

GLENTOR CENTRE



The Drive

Hartley

Plymouth

PL3 5SY

Glentor Centre

The Drive, Hartley, Plymouth, PL3 5SY

Registered Charity no. 202210

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www.torrhome.org.uk

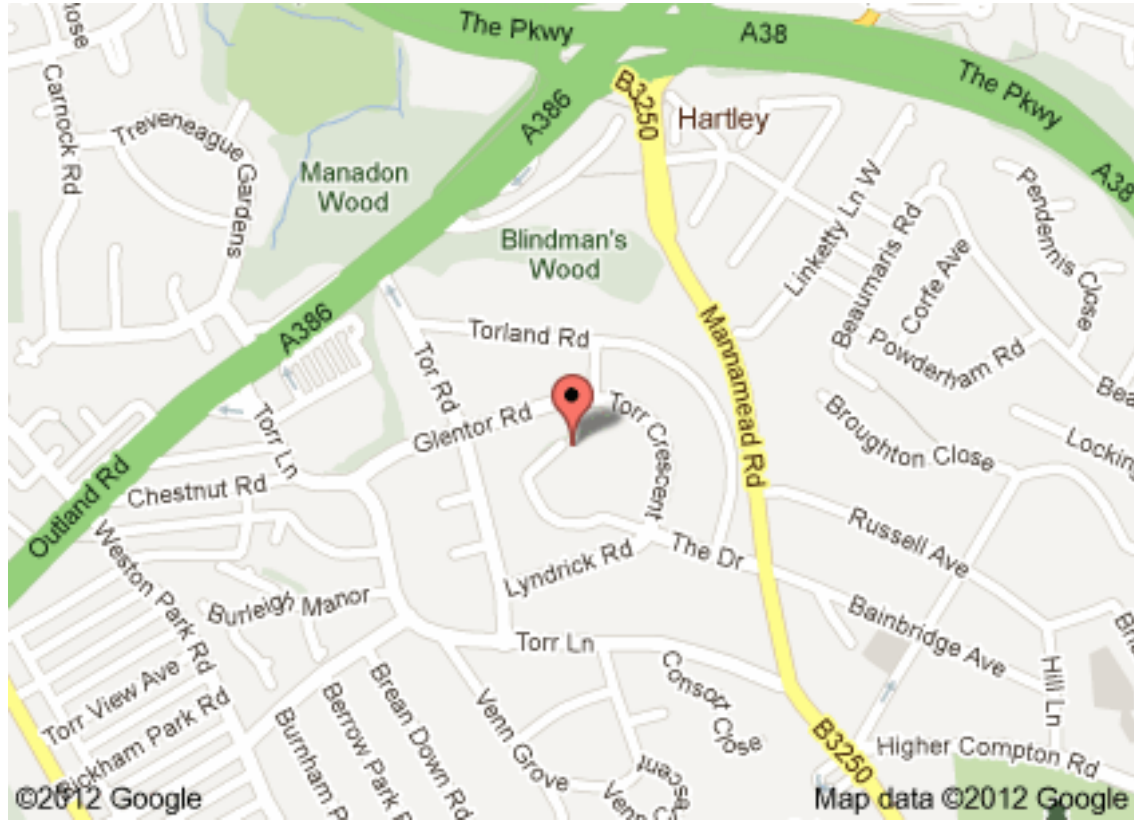
Manager ID: 1-104849026

The Glentor Centre is a purpose designed building which is proud to be registered with the Care Quality Commission (CQC). It was built to provide the very best of care to residents with a diagnosis of dementia. The Glentor Centre is based within the grounds of Torr Home and has 16 single en-suite bedrooms with beautiful views of the grounds of Torr Home and the Glentor Centre garden. The Unit is modern, light, airy and contemporary but also provides all the home comforts that will be expected by the Resident and their Relatives. In keeping with the latest thinking the Nursing Home has a theme of vibrant colours running throughout the Unit to promote clearer recognition and definition for our Residents.



