

Welcome to  
**Calway House**



Calway House is a purpose-built, modern and comfortable residential and nursing care home, situated in a quiet residential area, just a mile from the centre of Taunton in Somerset.

Calway House comes fully equipped with a variety of communal spaces and is designed in groups of bedrooms on each floor, with each group benefiting from its own lounge and dining facilities for your convenience and comfort. Ground floor bedrooms enjoy direct access to the landscaped gardens, and residents are invited to bring personal items and even furniture to help make their room feel like home.

Surrounded by beautiful, accessible garden areas, and with plenty of on-site parking, Calway House is bright and spacious, offering a real home from home experience.





## The perfect blend of function and form

Calway House is equipped and staffed to be able to provide all the care you need to live the life you choose.

As well as offering high-quality residential and nursing care tailored to your needs, Calway House also specialises in providing specialist support for those living with dementia. A dedicated dementia care suite provides a safe and secure environment for our residents who are living with dementia to live as independently as possible, whilst our varied activities programme provides enrichment, stimulation and the opportunity to retain and pursue treasured hobbies and interests.

We are proud that Calway House has also been awarded Platinum status in the Gold Standards Framework for the support we provide to people nearing the end of their life. The award is presented to care homes who work alongside the individual and their loved ones to offer high-quality, reliable and consistent support at a time when it is most needed.



# About the Somerset Care Group

We support people to live the life they choose, whether in one of our care homes or in their own home.

As a major care provider in Southern England and one of the largest not-for-profit care companies in the UK, Somerset Care offers an extensive, holistic range of care and support services, tailored to your individual needs.

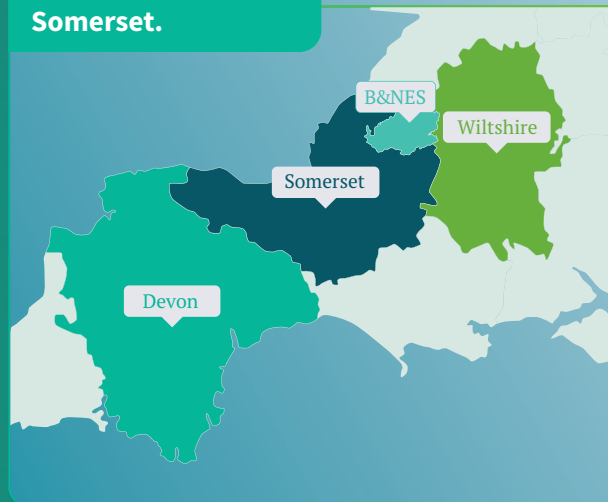
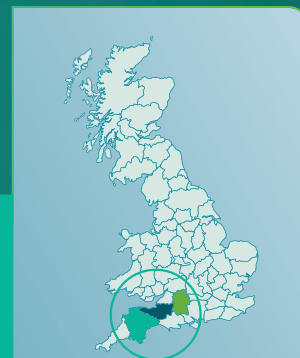
*Wherever you are on your care journey, we are committed to supporting you every step of the way.*

## Who we are

In 1991, Somerset became the first county to privatise residential care homes that were previously run by the local authority, and the newly formed Somerset Care took over the management of 26 residential care homes, supporting over 1,000 residents to live the life they choose.

Over three decades on, and thousands of people in communities across Somerset, Devon, Wiltshire and B&NES have been supported by our specialist residential care, specialist dementia and nursing care, end-of-life care, home care and learning and physical disabilities care services.

Somerset Care services are available in **Devon, Somerset, Wiltshire, Bath and North East Somerset.**



# About the Somerset Care Group

## What we stand for

As a not-for-profit company, Somerset Care exists to deliver high-quality care for those who need it in our local communities – whether in our residential care homes or their own homes.

Everything we do as an organisation is aligned to our strategy of Quality, Efficiency and Growth, underpinned by our mission and values.

## Our mission

We support people to live the life they choose.

## Our values

connecting with people

making a difference

doing the right thing

embracing change

## Our Environmental, Social and Governance (ESG) commitments

Our ESG Policy sets out our ambition and commitments to work in partnership with our people, customers and community which we serve to ensure Somerset Care is an environmentally-responsible, socially-aware and well-governed not-for-profit care provider.

### Environmental

INNOVATE, INVEST AND INFLUENCE



Through a commitment to innovation, investment and cultural evolution, we embrace change while striving to reduce our impact on the environment and to be a positive and influential presence for change in our industry and the communities where we operate.

