

Springfield Residential Home Ltd.

Bridestowe
Okehampton
Devon
EX20 4ER

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Introduction

Springfields was setup in 1984 and has been a well sought after care home and independent living complex for decades. The exceptional team at Springfields is what sets us apart. It is our Passion and livelihood. For it to be successful we wish to give our residents and their families the best care that we can.

If at any time, you have cause to complain about any aspect of Springfields, we would ask that you telephone (01837) 861 430 or speak to us in person, in order that we may improve our service to you.

Should you feel that a complaint has not been dealt with to your satisfaction, you may wish to contact the Care Quality Commission and discuss the matter with a Registration Officer.

The Care Quality Commission
City Gate
Gallow Gate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616 161

Springfields

Springfields is primarily for the accommodation of people above retirement age. Our rooms are all single rooms with ensuite facilities. However, we are happy to accommodate married couples in any of our larger rooms. The rooms are fully furnished and residents are welcome to bring small items of furniture that are of special value to them.

The house was formerly the village rectory, and is ideal for its present purpose, with wide, level corridors and large rooms. All bedrooms are on the ground or first floors. Passenger lifts to the first floor are available to those who find stairs difficult.

Bath and shower rooms are adapted for the use of all residents. Bath hoists, in particular, enable everyone to enjoy a good soak with little effort.

Our four sitting rooms are where many of our residents choose to spend much of their day, reading, chatting and socialising with each other as well as the staff and the constant stream of visitors to the house. The “New Lounge” has a library of books that is changed regularly whilst the “Old Lounge” is where residents gather in the evening to watch television together. For those who wish to view during the daytime, all bedrooms are provided with televisions.

Statement of Purpose

When fit and active, most people will prefer to live in their own home. However, there may come a time when daily tasks become difficult to accomplish without help.

Our aim at Springfields is to give people the freedom to live as they choose, with as much or as little help as they wish.

It is important that all residents feel that they have their own space, which is unique to them, where they can do as they please. All bedrooms are treated by staff as private rooms not to be entered without the agreement of the resident concerned.

Over the years we have developed skills and facilities to enable us to care for residents who suffer from physical disabilities or mild dementia and memory loss. We have a separate lounge and dining area, where residents can receive a higher level of care with dignity. Our staff undertake a continuing program of training in this specialist field and, in particular, our occupational therapy sessions are tailored to the needs of these residents.

The Village of Bridestowe

The village of Bridestowe takes its name from Saint Bridget, after whom the village church is named. The village is situated on the lower slopes of Dartmoor, 6 miles west of Okehampton and 10 miles north of Tavistock.

The population of the parish is just over 500, and supports a village school, Post Office, 2 public houses as well as the Church and Chapel.

There are evening classes in the school, a thriving cricket club, table tennis club, a local W.I., gardening club, amateur dramatic group and an arts group. The travelling library visits fortnightly.

The village is well served by public transport, with daily buses to Okehampton, Exeter, Bude, Tavistock, Plymouth and Launceston.

A "ring and ride" bus service also runs to Okehampton and Tavistock on three days each week. The service collects and drops off residents at the front door of Springfields.

Legal Safeguards for Residents

Springfields is registered with the Care Quality Commission and has been rated as “Good” for all five domains; “Safe, Effective, Caring, Responsive and Well-Led.” A copy of our registration certificate is displayed in the hall, by the front door. The Commission's registration officers make regular visits to ensure that standards are maintained at the highest levels.

The CQC Inspection Report of visits made to Springfields are available for download from our website.

All residents will be given a Contract of Residence when they come to live at Springfields. This will specify all services provided. If there is anything that is unclear in the contract, we are happy to clarify matters.

Residents wishing to vote in Local, General and European Elections will need to register their new address at Springfields with West Devon Borough Council. This can be done by telephone (01822) 813 665 or online at:

www.gov.uk/register-to-vote

A National Insurance number is required for registration.

Staffing Arrangements

Our policy is to employ enough staff to enable all the work of the Home to be done without hurry, and to give staff the opportunity to sit and spend time with the residents.

We aim to provide our staff with a career that is rewarding and enjoyable. This enables us to recruit and retain high quality staff that are happy in their work and deliver care of the highest standard.

All new staff receive initial as well as ongoing training and work under the supervision of a senior member of staff at all times. Further training is encouraged and all staff members work towards achieving a Diploma or the “Care Certificate” qualification. All of our senior staff have achieved NVQ level 3 or NVQ level 4, or an equivalent level Diploma.