Getting Here

Torr Home - [Directions](#)



Statement of Purpose

Essential Information

The following information is provided in compliance with the Health and Social Care Act 2008 (regulated Activities) Regulations 2010, and the Care Quality Commission (Registration) Regulations 2009.

Registered Service Provider – Torr Home Ltd

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Provider ID: 1-101641476

Registered Manager – Mrs Suzanne Eloise Marsh

Torr Home

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Torr Home Ltd a registered Charity whose origins go back to 1860. The Charity was established to care for the blind in Plymouth. In 1929 the charity moved its operation to Torr House with care focused, in those early years, entirely on the blind and visually impaired. We have widened our scope considerably to provide Nursing, Nursing Dementia and Residential care for those over 60, whilst retaining the specialist skills in caring for the visually impaired. Torr Home has a commitment to achieving the highest standards of professional care and service for those who, through the ageing process or illness, are experiencing difficulty sustaining independent living and are in need of continuing care in the community.

To meet the growing needs of our community we have also developed services to provide Convalescence, Respite and Day Care.

Torr Home Charity employs over 80 nursing and ancillary staff and is committed to their continual training and development.

Suzanne Marsh is a Registered Nurse (level 1), with 18 years experience of working in the Care Home Sector.

Torr Home Limited is a well known, long established Charity that provides the highest quality of care delivered in the glorious surroundings of a large grand Victorian house set in the heart of Plymouth. The operation comprises two self contained units namely “Torr Home”, the original and primary base for the Charity, and a new purpose built dementia nursing unit known as the “Glentor Centre”.

The Charity has been in existence and caring for the elderly for over 150 years and has operated out of Torr Home since 1929. We care for both men and women aged 65 years and older.

Torr Home's evolutionary approach to caring, means always keeping abreast of changes as well as embracing and adopting any new standards introduced in the Care Sector. Care is provided for nursing and residential residents. We are committed to providing the highest standard of care in a warm homely environment. We encourage our residents to live with dignity, respect and privacy whilst enabling residents to lead an independent and active life, through promotion of choice in all aspects of their care.

In response to a growing demand in the community a new purpose built nursing unit known as the Glentor Centre has been built to provide specialist residential care for men and women suffering from dementia. The Glentor Centre offers secure nursing care 24 hours a day with an open door policy for relatives, friends and visitors. We have 16 en-suite bedrooms with a potential for two to become double occupancy for couples should the need arise.

Regulated Activities

Torr Home Ltd provides the following regulated Activities:

- Nursing and personal care
- Treatment of Diseases, Disorders and Injuries
- Diagnostic and Screening Tests

Nursing and personal care

Accommodation for persons who require nursing and personal care	Service User Type	Service User Band
Accommodation for persons who require nursing or personal care	Care Home Service with nursing	Older people Dementia Mental Health Physical Disability

Our highly skilled qualified team of dedicated Nurses and Carers are committed to deliver the highest standard of care. Personal care is delivered by Carers most of whom hold NVQ qualifications in care. The needs falling into this category include assistance with personal hygiene, nutrition, elimination, mobility, communication, cognition, spiritual and cultural needs and leisure activities. Nursing care is delivered by Registered General/Mental Health Nurses, (RGN level 1 or RMN) supported by a strong team of NVQ trained Carers.

Our experienced and trained staff are committed to providing the highest quality care and have detailed understanding and additional specialised training in the unique nature of Dementia Care. One of our strengths is to offer excellent palliative care for residents whose conditions are such that they can no longer receive treatment. Our aim is to palliate the symptoms to ensure that our residents are pain free and comfortable at all times. To enable us to provide the best possible care Qualified and Care staff attend courses in Palliative Care.

