

Pulsford Lodge





## *Welcome* to Pulsford Lodge

Our home is situated in the heart Wiveliscombe, standing on the foothills of the Brendon and Quantock Hills on the Somerset/Devon border, with Exmoor National Park on the doorstep. We have a well-established team and pride ourselves on being friendly, warm and providing a welcoming environment you can call home. Feel free to pop in for a cup of tea and to take a look around.









"The environment and care at Pulsford Lodge is exceptional. The building is light with lots of small lounges, a lovely dining room and pretty garden.

I would be very happy to recommend Pulsford Lodge to anyone."

Daughter of a resident



# Life at Pulsford Lodge

Our team of Activities Co-ordinators are on hand to make sure that residents can continue to enjoy their favourite hobbies, learn new things and regularly get out and about in the local community.

The great thing about having daily activities is that residents can pick and choose whether they want to take part. If there is a particular hobby or interest that isn't currently being provided, just let the team know and they can arrange this.

Our residents enjoy visits from the local primary school children. We regularly have visiting entertainment including singing and dancing.

Being situated in a beautiful location means that our residents really appreciate nature. Our gardens are admired by all and you'll often find residents sowing seeds, planting bulbs or keeping an eye out for local wildlife. Our love for the outdoors means that we've enjoyed taking part in national campaigns, such as the annual RSPB Big Garden Birdwatch.

Parties Friends Cake Animals Gardening Fun



Celebrating Intergenerational Crafts



Recipe club Musical activities Day trips Pampering



Visiting entertainers Quizzes Games



Somerset Care has a partnership with award-winning social enterprise, **Oomph! Wellness**, to provide engaging trips for our homes.

Previous Oomph! trips have been to exciting locations such as ten pin bowling, National Trust homes and racing tracks, as well as more day-to-day spots in the local community.

These trips aim to connect residents to the people and places that matter most to them, so that they can reignite old passions – or discover new ones.





We encourage residents to **personalise their rooms** to help them feel at home.





Pulsford Lodge is home to our residents, and we encourage people to treat it as such, so we don't have visiting hours; friends and family are welcome to visit at any time.

Occasionally, a resident may want to bring a pet with them. This may be possible, please discuss this with the Manager.

We provide our residents with a warm and homely environment which is why our staff don't wear uniforms. It is important that our teams are dressed appropriately and of course we ensure that excellent hygiene practices are in place to prevent infection. They do not however need to look clinical, in fact research evidence confirms that styles and colour of clothing often provide a great conversation starter for people to share stories and memories.





Inspected and rated

Good



## Our care

At Pulsford Lodge we strive to provide the highest standards of residential care, tailored to each individual. The Care Quality Commission (CQC) officially rates our home as **GOOD**.

We provide a supportive environment with 24 hour care for people who don't require nursing but may need help with daily activities, or personal care such as washing or dressing. We want to help you to keep your independence and live life to the full, which is why we provide a 'do with you' approach to support, rather than 'do for you'.

Our home has a great relationship with all the local GP surgeries. Whether you arrange to stay with us, on a short or longer-term basis, we take care of organising your new registration with your preferred local surgery. If you need to see a Doctor during your time with us we will arrange for the Doctor to visit you, or if you prefer, we can support and accompany you to attend your appointment at the surgery.

### Developing our staff

We have a comprehensive training and induction programme for all our new staff, but it doesn't end there – we also offer opportunities for continuing development and training to support people to acquire new skills and progress in their careers. By investing in technology, such as electronic medication systems, our staff can efficiently deliver the highest standard of care and support.

### Dementia care

Somerset Care has provided care for our residents living with dementia for many years. It is important for us that anyone becoming part of the Pulsford Lodge family feels like they are simply moving home and will make new friends as they do so. We recognise the difficulty this can create for those with dementia – and their loved ones.

For over 20 years we have worked with university partners in Exeter and Bradford to ensure we are part of the latest research, we use the evaluation of that research to influence the care and support we provide.



**Petals** our specialist dementia care service.





## Day care and respite breaks

We have a limited number of places for people to join us for day care; you will take part in the home's wide range of activities, with lunch included. Activities can include days out, quizzes, visits from local schoolchildren, crafts and lots more. It is possible to book in for a one-off day or for regular days per week.

We also offer short-term respite breaks. This can be for any duration from a couple of nights to a number of months. This gives family carers a chance to make some time for themselves or to take a holiday, safe in the knowledge that their loved ones are being well cared for. It can also be a way of gently exploring whether a longer term move to a care home might be an option.