### Social

GIVE BACK AND GIVE MORE



Our purpose is our people, and we commit to making a difference to our customers, our people and our communities. We will do the right thing by supporting and investing in matters which are important to those we care for and about.

### Governance

GOVERN WITH INTEGRITY AND PASSION



By connecting our people, our leadership understand our people, our industry and the changing world in which we exist. It is a core responsibility to govern with transparency, integrity and foresight to identify opportunities to be better in everything we do.

Tailored care for you

## Day care

Spend the day at our care home for companionship, connection and the opportunity to enjoy lunch with new friends, as well as the chance to join in with our programme of activities.

Day care services include all activities, lunch and snacks, in a welcoming, comfortable and safe environment supported by our expert carers.



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Care

Tailored care for you

## Respite breaks

Experience our care home for yourself with a short respite break.

Respite care breaks are the perfect way to spend some time getting to know the care home, your fellow residents and the tailored care and support we can offer to meet your needs. Experience the food, the atmosphere and the activities on offer, safe in the knowledge that all of your needs are being taken care of.



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Tailored care for you

## Residential care

Our care home is fully equipped to help you live comfortably in a safe and secure environment. Our specialist care team offers round-the-clock care tailored to your individual needs.

We know that it's the little things that make a big difference, and encourage you to make our home your own by personalising your space, and having an input into your home's varied activities programme so that it reflects your own hobbies and interests.

Our talented chefs also love to incorporate your favourite meals into their varied and nutritious menu of delicious, home-cooked food, prepared using local, seasonal and sustainable produce where possible.

The most important thing about our care home is that it is your home. We are there to support you to live life to the full, on your own terms.

Visitors are always welcome, and we encourage you to take advantage of the Wifi that is available in all areas of the home in order to stay connected with loved ones.

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Tailored care for you

## Dementia support

Our specialist dementia care team is here to help you live well with dementia. We can provide the care you need in a safe, secure and stimulating environment, leaving you free to concentrate on being 'you'.

We firmly believe that with the right support, tailored to your individual needs, it is perfectly possible to live a full and fulfilling life with dementia. That's why we pride ourselves on providing individually-tailored, person-centred dementia care.

We're here to support you to live well with dementia.



Tailored care for you

## Nursing care

We recognise that your wellbeing is just as important as your physical health, and want you to receive the specialist nursing care you need in an environment where you can feel at home.

Our qualified nurses can provide 24/7 hospital-standard nursing care and compassionate end-of-life care within our comfortable care home.

Our specialist nursing team will work with you to create a bespoke nursing care plan to manage any complex needs or long-term medical conditions which you may live with, whilst also supporting your wellbeing.



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## Rooms and facilities

Our care home is fully equipped with everything you need to feel at home.

We know that it's often the smaller details that can help you to feel comfortable and settled, so if you have any questions about available facilities, or would like to ask about something which is not listed here, please contact us and we will be happy to help.

- Premium rooms available
- Laundry service
- Local amenities
- Can accommodate couples
- Communal gardens
- En-suite wet rooms
- Full activities programme
- Regular chiropodist visits
- Wifi throughout the home
- Close to town
- Speak to us about bringing your pet
- On bus route
- Open door policy on visiting
- On-site salon
- Dining area
- Varied menus
- Lounge
- Lifts
- TV streaming apps & services (e.g. Sky/Netflix)





Calway House comes fully equipped with a variety of communal spaces.

The building is designed in groups of bedrooms on each floor, with each group benefiting from its own lounge and dining facilities for your convenience and comfort.

Communal spaces are available for you to use at your leisure and are perfect places to get to know your new neighbours and the staff who care for you.



## Let us help

We can assist you with a number of administrative support services if required, although we do not offer these ourselves.

These include; Age UK's Care Act Advocacy, arranging banking consultations, or assistance in arranging personal effects insurance. We would encourage you to take time to learn about the Residents & Relatives Association which offers information and advice for residents and their families. A copy of their leaflet can be downloaded from their website: [www.relres.org/your-rights-in-a-care-home](http://www.relres.org/your-rights-in-a-care-home).

If you have already made arrangements to appoint an Enduring/Lasting Power of Attorney, or a Court Appointed Deputy, in the case of diminished mental capacity, please provide copies of the relevant documentation to the management of the home. Please speak to the Manager or ask for more information. Please note that members of staff are not permitted to assist you with the preparation of any legal documentation, including acting as a witness or executor.



