



# Greycliffe Manor Residential Home



*...Comfort, Companionship, Care...*

*"The home is spotless, food is wonderful and my mother was treated with dignity and respect at all times"*

Resident Relative

*"Since my very close friend has been a resident, she has improved in her overall wellbeing and it is lovely to see her being involved in the activities"*

Resident's Friend



**A member of Rose Care Group**  
Specialists in Residential Care  
[Rosecaregroup.co.uk](http://Rosecaregroup.co.uk)



**To help everyone read our brochure, this is provided in easy read format**

LIVE THE LIFE YOU WANT, THE WAY YOU WANT .....	3
OUR CQC REPORT .....	5
WHAT DO RESIDENTS AND THEIR FAMILIES THINK? .....	5
WHAT DO WE OFFER? .....	6
A MANAGER AND STAFF WHO CARE FOR YOU LIKE FAMILY .....	6
A PARTNERSHIP WITH FAMILY AND FRIENDS .....	6
A VIBRANT PLACE TO BE, WITH A RANGE OF ACTIVITIES .....	7
LIVING WITH PURPOSE .....	8
A TRADITIONAL MENU WITH NEW EXPERIENCES .....	8
OUR UNIQUE CARE APPROACH IN ACTION .....	9
JOINING US AT GREYCLIFFE MANOR .....	10
CONTACT US .....	11
<b>EXTRA INFORMATION</b> .....	12
<b>WHEN YOU MOVE IN: HELPING OUR NEW RESIDENTS TO FEEL SPECIAL, SETTLE AND MINGLE</b> .....	12
<b>ONCE YOU'RE SETTLED: A DAY IN OUR LIVES</b> .....	13
A SAMPLE MENU .....	14
SPACE FOR QUESTIONS .....	15





---

### “Quality care with a family feel”

---

Greycliffe Manor was founded on the principle that we treat residents as we’d want our own mother or father to be treated.

*“After caring for dad in his old age, I want my care homes to be the kind of place I’d happily have had him stay. This guides every decision we make at Greycliffe Manor”*

**Paul Nery, Managing Director**

On joining Greycliffe Manor, you’ll enjoy a happy home-from-home where you feel safe, cared for and supported to do what makes you happy - with professional, caring staff, a grand home and a beautiful room.

We are a welcoming, friendly and kind-hearted home. Often our staff will have a laugh and a joke with our residents and for those living with more advanced dementia, they are all highly trained to provide understanding and professional care and support. All our staff take pride in getting to know our residents and their family members well. As a smaller home, we nurture an atmosphere where you can make new friends and enjoy the pleasures in life.

Even more important to us is making sure that you never feel lonely or bored again and can enjoy a wealth of new experiences. With varied, daily activities, special taster menus to sample dishes from around the world and opportunities to discover new goals and passions – there’s always something going on at Greycliffe Manor.

When some of our residents join, they may feel a bit shy or not like they once did. You may have lost independence due to a fall? Or maybe a medical ailment? There are so many things that can 'knock you off balance', but we pride ourselves on really getting to know you and what matters to you. The manager and your key worker will work with you, your family and other professionals to meet any goals you may have. Whether it's about feeling safe and independent, getting aspects of your mobility back, or improving the social aspect of your life - all of our residents are important to us and we want to help you to live the life you want, in the way you want. Whatever your goal we will be there for you.

We hope to see you join us at Greycliffe Manor,

*P Nery*

Paul Nery  
Managing Director

## Our CQC report

Overall Good	Caring	Good ●
	Effective	Good ●
	Responsive	Good ●
	Safe	Good ●
	Well-led	Good ●

In July 2022, we were inspected and rated **Good** by the CQC both overall and in every area of assessment.

We are very proud of what they had to say about the home overall and especially our staff and the affection we show to all our residents

### What do residents and their families think<sup>1</sup>?

**B S**

Daughter of a resident



**4.6**  
out of 5

*"My father has been in Greycliffe Manor for a year this month. He is always singing the praises of the staff. Nothing is too much trouble. They are very friendly and have ready smiles and always treat Dad with respect. He has settled in really well which means less worry for me as he is 96 years old now."*

**M E**

Resident



**5.0**  
out of 5

*"Having previously been in a different home where the care was good but the home very regimental, it was with trepidation I went to Greycliffe Manor, however, I no sooner stepped inside when the friendship and care oozed out. From then onwards I felt 'at home'. The staff worked as a team with excellent leadership. I could not fault it in any way and if they have room I will definitely go back again for respite."*

**Jane U**

Friend of a resident



**5.0**  
out of 5

*"Helpful and friendly staff. Clean home, good food. Would recommend Greycliffe"*

<sup>1</sup> Via carehome.co.uk as at 19/12/2019

## What do we offer?

### A manager and staff who care for you like family

*"I have nothing but praise for the staff who run Greycliffe Manor. The carers are extremely kind, friendly and professional... [Dad] often enthusiastically tells me of all the "girls" who pop in daily! "*

**- Resident Relative**

Our training and the values we imbue into our staff is something very unique to Greycliffe Manor and regularly praised by the Care Quality Commission and all visitors to Greycliffe Manor.

You'll find all our staff are professional, attentive, passionate and very kind; And while we treat care as our professional duty – we encourage a unique sense of family, fun and banter between our staff and residents.

We invest heavily in in-house and external training – with programmes based on the Social Care Institute of Excellence.

Close relationships are important and that's why every resident has a Key Care Assistant assigned to them (and never more than 4 residents per Care Assistant). This means that every week they can have a proper catch-up with you and make sure your every need is being met.

This is also why, unlike other homes, there's no staff room and why we encourage our staff to join in on activities. We want our Care Assistants to mix at all times.