## End of life care

We provide compassionate end of life care, and work closely with families, GPs and other professionals to ensure that this sensitive time is made as peaceful as possible, supporting family members as well as the resident. This support often includes emotional support; we are here to listen and provide comfort, we can sometimes provide a room for families if required, and refreshments are offered so that you don't need to leave your relative if you would prefer not to. Please feel free to discuss individual requests with the manager, as wherever possible, we will try to fulfil these.

“ My dad stayed in Pulsford Lodge, where he was very happy. He found all the staff very helpful and friendly and the food was great. Visitors were always offered tea coffee on arrival.

My father and family would highly recommend Pulsford Lodge.

Son of a resident

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## Nutritious meals

Residents at Pulsford Lodge benefit from their own Cook who, alongside a dedicated team, creates homemade nutritious, filling meals.

Our kitchen team can accommodate all dietary requirements. We hold the highest (5 star) food hygiene rating.



Our onsite kitchen provides a varied choice of appetising meals prepared fresh daily. If you'd like something other than what's on offer, all you need to do is speak to the kitchen team who will do their utmost to prepare something just for you.

We use suppliers that we trust to produce quality ingredients for our residents, including local Somerset produce where possible.

Our menus are seasonal and offer residents a daily choice of meals. We normally have our main meal at lunch and the evening meal is a lighter option.

“ The food was excellent, freshly cooked with plenty of variety.

Daughter of resident

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# Winter MENU

## EVERY DAY AT BREAKFAST

A SELECTION OF BREAKFAST CEREALS OR HOT PORRIDGE OATS.  
TOASTED WHOLEMEAL OR WHITE BREAD SERVED WITH ASSORTED JAMS, PRESERVES  
AND MARMITE.

GRAPEFRUIT OR PRUNES IN SYRUP.

YOGHURTS AND FRUIT.

WITH TEA, COFFEE, HOT CHOCOLATE AND FRUIT JUICES.

## Monday

### BREAKFAST

HOT BREAKFAST OF THE DAY.

### MID MORNING

SELECTION OF BEVERAGES INCLUDING MILKSHAKES AND SMOOTHIES, FRESH FRUIT  
AND BISCUITS.

### LUNCH

SALMON FISH CAKE WITH PARSLEY SAUCE

OR

RED LEICESTER AND ONION TART

SERVED WITH SAUTÉ POTATOES, CARROTS AND GARDEN PEAS.

LEMON SPONGE WITH LEMON SAUCE AND CUSTARD.

OR

CHOOSE FROM THE COLD DESSERT TROLLEY.

OTHER ITEMS ALWAYS AVAILABLE TO ORDER INCLUDE OMELETTES, LIGHTLY POACHED FISH,  
JACKET POTATOES AND SALADS.

### AFTERNOON

A SELECTION OF BEVERAGES WITH AFTERNOON SNACK.

### SUPPER

PORK PIE WITH PICKLES AND SALAD

OR

SANDWICH SELECTION WITH SALAD GARNISH, AND SOUP.

CHOCOLATE POT.

### EVENING SNACK

CHOOSE FROM A SELECTION OF:

A SANDWICH PLATTER, MALT LOAF, TEACAKES OR SIMILAR, CHEESE AND BISCUITS,  
SERVED WITH A SELECTION OF HOT MILKY BEVERAGES.

THICK, CREAMY YOGHURTS AND FRESH FRUIT ALWAYS AVAILABLE.



Our home takes great pleasure in supporting celebrations, including our residents' birthdays and we welcome any excuse for cake!





“Mum was cared for extremely well in her time at Pulsford Lodge. She was always treated well and kept occupied with the bingo etc.”

Son of a respite resident



## Technology

Somerset Care embraces the use of technology to enhance our residents' lives.

At Pulsford Lodge, Wi-fi access is available in our home. We are [passionate about supporting our residents](#) to maintain contact with families and friends, and have a computer and a tablet in our home for our residents to use; we support Skype video calling, social media and email use. We've supported people to attend events all over the world via Skype. If you can't come in to see your relative, we can arrange Skype sessions with them.

We use 'Our Yesterday', an electronic system which brings reminiscence to life. It provides weekly printed and interactive newsletters. Staff members use these with residents to promote reminiscence, discuss historical and topical events and participate in quizzes.

We provide ways of watching DVDs, Netflix, YouTube or Catch-up TV. This way of watching media puts our residents in charge of what to watch, when they want to watch it.

Somerset Care employs a full-time [Care Technologist](#) whose role is to support our homes, our residents and their families to use and overcome any technology issues they may have.

The Care Technologist also provides workshops across Somerset, giving our staff the knowledge they need to support our residents.