At Torr Home and The Glentor Centre we strive to always maintain a highly trained and happy work force to carry out duties in a caring considerate manner which will be reflected in the happiness and contentment of our residents. We endeavour to achieve this by

- Individualised plan of care, where possible promoting and improving independence.
- Ensuring privacy and dignity is respected at all times
- Allowing residents the opportunity to make informed choices about their care and personal life.
- Conducting risk assessments to ensure residents safety is maintained with the minimum of restriction.
- Stimulate and motivate residents so they are able to lead happy and fulfilled lives.
- Enabling residents to express their views and feel able to complain or congratulate if they wish. We do have a complaints procedure where residents can express their concerns in a more formal way. We take this very seriously and answer in a prompt fashion.
- Ensuring that vulnerable residents are not subjected to any form of abuse.
- Full range of activities, entertainment and trips in the Minibus all provided through our Activities Coordinator to stimulate physical and mental activity.
- Giving residents the option of expressing and practising their religious beliefs. Ministers of all faiths are encouraged to visit the home and arrangements made to conduct services, communion and delivering last rites.
- Appropriate information is given to residents on admission to enable residents to make choices and informed decisions about matters affecting their every-day life and to enable them to understand choices that are available to them in the home.

- We ensure that all recommendations issued by the Health Protection Agency are enforced regarding infection control and measures implemented should there be an outbreak.
- Spacious rooms, the majority being ensuite and many having magnificent views over our gardens, Plymouth Sound and the Moors.
- Luxurious Residents' lounges. Conservatory and dining rooms
- Spacious grounds extending to approximately three acres all beautifully landscaped with walkways and seating areas.
- We also provide a number of optional services/items which are not covered by the weekly fee, which include Hairdressing, private podiatry, Newspapers and Toiletries.
- Fees range from £860 to £895 per week depending on the clients needs and chosen accommodation.

Philosophy of Care

The Glentor Centre combines all the traditional caring values that Torr Home is renowned for with the latest dementia nursing care standards.

The Glentor Centre prides itself on working with residents using an individual and holistic approach to care, focussing on:

- Choice
- Privacy
- Dignity
- Respect
- Individualised care planning using the health action plan and this is me documentation supported by the Alzheimer's society.

Services Offered

The Glentor Centre is CQC (Care Quality Commission) registered and provides 24 hour nursing care with a skilled team comprising of:

- Chief Executive Officer 37.5hrs
- Deputy Matron 37.5hrs (Navy dress with white spots)
- Clinical Lead 36hrs (Navy Blue)
- 7 Staff Nurses RGN/RMN Days and nights (6 full time and 1 part time) (Navy Blue)
- Care assistants Days and Nights (Females: Blue and White stripes, Males: Light Blue)

Torr Home Charity owns its own minibus which is available for community trip use for residents of Glentor. Weekly community trips will be held for residents assessed as suitable to uptake this service.

Residents will be supported to complete their own individual health action plan and life book which will aid staff in caring for residents in a manner based around the individuals likes, dislikes and own personal care needs and preferences.

Care plans will be developed with the individual at the forefront of the care process, using information gained from the health action plan as a crux for tailoring care to the needs of each individual resident. A holistic approach to the provision of care for each resident will be used at all times.

Nursing care and activities which residents are encouraged to take part in will be based upon evidence based practice, with the latest nursing care and processes being used at all times.

Open access for visitors with no restrictions placed around visiting times within the unit.

A close working relationship will be developed with families and carers of residents, with staff being available to provide information and support in finding services that may be of use to them throughout the care process.

Residents Rights – What You Can Expect From The Glentor Centre

The Glentor Centre combines all the traditional caring values that Torr Home is renowned for with the latest dementia nursing care standards.

Residents at the Glentor Centre can be assured that their rights to be treated as an individual will be maintained at all times. Staff will treat you with privacy, dignity and respect at all times and support you in making your own choices around your care, treatment and your day to day life.

You will be nursed in a safe, secure and therapeutic environment on a daily basis whilst you are at the Glentor Centre, with every effort being made by staff to maintain it's calm, welcoming and homely atmosphere.

