that our role is to respond when residents, family and friends do not have the necessary strengths, skills and knowledge to assist the residents to fulfil all of their needs of daily living.

In co-ordination with the residents and their family and friends we aim to plan an individual care programme which is flexible and appropriate and meets the needs and wishes of our residents, their families and friends.

We operate a completely open style of management for the benefit of our residents. We encourage our residents and their relatives to seek out the managers, who are always on site, with any requests or suggestions that contribute to the smooth running of the home.

We hold functions throughout the year for both residents and families, creating the opportunity for total integration into the Philiphaugh community.

**Most importantly, at Philiphaugh Manor Care Home, we never forget that life should be FUN!!!**

## CONTACT US...

### PHILIPHAUGH MANOR

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Please visit our website:  
**[philiphaughmanor.co.uk](http://philiphaughmanor.co.uk)**

**AbleCare**

Part of the AbleCare Partnership Group

## PHILIPHAUGH MANOR CARE HOME



NEWQUAY ♦ CORNWALL

*Quality Care of the Elderly*



## OUR CORE VALUES OF CARE ARE...

- ♦ Privacy
- ♦ Dignity
- ♦ Rights
- ♦ Independence
- ♦ Choice
- ♦ Fulfilment
- ♦ Security
- ♦ Respect
- ♦ Equality
- ♦ Fun



## PHILIPHAUGH MANOR CARE HOME

Philiphaugh Manor is one of the finest retirement homes in Cornwall, dedicated to providing quality living for ladies and gentlemen. Philiphaugh Manor is a gracious, newly refurbished, Grade II listed building dating back to 1893. Philiphaugh provides a tranquil, relaxing and spacious environment within beautiful grounds, with the benefits of care assistance as needed from our trained friendly staff.

Philiphaugh Manor has provided high quality residential care for the elderly since the 1980's. The home, standing in its own spacious landscaped gardens, is within walking distance of the main shops and banks of St Columb Major. It is only 4 miles from Newquay Airport and a short drive from the main A30.

We have magnificent views of the surrounding countryside. Our gardens and drives offer a safe environment for walking. There are numerous secluded areas in which to relax and enjoy the abundant flora and fauna. We have wireless emergency pendants that work throughout the grounds, so residents will always be able to call for help if needed.

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## OUR SERVICES

### Personal Services

We have a visiting chiropodist, dentist and optician. The hairdresser visits on a weekly basis. Individual clergy are always welcome at our homes.

### Speciality Meals and Diets

Great care is taken to ensure that there is a varied menu and that all residents' dislikes are noted. The residents are encouraged to request a particular choice if it is not on the menu. Naturally, we are able to cater for individuals with special dietary needs.

Our cook, using fresh local produce, carefully prepares all of our meals and all of our cakes are homemade.

Drinks and snacks are available throughout the day and night. Visitors are welcome to join their relatives for any meals.

We have close communication with the local GPs and District nurses, who will visit any time at our request. We can also arrange domiciliary consultant visits through the GP.

### Activities

Unlike most Care Homes we employ a full time activities co-ordinator. They run a varied programme of activities and entertainment including a weekly game of Bingo, Arts & Crafts, Cards & Board Games and even (seated) volley ball with a big soft ball specially designed to provide exercise and fun. We have group reading and discussion of the local newspapers. Our Co-ordinator plans a varied mixture of old and new ideas, mostly all inclusive, but often targeted at physical or capacity needs to ensure that all residents have fun, stay active and enjoy themselves.

### Shop

We have a shop trolley, which is available daily.

### Trips Out

We invite our residents to come along on our regular outings by mini bus. We take trips out to tearooms and shops and in the summer we arrange a fish and chips lunch by the sea.

### Visiting

We have an open policy for visiting. Family and friends are always warmly welcomed and a cup of tea or light meals are always available.

When visiting we have ample car parking and the family can use us as a base to shop when visiting.

We also have a bus stop right outside the home.

### Assessment

Our policy is to visit prospective residents in their home or hospital prior to admission, so that the transition can be made smoothly and an accurate assessment of individual needs can be established.

### Respite

We also offer advanced reservation, short stay holiday care. We provide quick & easy check-in, full board, 24 hour personal care and 24 hour emergency assistance. You can stay for just one night or several weeks. So whether your stay is for your carer to have a weekend off or a full holiday break, or for you to recuperate and get your strength back, you can relax in our safe hands.

## ARTICLES OF CARE...

It is the objective of our Care Home to provide care to all residents to a standard of excellence, which embraces fundamental principles of good care practice.

All of our residents shall live in a clean and safe environment and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsible to the individual needs of residents and will provide the appropriate degree of care to assure the highest possible quality of life within the home.

Our service is designed to achieve the following objectives:

- ◆ To deliver a service of the highest quality that will improve and sustain the residents' overall quality of life.
- ◆ To ensure that the care service is delivered flexibly, attentively, and in a non-discriminatory fashion, while respecting each resident's right to independence, privacy, dignity and fulfilment.
- ◆ To ensure that each resident's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- ◆ To ensure that the care service in whole is delivered in accordance with the agreed contracts.

- ◆ To manage and implement a programme of staff planning, recruitment, training and development to enable residents' care needs to be met.
- ◆ To manage the care service efficiently and effectively to make the best use of resources.
- ◆ To ensure all residents receive written information on our home's procedure for handling complaints, comments and compliments and how to use it.

All care staff within our homes will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest initiatives and developments in care practices as may be laid down in appropriate legislation, and registration authority guidelines.

## OUR PRICES...

Our fees are based both on room type and residents' physical care needs. Please contact the Manager to discuss fees and to arrange an assessment of needs.

Fees may be increased periodically, in order to cover increased costs, rather than reduce standards. This will usually be on an annual basis and with one month's notice.

Fees cover the full range of services provided by the home 'in-house'.

This includes:

- ◆ Accommodation
- ◆ All meals
- ◆ Personal laundry services (excluding dry cleaning)
- ◆ The use of all facilities at our Home

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