NETFLIX



YouTube





## Our team

Our staff and volunteers are fully committed to making a difference to the lives of the residents at Pulsford Lodge. Working together as a well-trained, professional team, they provide round the clock care and support.

Our team are at the heart of Pulsford Lodge and we recognise the important role they play in the daily lives of our residents. We nominate employees that go above and beyond in the annual **Somerset Care Group Awards** and we celebrate the **long service** of our staff members.

Pulsford Lodge has great links with the local community and we actively encourage volunteers to come and spend time with our residents. Our volunteers work alongside our dedicated care staff, to support residents to enjoy personalised and meaningful activities.



“

The staff were brilliant and as a family, our only regret was that we didn't get her into the home earlier.

Son of resident

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Pulsford Lodge is part of the Somerset Care Group, which means that the whole team receive regular training from its own training company Acacia Training and Development.



## To find out more

You are welcome to visit Pulsford Lodge at any time and we'll be happy to show you around the home. We have pleasure in offering you a **free taster day** for anyone considering joining our home, so that they can experience us for themselves.

**Call to book on: 01984 623 569**

Choosing a care home can be a very emotional decision, and we understand that. We want to make this process as smooth as possible, and our enquiry team will be happy to answer any questions you may have.

We also have a Guide to Care Homes which we can send you by post or email which may be helpful when considering choosing a care home.

The Care Quality Commission (CQC) inspects all care homes, and the objective reports they produce are a really good starting point to find out more about any care home. We would also advise you to visit any care home that you are considering as first hand experience is the best way to get a feel for a home.

Once you have decided that Pulsford Lodge is the right choice, we will arrange for a member of our management team to visit; they will look at individual care requirements and discuss personal preferences, making sure that we are able to meet these needs.

If you have any questions, or would like to find out more, please contact us and we will be happy to help.

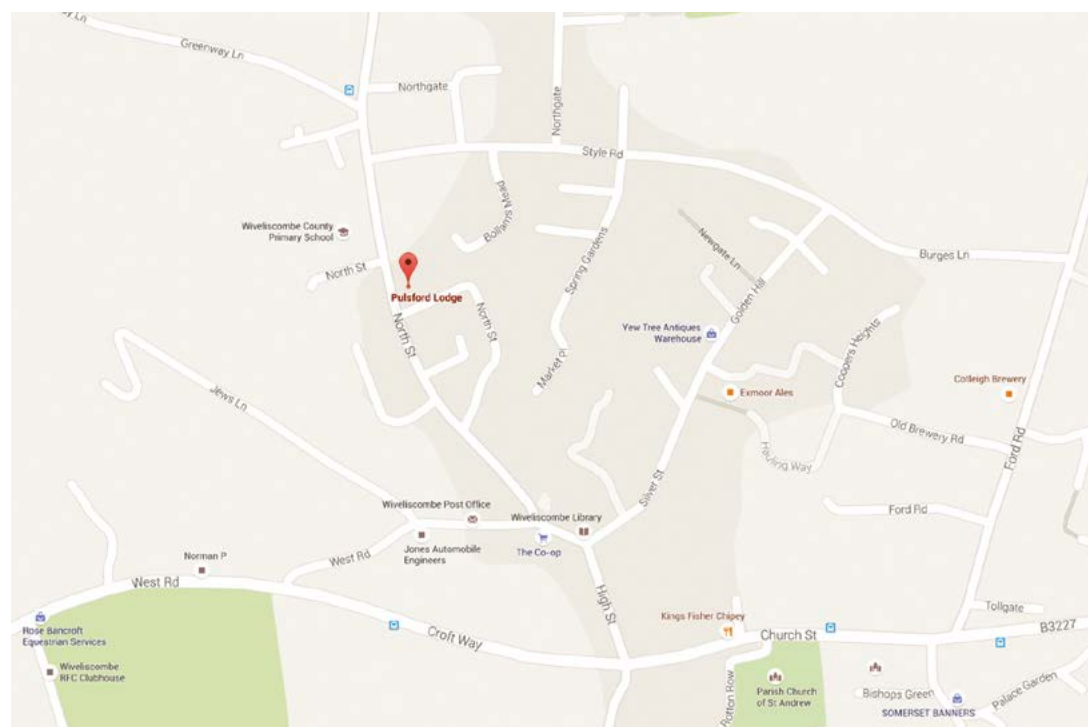
## How to find us

**Address:** Pulsford Lodge, North Street, Wiveliscombe, Somerset TA4 2LA

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**Website:** [www.somersetcare.co.uk](http://www.somersetcare.co.uk)









“It’s not how much you do, but how much love you put in the doing.”

Mother Theresa

