



# TREELANDS HOME LTD MAIN SITE & TREELANDS ATRIUM

QUALITY CARE FOR THE ELDERLY SINCE 1992

STATEMENT OF PURPOSE



## WELCOME TO TREELANDS

The Jordan family built and have been running Treelands as a residential care home since 1992.

Ives and Tony Jordan designed and built the building from the first brick and have been actively involved in the business since then. They have now started to enjoy a phased retirement from Treelands as Company Directors. In 2020 planning permission was granted for a purpose built 18 bedroom detached extension and in 2021 Treelands Atrium was opened. Their daughters Kelly Jordan Boone and Jordanna Harding are also Company Directors and the future of Treelands will be their joint responsibility.

## THE REGISTERED MANAGER

The registered manager is Sharon Richards. Sharon has worked at Treelands since 1998 and she has extensive practical knowledge of residential care requirements. In July 2005 she was appointed assistant manager of the home and since September 2007 she has been the registered manager. Her practical skills and experience are underpinned by formal qualification NVQ2, NVQ4 and the Registered Managers Award.

## STAFFING

The home has a range of dedicated staff to enable it to meet the needs of the residents. All of our staff receive induction training and their continuing professional development is met by both internal and external courses. Lots of friends and family work at Treelands and lots of our elderly relatives have also been residents here. In the true spirit of a family business from March 2019 we've also welcomed Patrick Boone, Kelly's husband, as business support manager.

## ORGANISATIONAL STRUCTURE

Overall responsibility for the home rests with The Jordan family as Co Directors. Sharon Richards, is responsible for the day to day operations of the home and she performs this function through her management team, senior carers and core care team members.



## TREELANDS ATRIUM



Main entrance though a beautiful internal garden area



Reception



Dining room with stunning mural



Hair salon



Large bedroom in cosy Willow zone



Dual aspect Bedroom in sunny Birch zone

## OUR CLIENTS

Treelands provides a caring environment for people of retirement age, however we may accommodate younger people where there is clear evidence that residential living is required. Subject to the wishes of residents and their families, and after consultation with medical professionals. Whilst most residents at Treelands are single this is not exclusively so and we do have limited resources to accommodate couples.

All admissions to the home are planned and we do not take emergency placements. However where a vacancy exists we do have the resources to act quickly and we will do everything we can to assist a prospective resident and their family to ensure that admissions are carried out without unnecessary delays. The usual process is for a prospective resident to visit the home prior to the final admissions decision, Covid procedures will be in place to facilitate this process safely. The purpose of this visit is for the manager to ensure that the individuals needs can be met and for the person to decide whether they wish Treelands to become their home. Treelands is not a nursing home and we do not provide

nursing care. We are therefore not suitable for people who require nursing care except in so far as their needs can be met by the National Health Service. However where residents are on medication trained staff are available to assist and monitor as necessary. We recognise that for some residents mobility is an issue and the home is equipped with a range of devices and equipment to enhance mobility and provide a safer environment for those who have particular needs in this respect. We have a stair lift and vertical lift at the main site and a vertical lift at the Atrium site to access the first floors. Various grab rails, hand rails and hoists are generously distributed at both sites and both have been designed to facilitate wheelchair access.



TV Lounge

## LIVING AT TREELANDS

We recognise that accommodation and care is not sufficient to provide residents with a good quality of life. Residential care need not mean that residents have nothing to contribute or are not capable of enjoying their lives. We therefore take social activities, hobbies and leisure interests seriously. To help facilitate this we have an established activities programme, an example weekly schedule is set out below. We also arrange exciting outings and visitors, all covid secure procedures are in place for this to be enjoyed safely. Day trips to the beach, visiting Apacas and Live falconry displays have been a few popular ones to date.

Personal care is important to residents and Treelands benefits from the services of a hairdresser who visits the home weekly. Professionals including dentists, opticians, chiropodists also visit the home on a regular basis and attend to everyone's needs. Residents enjoy being able to socialise and are encouraged to do so within the home, we have three communal lounges at the main site and a large communal lounge, activities area and internal garden at the Atrium site. Treelands main site has undergone many changes to assist residents moving around the home freely and safely, Treelands Atrium is brand-new and purpose built with larger facilities. Residents will each have their own care plan and various risk assessments drawn up on admission.

