



## **Liskeard Eventide Home Ltd**

Castle Villa, 14 Castle Street

Liskeard, Cornwall, PL14 3AU

Tel (01579) 342676

Email: [reception@liskeardeventidehome.co.uk](mailto:reception@liskeardeventidehome.co.uk)

[www.liskeardeventidehome.co.uk](http://www.liskeardeventidehome.co.uk)

# *Information Brochure*



*Independence with care you can trust - providing Residential  
Care since 1952*

*A 'not for profit' Care Home*



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*Independence with care you can trust - providing Residential Care since 1952*

Thank you for contacting Eventide Care Home and expressing an interest regarding becoming a resident with us.

On the following pages you will find an outline of our service provision and what we offer.

If we can be of any further assistance or you would like to discuss the matter further, please do not hesitate to contact us.

Kind regards

**Carole Cunliffe**  
**Manager**

RATED 'OUTSTANDING' IN CARE BY THE CQC

Liskeard Eventide Home Ltd is a registered society under the Co-operative and Community Benefit Societies Act 2014.  
Company N IP14264R

Registered office: Castle Villa, 14 Castle Street, Liskeard, Cornwall, PL14 3AU

## *Residential Care*



We are proud to offer

- A warm and friendly environment
- Quality of life
- Tailored services
- Privacy and choice
- Fully qualified staff

Eventide offers a range of services to enable older people to get the best out of life. Our residential care home offers a warm, safe and friendly environment where people can

maintain their independence if they wish, but have access to support when they need it.



We understand that many older people value keeping their independence. We respect that and encourage residents to choose how their care is planned and delivered.



Our aim is to retain our residents' quality of life. Privacy and choice are high on our priority list and personal care is tailored to meet individual needs.

In addition, to enhance our residents' quality of life, we provide a varied range of social activities. These can range from quizzes to regular entertainers.

We are a NAPA (National Association for Providers of Activities for Older People) member.

The Home is fitted with a call bell system, ensuring help is at hand 24 hours a day.

We appreciate that it is possible that the prospect of finding a suitable elderly care home may have come about suddenly. There is a lot to think about and consider, so please be assured we are here to help.

## *Management and Staff*

The home is run by a voluntary Management Committee and is managed on a day-to-day basis by our Manager, Carole Cunliffe and our team of dedicated staff.

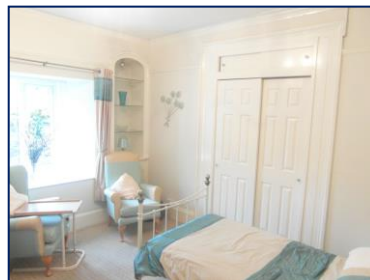
We take the training and the continual professional development of all staff very seriously and have a dedicated Training Manager to oversee this.



## *Accommodation*

Eventide Home is decorated to a high standard.

We offer a wide range of facilities including a weekly trolley with small items such as sweets and toiletries available for residents to purchase. We also have a hairdresser who visits on a weekly basis in our purpose-built salon. A private telephone line is available in every bedroom and newspapers can be arranged. There are two lounges, both bright and cheerful with personalised furniture. One lounge has a piano and music system as well as large print books, a restful fish tank and a 52" TV for video evenings and special programmes which all residents can enjoy watching together. The other smaller lounge has a television and a video player. Both lounges are for the use of all the residents, and there are quiet seating areas around the home.



Additional seating is available in the garden room during fine weather and in the sunlounge in cooler weather. A computer and printer are available to residents and families in the lounge.

## *Dining Room*



We are aware how important mealtimes are and we like them to remain a sociable and enjoyable part of the day. Our experienced cooks are trained in the nutritional requirements of elderly people and to ensure all meals are prepared from fresh, seasonal ingredients. All main meals are served in the dining room, however, meals can be served in your room.

We can also cater for any special dietary needs e.g. low sugar, low fat, liquidised or gluten free. In addition, we use the 'Malnutrition Universal Screening Tool' (MUST), which has been designed to help identify adults whose weight needs monitoring.

## *Lift*

An eight-person passenger lift connects the ground and first floor and is a great asset to those with mobility problems, enabling level access to gardens and first floor rooms. Almost all areas of the home are accessible to wheelchair users.

