



**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

**Statement of Purpose**

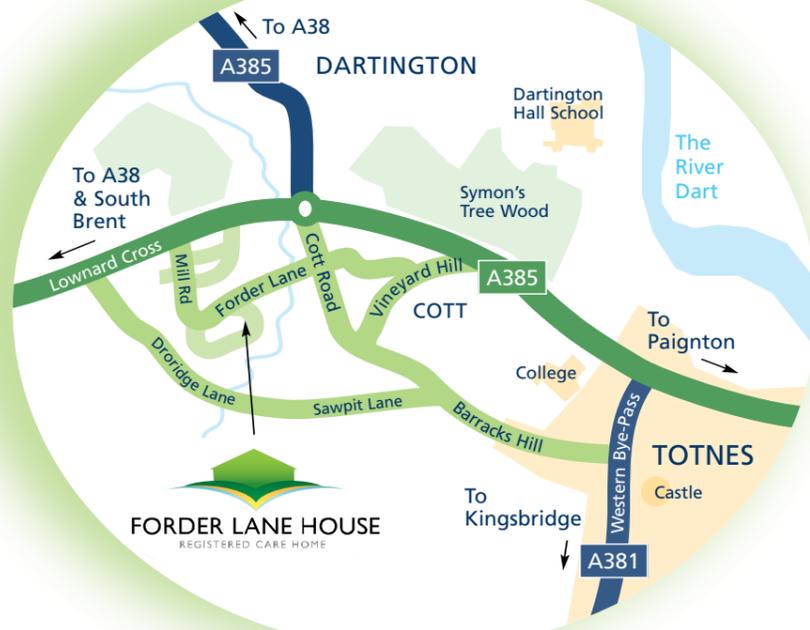
This is available at Forder Lane House or upon request to:-

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South Devon Rural Housing Association is an exempt charity registered with the Registrar of Friendly Societies No R14949 and the Homes and Communities Agency LH 0920.



**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED



# Small, Friendly, Caring

**Forder Lane House Care Home**  
Dartington – Totnes – South Devon

designed by John Garland 01736 762641



**FORDER LANE HOUSE**  
REGISTERED CARE HOME

# Welcome to Forder Lane House Care Home

## Making the right choice

Forder Lane House is a small residential care home, with 25 well-appointed ensuite rooms, set in its own relaxing grounds. We offer a hotel-style but homely and welcoming residential care setting, renowned for the highest standards of care, support and comfort.

We recognise that choosing a care home for yourself or a loved one is a big step. You need to feel confident that you are making the right choice. So we provide all the support and information you may need to help you make that decision. We also offer a settling-in period where the only commitment is to pay the weekly charge. And of course you are welcome to visit at any time to meet management, staff and residents.

Situated just over a mile from the busy market town of Totnes, Dartington village boasts a Post Office and local shop, a garage, pub, and a variety of cafés and gift shops, as well as the popular Dartington Shopping Village.

## Confidence in the company

Delivered by experienced staff, in a warm, friendly atmosphere, where guests are welcome at any time, we believe our care is second to none. Infection control has always been paramount but extra measures put in place following the Covid-19 outbreak are ongoing.

Forder Lane House is owned and operated by South Devon Rural Housing Association, a not-for-profit organisation that has been providing services and accommodation to older people and families since its inception in 1958. The Association prioritises customer needs, not profit.

## Our Mission

By listening to our customers we aim to provide quality services which meet or exceed the needs of our residents and provide a safe, stimulating environment. We aim to treat people with dignity and respect, delivering person centred care and support. We understand social interaction, fun and humour are an essential part of enjoying life.





*friendly,  
homely atmosphere*



### **A safe, caring, homely environment**

When choosing a care home, you need to feel that the care and services provided meet or exceed your expectations. At Forder Lane House we focus on the individual, their needs, preferences and aspirations. Guided by an individual care plan, our team aims to balance care and support to maintain independence, along with encouragement to enjoy an active lifestyle wherever possible. The friendly, homely atmosphere allows each resident to continue daily life in a dignified way, with a high level of privacy, knowing that care and support is always available.