We employ approximately 50 staff in the Home.

The Daily Routine

- 6.00am Early morning tea (if required)
- 7.00am Night staff finish - Morning shift starts
- 8.00am Breakfast served in the dining room or bedrooms
- 9.00am Cook, cleaner and other staff arrive
- 10.30am Morning coffee and biscuits served
- 12.30pm Lunch served
- 2.00pm Morning shift finishes - Afternoon shift starts
- 3.00pm Afternoon tea and biscuits served
- 5.45pm High tea served
- 8.00pm Supper served
- 9.00pm Afternoon shift finishes - Night staff start

Food and Special Diets

Our two cooks prepare food each day from a menu that rotates over a five-week period. The quality and variety of our food is very important and we are continually discussing changes and additions to the menu with our residents. Suggestions are always welcome.

New residents are requested to inform the cooks of any likes or dislikes and known allergies; an alternative may then be offered when a particular meal appears on the menu.

Vegetarian, diabetic, low fat and other special diets can be catered for as required. Weights are monitored regularly so that we are able to recognise if special attention needs to be given to a diet.

Activities



There is a busy activity schedule at Springfields that residents can take part in as they please. We run weekly art, cookery, exercise and music therapy sessions and regularly have visiting entertainers in the home. See overleaf for an example weekly schedule.

Our highlights include:

Visits from Collytown Ponies

Variety of Local singers

Visiting Classes from Bridestowe Primary School

Daytrips to local landmarks

Church Services





Example Activities

Monday

PM Visiting Musician or Choir Group

Tuesday

AM Visiting Music Therapist

PM Cookery Group – Flapjacks

Wednesday

AM Church Service or Sherry Morning

PM Visiting Personal Trainer – Exercise Session

Thursday

PM Visit from Collytown Ponies

Friday

PM Art Group – Decorating May Bunting

Saturday

PM – Singer

Sunday

PM Cream Tea at Sourton Church

Smoking etc.

We currently operate a no smoking policy at Springfields.

Fire drills are carried out regularly. Where able, residents should satisfy themselves that they know what to do in the event of the fire alarm sounding. If in doubt, please ask a member of staff.

There are no set visiting times. Visitors are welcome at any time. Light refreshments are available for visitors at all times and meals can be provided upon prior arrangement with the cook.

Medical Services

We enjoy a very good relationship with Okehampton Medical Centre and support all new residents in registering with one of the GPs. Newly registered patients receive a visit from a member of the Medical Centre staff shortly arriving at Springfields and regular reviews thereafter. We hold a weekly review session with the Medical Centre where routine medical affairs are addressed. More urgent queries are raised as they arise and are always responded to promptly.

Hospital appointments typically take place at Okehampton Community Hospital or at the Royal Devon and Exeter Hospital. Where a new resident is already under the care of hospital specialists in Derriford, we are very happy to maintain these arrangements.

A local dentist, optician, hairdresser and chiropodist all visit regularly and we receive an excellent service from the District Nursing team who visit several times per week, daily if required.

Residents often prefer a family member or friend to take them to medical and hospital appointments, but where this is not possible, staff will normally be available to take residents to Okehampton without charge. For appointments elsewhere, a charge will be made to cover staff-time and travel cost.

Accompanied Medical Appointment Charges 2025	
Okehampton	No charge
Holsworthy, Lifton or Tavistock	£40
Exeter or Plymouth (up to 4 hours)	£80
Exeter or Plymouth (more than 4 hours)	£120

Technology and Phone Lines

Residents may choose to ask British Telecom to install a telephone in their own room for their personal use. Other residents may make or receive telephone calls using either of the “public” telephones in the house. We make no charge for reasonable usage of the telephone.

There is a Wi-Fi network throughout the house which can be accessed from every resident’s room and from the communal areas. The Wi-Fi network is called “Springfields” and the password is **“spring2017”**.

CD players can be provided so that residents can listen to music or audiobooks in their rooms. We are also able to stream any music or radio station using Spotify.

We also have a 42-inch television set up to conduct video calls. Any video call will have to be pre-arranged with staff so that we can ensure that somebody is available to provide assistance. Please enquire for details on how to conduct these video calls.