You and your relatives (with your consent) will be given relevant information relating to your care needs and options available to you throughout your time at the Glentor Centre. This will be done by staff that are trained and have expertise in various areas of health care (physical and mental healthcare).

You can be assured by the Glentor Centre that staff will hold you at the centre of all decisions made around your care and if the need arises and you are thought to no longer have capacity to make decisions around certain aspects of your care, staff will work in your best interests and involve all relevant professionals in the planning of your care.

Staff will advocate your wishes, which will have been expressed by you and discussed in detail with you and your family throughout your time at the Glentor Centre whilst you are able to discuss such issues in a capacious manner.

Staff will spend time with you to develop a truly holistic and individualised care plan based on your needs and how they can be best met whilst you are at the Glentor Centre.

Staff will be accessible to you and your relatives on a daily basis to support you in receiving care based around your individual needs and to make decisions around your onward care

whilst at the Glentor Centre up to and including the care that you wish to receive at the end of your life.

Staff will ensure that you lead a meaningful and fulfilling life and are supported to engage in activities which you choose to take part in.

Staff at the Glentor Centre will spend time with you, getting to know you and learning about your background and history in order for them to be able to understand and support you in the best possible way.

You can expect staff to regularly spend time with you and your family (with your consent) in order to compile a life book which will be filled with information about you and your memories. Staff will support you in using this book as a therapeutic tool during your stay at the Glentor Centre.

You can expect staff to maintain contact with your GP and ensure that your medications are reviewed on an ongoing basis.

You can expect the staff at the Glentor Centre to be aware of current standards of best practice in the areas of care that are relevant to you. Staff will follow local and national guidelines set by various governing bodies in order for you to be provided with a high standard of care at all times.

You can expect any issues or concerns that you raise to be listened to and acted upon promptly by the staff working at the Glentor Centre. Every endeavour will be made by the staff working at the Glentor Centre to address any concerns or issues that you express whilst at the Glentor centre in a prompt, efficient and effective manner.

Facilities

The Glentor Centre provides a welcoming, age appropriate environment for people living with dementia. It aims to provide homely surroundings and a sense of familiarity, mental stimulation and memory jogging for residents throughout their day to day life at Glentor.

The Glentor Centre comprises of 16 spacious ensuite bedrooms which have beautiful views of the grounds of Torr Home and of Glentor Centre's central Courtyard which is accessible 24 hours a day.



Staff are available to spend time in the grounds of Torr Home with residents, enabling residents to take in their beautiful environment and surroundings which will foster a calm and serene feeling for residents living at the Glentor Centre.

All meals are home cooked on site with the emphasis on dietary needs, a varied menu and a real choice of different meals. Meals are high quality, nutritious and cooked by a highly skilled chef that has experience of cooking meals and developing meal plans for people with dementia.

The built bathroom provides full bathing facilities including hydrotherapy and a built in hoist. There is also a wet room for those who prefer to shower.



The day room is large and airy and features a large wall mounted television, and residents will be able to enjoy the focal point of a "real fireplace". The day room overlooks the gardens and provides direct access to the central courtyard garden which is another feature provided for the enjoyment and stimulation of the Residents of Glentor.



A library is available adjacent to the day room for those who wish to enjoy a quiet period reading or just simply relaxing.

A separate dining room adjoins the fully equipped kitchen and features comfortable contemporary bright furniture to ensure an enjoyable experience at meal times.



Activities

Daily mental and physical stimulation will be provided through individually tailored activities. In addition there will be regular trips in the minibus and entertainment to ensure a fulfilling and excellent quality of life for the Residents of Glentor.

A weekly activity schedule will be completed with activities including (but not exclusive to):

- Weekly Community Trips
- Reminiscence
- Music Appreciation
- Film evenings
- Weekly coffee mornings which relatives and friends are welcome to attend
- Creative activities to encourage the continued use of long term memory skills