## Funding and support

We understand that friendships often develop between residents and the staff who care for them, however, please be mindful that our company policy prevents our employees from accepting gifts of a high value. Similarly, members of staff or their relatives are not permitted to benefit from the will of a resident. For more information, please speak to the Manager.

Although we recognise that it's a difficult topic for discussion, we invite you to speak to us about any wishes you have regarding the end of your life, including your thoughts on resuscitation, advance care planning and funeral arrangements.

Your privacy is of the utmost importance to us and steps have been taken in accordance with the Data Protection Act to guard your personal information.

*You have the right to access any information held by Somerset Care which relates to you.*



## Wellbeing and activities

Everything that is important to you, is important to us.

The home's activities team put together a fun-packed programme of events, activities and entertainment each week, and you are free to join in with as much or as little as you choose.

Your loved ones are welcome to visit your home at any time, with your consent, and they are invited to join in the fun.

In addition to popular, regular activities like crafts and quizzes, musical entertainment and day trips out to explore the local area, awareness days are marked, special occasions are celebrated and all of our residents are invited to suggest things that are of particular interest to them.



## Technology in our homes

Key to the wellbeing of our residents is the ability for them to live rich, fulfilling lives and remain in contact with their loved ones. Our care home is fully equipped with free Wifi throughout (including in bedrooms, communal areas and garden spaces) to help you stay connected and access on-demand entertainment such as catch-up TV should you choose. Somerset Care's central IT team can support you to set up and troubleshoot personal smart devices that you may choose to bring with you into the home, including mobile phones, tablets, smart speakers and smart TVs.

The home's care team can assist you with video calling, virtual attendance at family events and special occasions (e.g. weddings and celebrations) where attendance in person is not possible, and enable access to digital care plans.



# Reviews and ratings

## Independent reviews

At Somerset Care we want to hear about what matters to you. That's why we proactively invite feedback on all of our care settings and services.

You can read all of the latest, independently-verified reviews for our care homes on a dedicated reviews platform called [carehome.co.uk](https://carehome.co.uk). As this platform sits entirely outside of Somerset Care, you can be confident that reviews reflect the genuine experiences of our residents, customers and their loved ones.

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# Reviews and ratings

## Regulated services

All of our care settings and services are registered with and regulated by the Care Quality Commission (CQC). They periodically carry out unannounced inspections to monitor and assess the services which we provide, and we work with them to implement any recommendations they may make to continuously improve our service.

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## Food and nutrition

Our talented chefs create delicious and inspirational menus using quality ingredients sourced from suppliers whose food ethos matches our own.

Locally-sourced and seasonal wherever possible, we choose ingredients that deliver maximum taste and nutritional benefit whilst minimising environmental impact. We actively work with suppliers who meet strict global standards for food safety and also hold additional accolades for higher welfare standards, soil health and product traceability as applicable.

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# Food and nutrition

The result is a varied, satisfying and frequently refreshed menu of seasonal dishes which are a feast for both body and soul. We are very happy to accommodate dietary requirements and preferences, and will not compromise on flavour or presentation to ensure all of your meals meet your needs.

Calway House has been awarded with the highest rating for food hygiene, cleanliness and food safety.



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## Next steps

**Whilst there are many questions you may have, we want you to know that no matter the enquiry, we will make the process as simple and stress free as possible.**

### 1. Visit us

Choosing the right care home is an important decision. We want to make this as easy as possible for you and so we would love to show you around our home, where you can view our facilities and meet our wonderful residents and care teams. We will be more than happy to discuss your needs and answer any questions you may have.

### 2. Assessment

Once you have settled on your chosen care home, we will book in an assessment with you or your loved one. The care assessment is a chance for us to get to know one another, and to understand all the things that are needed to support you to live the life you choose, in our care.

## Next steps

### 3. Move in

Whether you are looking for a short-term respite break, or a long-term arrangement, the next step is to welcome you into your new home.

**We encourage everyone to personalise their rooms to their taste.**

Which can mean bringing in furniture from home; anything from comfy chairs to your pictures and ornaments. Our teams will look forward to your arrival and get you settled in!

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### How to find us

Calway House is conveniently situated within easy reach of variety of amenities including shops and a post office, with a bus stop just opposite the home providing easy access into the town centre. Taunton Train Station is a short distance away, with regular trains serving destinations on the London Paddington - Penzance line. The home's convenient location makes it easy to be a part of the local community, arrange trips out, and make arrangements to welcome visiting friends and family.



Calway House

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