### **The accommodation**

Forder Lane House is small, caring for just 25 residents in comfortable rooms with ensuite facilities. This allows us to maintain a family atmosphere in the home. Each room has thermostatic radiators, smoke detectors and a 24-hour nurse call system, along with remote-control television. Satellite and digital TV connections are provided, plus free access to the internet. Residents may if they wish bring some items of their own furniture. All rooms were fully refurbished to a high standard in 2012. The recently refurbished communal areas provide a choice of spaces to sit, eat and relax. These areas include a dedicated dining room with an al fresco seating area, a small library room, a TV room and a large lounge area for activities, events or just meeting the family. Rooms can be booked for small family gatherings.

### **Activities and events**

Whilst residents are under no obligation to join in with activities or attend events, we know from our experience that there are benefits for those who do choose to join in. Events are many and varied – for example:

Tuesday - Bingo;  
Wednesday - Exercise Class with Jenny;  
Thursday - Quiz;  
Friday - Tai Chi.

The home has a comprehensive library of books, videos and DVDs and the mobile public library service calls on a regular basis. Friends, family and other guests are always welcome to attend or join in with any of the activities at Forder Lane House. Friends and family may take meals with residents at meal times or on special occasions such as our Christmas Party (a small charge is made). At all other times we are happy to provide tea and coffee at no cost.



A number of outings and trips are arranged throughout the year. The Association has a minibus for use by the Home, which provides trips to Dartmoor and local seaside resorts. Forder Lane customers are also welcome to join in with activities and outings from our Day Centre in Totnes. The Association has other accommodation for older people in Dartington, so we are sure you will be welcomed into the local community.

*stimulating, caring*



## Quality Assurance

Forder Lane House takes pride in the care and other services it provides to residents and guests and continuously seeks to improve. We pledge to take action over any complaints where our service may have been lacking in some way. Whilst we strive to get it right first time, we recognise there is always room for improvement. We have a Quality Assurance Programme to ensure the highest standards of care and service delivery are met or exceeded. Twice a year we survey the opinions of residents, friends, families and others, such as health professionals, on their views of our services. We use these results to improve or provide further services.

The Care Quality Commission (CQC) regularly inspects Forder Lane House and the results of each inspection can be obtained from the CQC website by following this link: [www.cqc.org.uk](http://www.cqc.org.uk)

Our most recent inspection report is available on our website: [www.southdevonrural.com](http://www.southdevonrural.com)



## Food and dietary requirements

Forder Lane House serves appetising, nutritious meals cooked in our modern, clean kitchen with the highest standards of food hygiene and staff training. We welcome regular inspections by Environmental Health Officers.

A sample menu is shown below, but we can also respond to individual dietary requirements. Residents can choose to eat in the dining room or in their own room if they prefer. Where possible, we source our produce from local suppliers.

### Typical menu

**Breakfast.** Cooked breakfast, selection of cereals, juices and preserves.

**Lunch.** Fish choice available every day. Chicken & ham pie, steak & kidney pudding and traditional roast meals.

**Dessert:** Pear torte, upside-down cake, bread and butter pudding and a selection of cold sweets.

**Supper.** Homemade soup of the day, choice of freshly made sandwiches, cheese and biscuits, homemade quiche and salad garnish. Selection of sweets hot and cold.



## Residential options

We cater for a range of customers, depending on the level of support required. Our registration does not allow us to provide nursing care or care for residents with enduring mental illness. If a resident's care needs become more acute than we can provide for, we work with the individual, their family or friends and health professionals to ensure the most suitable care and support is provided by an establishment registered to provide care for higher levels of dependency. We take customers on a permanent or temporary basis, according to their needs.

## Fees and other information

All rooms are single and our fees are set in April of each year. For existing residents we give 28 days' notice of any increase or reduction. The fee includes all personal care and full board, including laundry. Residents provide their own personal toiletries. Extra costs are incurred for telephone, hairdressing, chiropody, newspapers and transport (other than those that NHS or Voluntary services provide).

## Protection against infection

Our main priority has always been to protect the health and wellbeing of our residents and our colleagues. We have put in place some extremely robust procedures to ensure the risk of coronavirus infection to both our existing residents and to our colleagues is minimised.

We will consistently apply infection control procedures and services that meet or exceed both the requirements of our customers and the latest Government guidance. This will be achieved through testing, use of the correct PPE, social distancing, hand hygiene, a regimented cleaning regime, controlled visits and safe admissions.