Fees

Standard Residential Care Fees for 2025 (per week)	£1,250 to £1,400
Higher Dependency Care Fees for 2025 (per week)	£1,250 to £1,650

All residents are given a contract when they come to live at Springfields (a copy of which is on the final pages of this brochure). This sets out the fees payable and all services provided in exchange.

For residents requiring residential care, the standard fee charged is between £1,250.00 to £1,400.00 per week for the year 2025. Fees are reviewed and adjusted on January 1st each subsequent year to accommodate any increase in the costs relating to food provisions, utilities, human resources and any other market forces affecting our care sector.

New or existing residents who are either non-weight bearing, require feeding by a member of staff, or require the assistance of two staff for mobilisation and/or personal care are deemed as requiring a higher level of care. Where a resident is assessed as requiring an enduring higher level of care, the enhanced fees could vary between £1,250 to £1,650. This additional fee will not apply to a transient increase in care needs (lasting less than three months) or to increased care needs associated with palliative care.

In the event of a self-funding client has reached a threshold that they are unable to continue to fund their placement within Springfields by themselves, the client or their representatives should arrange an appropriate assessment by the local council officers (commonly Devon County Council) towards the eligibility of the local council funding at the earliest opportunity. There is generally a long waiting period for such assessments and every effort should be made by the clients and their representatives to provide the company reasonable

notice. Any shortfall of funding from the county council should be met by the client or their representatives (top up). The company will of course assist the client in the process wherever possible.

All fees are due monthly (in advance) on the first of the month. Fees are to be paid by banker's standing order unless another method is agreed.

If a resident wishes to leave Springfields to live elsewhere, we require a notice period of one calendar month, or the full fees in lieu of notice.

In the event of a client's needs have changed significantly that either Springfields Residential home is unsuitable for them or if the Home is incapable of providing the appropriate level of care that is required, the company reserves the right to provide that client a notice period of one calendar month to be reallocated to another suitable facility. The company also reserves the right to a period of one calendar month towards the client, in an unfortunate event of the relationship with the client or their nominated representatives is irrevocably broken and towards under any other unforeseen circumstances where the ongoing care provision becomes unsustainable.

The General Data Protection Regulation 2018

Any organisation involved in the processing of personal data must comply with the General Data Protection Regulation (2018) and must address the following:

1) Processed information must be:

Lawful, fair and transparent;

For specific, explicit and legitimate purposes;

Adequate, relevant and limited to what is necessary;

Accurate, kept up to date and stored no longer than is necessary.

2) The data provider must be able to show that:

The data subject has given consent (freely, specifically and reversibly);

The processing is necessary to perform a contract with the data subject;

The processing is necessary to comply with a legal obligation;

The processing is necessary to protect the interests of the data subject;

The processing is necessary for legitimate business interests.

3) Subject Access Requests

Data subjects have the right to know what information is held about them. If a data subject access request is made, the business will have a month to provide the information.

4) Data Breaches

Any data breach that could result in some form of harm to the data subject must be reported to the Information Commissioner within 72 hours.

5) Responsibility for Data Protection

A Data Protection Officer has been appointed to ensure that the above conditions are met.

It is vital that we store and process personal data in order to provide the highest level of care possible for our residents. We will only process relevant data and will ensure regular review so that this remains accurate. When a resident leaves Springfields, any personal data will be kept for as long as is required by law and then destroyed. Data access requests will be responded to as they arise, and we would invite anybody with concerns to discuss these with management so that an immediate solution can be found. Any data breaches will be immediately reported to the resident or their appropriate Next of Kin and also to the Information Commissioner.

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E-mail: contact@springfields-bridestowe.co.uk

STANDARD TERMS AND CONDITIONS FOR RESIDENTS

Name of Resident	
Room Number	
Commencing Occupation	
Date Printed	

1. Unless otherwise confirmed in writing, all residents commence occupation with a trial period of one calendar month. The trial period will be used for a comprehensive assessment of the resident's care needs and continued occupation will confirm that the home is able to meet these assessed needs.
2. Resident's fees include accommodation, meals, personal care and laundry. All rooms are fully furnished with en suite facilities, alarm call system, and television. Telephone lines can be provided in each room and residents may arrange the installation of a telephone, satellite TV or internet access. A wide range of medical equipment is provided for the general use of residents, however residents themselves are responsible for the provision and maintenance of equipment specified for that individual by Occupational Therapists, Physiotherapists, or other medical personnel.
3. No charge is made for accompanied medical appointments in Okehampton. Accompanied medical appointments elsewhere are charged at cost.
4. For residents requiring residential care, the standard fee charged is between £1,250.00 to £1,400.00 per week for the year 2025. Fees are reviewed and adjusted on January 1st each subsequent year to accommodate any increase in the costs relating to food provisions, utilities, human resources, and any other market forces affecting our care sector.
5. New or existing residents who are either non-weight bearing, require feeding by a member of staff, or require the assistance of two staff for mobilisation and/or personal care are deemed as requiring a