## *Bedrooms*

All the bedrooms are single, so each resident can have care and comfort in privacy. Twenty-three rooms have en-suite toilets and wash basins, and three rooms have en-suite showers, toilets and washing facilities. All have an "Aidcall" call bell system to ask for immediate help. There are telephone and television points in the bedrooms for those who wish to have individual access although financial responsibility for these rests with the resident. Many residents bring in some of their own furniture as well as ornaments, pictures and photographs. Individuals may like to have their own curtains and matching bed linen. All furniture and furnishings are supplied if preferred.

## *Bathing Facilities*



Specialist bathing facilities are available



## *Activities*

We are a member of the National Association for Providers of Activities (NAPA) for Older People and encourage activities that enhance our residents' lifestyle, health and wellbeing. We employ an Activities Co-ordinator to support and encourage regular activities. These include bingo, handicraft sessions, quizzes, music and movement sessions. Various local entertainers visit, including the Hugs Foundation and Talons, and outings are booked during the year. One to one sessions are carried out for services users who prefer this style of activity.



Monthly religious services take place and Holy Communion is administered in the home. All faiths could be accommodated at the request of residents, but requests are subject to a representative of that faith being available to take services.

The weekly shopping trolley service is much appreciated. Resident's individual interests and activities are encouraged.



## *Medical Care*

We know how important it is to look after our residents with the dignity and respect they deserve. Attentive staff at Eventide work with our residents and their loved ones to create a detailed electronic care plan. This ensures our residents' individual health and care needs are continually met. The two local General Practitioner surgeries provide excellent medical care and visit as required, as does a monthly Podiatrist (there is an additional charge for the Podiatrist).



If a resident becomes unwell, we will try to care for them as one would a relative at home. Should a resident's care needs become such that the home feels that they are unable to meet them adequately, the Manager would arrange for assistance and advice to help the person concerned choose a more suitable environment.

## *Finance*

Eventide Home welcomes residents funded privately or by the local authority, with a 'Top up' (if necessary) to meet our fee levels. Fees are payable four weekly, in advance at the appropriate rate. A dependency level will ascertain the weekly fee, and this will be discussed at the Pre-Admission Assessment.

Each resident's personal belongings are insured for up to £500, beyond this the individual will need to make their own arrangements.

It may be advisable for residents to set up a Lasting Power of Attorneys (Health and Welfare and Property and Financial Affairs).

## *Clothing*

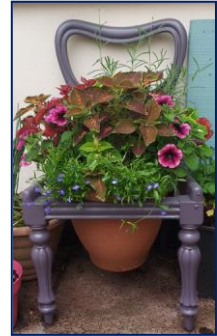
Clothing (including underwear) should be labelled with nametapes (preferred) or permanent marker to avoid losses and should preferably be machine washable. We can organise a dry-cleaning service (the cost for dry-cleaning is the responsibility of the resident).



## Complaints

Any complaints or comments about the Home should be referred in the first instance to the Manager. If you are unable to resolve a matter following discussion, please write to the Chair of the Management Committee of the Home. If you are still unable to resolve the matter, please write to Adult Social Care, Treyew Road, Truro, Cornwall, TR1 3AY. Telephone: 0300 1234 131

Complaints can be made directly to CQC at any time if felt necessary:  
CQC South West, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA  
Telephone: 0300 0616 161



We need to know from yourselves or your relatives if you are happy with your care or if we can improve anything. We welcome any ideas you may have to keep Eventide homely, and these ideas are always considered.

## Residents' Visitors

Visitors are welcomed to the home at all reasonable times. We reserve the right to deny access if a resident has expressed the wish not to see a visitor or visitors on a temporary or permanent basis. It is their choice.

## No Smoking

A 'No Smoking' policy exists in the home.

## Visiting the Home

You are most welcome to view the home and meet the staff and residents. Please telephone the Manager to arrange a visit without obligation. A list of fees are on the back page of this brochure.

### *Residents' Views of the Home*

*"The jolly and friendly staff, good food and cleanliness makes Eventide a happy home for me"*

*"The quality of care received at Eventide is first class"*

*"I am always grateful for the courtesy given to my visitors"*

*"The excellent staff are kind and helpful"*

*"The food is very good, and I participate in all the activities"*

*"The food is plentiful, and one can always ask for more!"*

*"Thank you all very much for all your helping and making this a happy home"*