Activity programme		
	Morning	Afternoon
Monday	Armchair Exercises Manicure	Armchair Exercises Manicure
Tuesday	Board Games	Board Games in Room
Wednesday	Local Coffee Trip	Knitting
Thursday	Quiz Time	Room Quizzes
Friday	Aqua Painting + Puzzles	Room Puzzles
Saturday	Quiet Day	
Sunday	Quiet Day	
One to One - Daily in individual rooms		

## MEALS

Meals provide a social occasion and residents usually dine together. Our food is prepared and cooked daily, using locally sourced meat and fresh seasonal vegetables. Puddings are also home cooked, along with our freshly baked cakes and pastries. However residents have the option of eating in the privacy of their rooms if they wish. In addition to planned meals, coffee and tea breaks, snacks are available whenever they are required and the kitchen is open 24 hours a day. Special dietary requirements, such as those of diabetics, are understood and routinely catered for. Residents help with our menu choices. Historically and for many years we have hosted large Bonfire night and Christmas parties, with live entertainment and festive treats, although downscaled due to Covid restrictions recently we hope in the future to be able to celebrate in this way again with family and friends too.



Lounge /diner main site



## PRIVACY AND DIGNITY

At Treelands we take the privacy and dignity of residents seriously. All new staff receive induction training and this includes elements designed to protect the privacy and dignity of residents. Continuing professional education of our staff group reinforces this training to ensure that good practice is in the forefront of our minds. Residents are always treated with respect. Staff are polite at all times and will always knock before entering a residents room. We recognise that for most residents intimate personal care can be difficult, we therefore ensure that intimate care tasks are carried out with professionalism and sensitivity. Wherever possible residents are allowed to make decisions and take acceptable risks for themselves. However we do monitor and assess risks and we put the safety of the individual first.



Bedroom main site

## CONSULTATION, COMMENTS AND COMPLAINTS

Treelands exists to meet the needs of its residents. Informal consultation is backed up by a formal system. Every eight weeks they are invited to attend consultation meetings during which their views are listened to. Formal minutes are prepared and are available to residents shortly after the meetings. Whilst we hope that most issues can be dealt with through consultation we recognise that sometimes people wish to complain. All complaints are dealt with seriously and are responded to as quickly as possible. Unless a verbal complaint can be resolved immediately, people are normally asked to refer issues to the home's manager. The exception to this is in the case of a complaint about the manager, in which case the complaint should be referred to Patrick Boone, Business support manager [paboone@treelandshome.net](mailto:paboone@treelandshome.net), either Kelly or Jordanna in their capacity as Directors. Full copies of our complaints procedures are available upon request made to any member of staff and are also available in the reception area. Residents may prefer to make their complaints to CQC. Contact details are on the back page of this Statement of Purpose.

## RELIGION

For some residents religion forms an essential part of their daily lives and this is respected by staff no matter what particular faith is followed. Our local Church of England vicar visits the home once a week. Residents have an opportunity to see him in private should they wish to do so and they can partake in Holy Communion. The home's manager is happy to discuss particular needs and wishes with any resident and we will do all that we can to meet religious requirements.

## FIRE PRECAUTIONS AND EMERGENCIES

Treelands fire precautions include a smoke and fire detection system throughout both buildings. Fire doors and the use of fire retardant furnishings are designed to restrict the spread of fire and our strict no smoking policy, within the buildings, is designed to reduce the risk of re starting in the first place. The fire alarm system and our fire precautions are tested on a weekly basis. Details of fire precautions and procedures are available in the home's reception area and all staff are trained during their induction period on what to do in the event of a fire breaking out.

## VISITORS

The location of Treelands close to the A30 means that Treelands is easily accessed by the family, friends and representatives of residents. We recognise that for many residents visitors form a very important part of their lives & we encourage friends and visitors to come to the home as often as possible. Unfortunately in these Covid times visitors are asked to ring through on 01392 811664 and book in advance. Our secretary or management team will advise of the current government guidelines we are following.

Thank you for trusting in us during this difficult time, if you would like to book a viewing please ring 01392 811664.



THE POSTAL ADDRESS OF  
THE HOME IS:

TREELANDS HOME LTD  
FIVE MILE HILL  
NR TEDBURN ST MARY  
DEVON  
EX6 6AQ

TEL: 01392 811664  
FAX: 01392 811749  
EMAIL: [INFO.TREELANDSHOMELTD.CO.UK](mailto:INFO.TREELANDSHOMELTD.CO.UK)  
WEB: [TREELANDSHOMELTD.CO.UK](http://TREELANDSHOMELTD.CO.UK)

THE POSTAL ADDRESS OF  
CQC IS:

CQC SOUTHWEST REGION  
CARE QUALITY COMMISSION  
CITY GATE  
GALLOWGATE  
NEWCASTLE UPON TYNE  
NE1 4PA

TEL: 03000616161  
WEB: [CQC.ORG.CO.UK](http://CQC.ORG.CO.UK)