higher level of care. Where a resident is assessed as requiring an enduring higher level of care, the enhanced fees could vary between £1,250 to £1,650. This additional fee will not apply to a transient increase in care needs (lasting less than three months) or to increased care needs associated with palliative care. Unless otherwise specified in writing, the fees are the responsibility of the contracting parties.

6. Fees are payable, monthly in advance, or otherwise, if arranged with the management and once paid are non-refundable.
7. The Springfields Statement of Purpose and Service Users Guide, together with the latest available inspection report of the Care Quality Commission are available to view in the office during working hours.
8. One full month's notice must be given for residents vacating a room to live elsewhere.
9. Where a Local Authority commence payment of a proportion of a resident's fees, the resident will remain liable for the remainder of the agreed fees. The shortfall of funding from the county council should be met by the client or their representatives (top up).
10. Our charges vary according to your care needs and the size and specification of the room you occupy. If you become unable to afford the charge that applies to your room we will, if possible, offer you an alternative room at a lower charge that you can afford. If there is no such alternative room that we can offer you, or if you decline the alternative room offered then, with regret, we may ask you to leave the Home.
11. Insurance cover is provided for resident's personal effects up to £2,500.00. It is the responsibility of each resident to insure items of value. Items may be placed in the safe keeping of the management with a written receipt given.
12. Smoking is not allowed inside the house by residents or their visitors.
13. One Bird feeder is permitted per resident, nuts or fat balls only, no seed. Please discuss with management appropriate feeders.
14. Visitors are welcome at all times (although visits must be by arrangement throughout the COVID pandemic).
15. Residents should not leave the premises without first informing a member of staff for reasons of personal safety.
16. An initial assessment of care needs is carried out prior to taking up residency at Springfields. It is confirmed that all persons taking up permanent residency at Springfields will have these assessed needs

met, however there may be exceptional circumstances where care needs assessments will be conducted in the initial trial period. We have rooms of varying facilities and sizes and would like to accommodate residents wishes as much as possible. During the stay the needs of each resident can potentially change and with mutual agreement we might discuss to reallocate another room within the premises which would be acceptable to both parties.

17. It is a requirement of the Care Quality Commission that all laundry is done at temperatures that minimise the risk of spreading infection. Whilst every effort is made to ensure that items of clothing are not damaged during laundering, no liability is accepted for any shrinkage or damage that may occur.
18. In the event of a self-funding client has reached a threshold that they are unable to continue to fund their placement within Springfields by themselves, the client or their representatives should arrange an appropriate assessment by the local council officers (commonly Devon County Council) towards the eligibility of the local council funding at the earliest opportunity. There is generally a long waiting period for such assessments and every effort should be made by the clients and their representatives to provide the company reasonable notice. Any shortfall of funding from the county council should be met by the client or their representatives (top up). The company will of course assist the client in the process wherever possible.
19. In the event of a client's needs have changed significantly that either Springfields Residential home is unsuitable for them or if the Home is incapable of providing the appropriate level of care that is required, the company reserves the right to provide that client a notice period of one calendar month to be reallocated to another suitable facility. The company also reserves the right to a period of one calendar month towards the client, in an unfortunate event of the relationship with the client or their nominated representatives is irrevocably broken and towards under any other unforeseen circumstances where the ongoing care provision becomes unsustainable.
20. The processing of personal data is integral to the provision of care at Springfields Residential Home. By signing below, you consent to the processing of information in accordance with the General Data Protection Regulations (2018) as summarised in the Home Brochure. For information visit ico.org.uk.

Signed Date

If any of the above terms are not fully understood, these should be clarified immediately. It should be noted that any of the above terms may be altered or added to at the discretion of the management. Notice of this will be given in writing if deemed necessary.

It is a requirement of the registering authority that upon moving to Springfields, a contract based on these terms is signed by all residents or their next of kin. I understand the above terms and conditions and agree to comply with them during residence.

Signed Date