Our managers too are key to the service and they meet with every resident weekly and do regular shifts on the care floor to make sure they stay close to the care.

### A Partnership with Family and Friends



Many family members worry about their loved one moving into a home because they feel they won't see them as much or be as involved in their lives.

We are here to help with that anxiety. We see care as being a partnership between you, the Home and Family, so we make every effort to involve your Family as part of

a three-way process in your care.

Your family members are given plenty of opportunities to take part your care and are always welcome. They of course are always welcome to drop by whenever, receive regular updates with staff and management and even attend private appointments



with our staff regarding your care. Either a phone in your room or access to the home's phone is available and we can organise video calls and regular get-togethers too. Our aim is to make sure you never feel out of touch.

### A vibrant place to be, with a range of activities



Although many residents who join us are initially shy, they quickly rise to discover a renewed energy.

We achieve this by not just ensuring a vibrant atmosphere, but training our care staff in how to support our residents to join in.

We consider activities not just the business of our Activities Coordinator. Our Care Assistants also spend valuable one-to-one time with residents – playing games, joining on outings or just having a chat.

We invest heavily to ensure the days fly by and make sure you're never lonely. We do this through regular activities, partnerships with local societies and our residents' own social clubs.

Scheduled activities are held twice a day such as visits from the local pre-school, music afternoons, bingo, quizzes, animal therapy, light exercise sessions and live music entertainment. We also organise special outings to cafés, shops and restaurants around the area.

We maintain strong links with the local community and our residents are often invited to charity and local church events.

There is a vibrant resident-run social community in Greycliffe Manor too, with a range of activities that vary based on who is living at the home. We actively encourage everyone's contributions and have a knitting club and puzzles club at the home.

### Living with purpose

While some of our residents join and just want a place where they can be safe and enjoy the amenities, many benefit from our Living with Purpose scheme.

Through this, we organise fundraising events for charities or local concerns and support our residents to contribute to the things that matter to them.

### A traditional menu with new experiences



*“Extremely polite, helpful staff. Clean and comfortable rooms. Excellent food. Beautiful garden with good outdoor seating area. Plenty of activities.”*

**Greycliffe Manor Resident**

Food is one of life's pleasures.

As such, our menus include a combination of traditional and non-traditional dishes designed to satisfy all tastes, home-cooked with nutritious ingredients that are delivered twice each week.

If you like a tipple, red and white wine is available to pair with your meal



*“...if there’s something you’ve always wanted to try, just ask...”*

---

We have also developed Tasty Tuesdays and Fun Fridays, where residents can sample dishes from around the world that they may not have otherwise tried, such as mini-Mexican tacos, Indian Lamb Samosas or Chinese Crispy Won Tons.

We provide these as sample dishes rather than main meals and often find our residents discover new foods they never knew they liked. The most popular ones find their way onto our main menu

If there’s something you’ve always wanted to try, just ask!

## Our unique care approach in action

As a Dementia and Residential Care specialist, we place a heavy focus on, and are adept at, supporting our residents to remain independent and achieve their goals.

No one has exactly the same goals for themselves – maybe it’s about just enjoying doing crosswords again or it’s about rebuilding your mobility or the social aspects of life. Sometimes the process can only take a few weeks, sometimes it takes longer, but no matter what, we are always by your side, helping you achieve whatever your personal goals are.

Below is an example of the excellent care we provide that we feel makes us stand out from the rest

### An example of the special care we provide to encourage residents to join in

[Jane], had lived the last few years at another care home, being socially isolated, spending her days alone. Her son and daughter had tried very hard in the past, but mum always insisted on staying in her room.

So, when she moved into Greycliffe Manor, we worked with her family and [Jane] herself. We started slowly building her confidence - with our Care Assistants sitting in with her once per week, then more frequently at meal-times in her room.

Each time, the Care Assistant would keep asking for her to come to the dining room instead of eating in her room, and they never gave up on encouragement.

After a couple of weeks, she slowly came out for lunch with a Care Assistant and then eventually she even joined for supper.

Through our dedicated care, she changed and became an active part of our home community, joining our knitting club, daily activities and making new friends. “Don’t forget to get me for lunch, I’m really looking forward to it!” she would say.

## Joining us at Greycliffe Manor

We offer three ways for you to join us:

- ❖ Permanent placements
- ❖ Day care services / short-visits
- ❖ Respite care

**Permanent placements** are the main service we offer. We always suggest that new residents join us on a one month trial period before taking permanent residency, to ensure the home is right for you. During the trial period, if things aren't working out (though we hope they will), you can terminate the contract with just a week's notice.

**Day care and short visits** are available, space permitting. This is often preferred by those looking to get to know the home or if they just would like to do something different. **Day care residents** have access to the standard daytime services provided by the home (such as daily activities, meals, outings, washing facilities, assisted bathing and other personal care services), though they do not stay overnight.

**Respite care** is also available if there is an empty room. Respite care is a form of care, equivalent to that received by 'Permanent Residents', though where the resident is expected to only stay for a short duration.

## Contact us

Greycliffe Manor is registered with the Care Quality Commission to provide care for adults over the age of 65 in the regulated activity of: *Care Home Services (without nursing)*

The details of our registered manager and registered care provider are below. **For queries about the home, please contact the Manager:**

**Home Manager** - Registered Manager ID: CON1-15076146990

### Clare Potton

Clare is the Home Manager. She has worked in care for many years. She is responsible for the daily management of the home and oversees the provision of care services to residents, staffing and other operational activities. She is a skilful and caring Manager who puts the care of her residents at the heart of everything we do

**Address:** Greycliffe Manor Residential Home, Lower Warberry Rd, Torquay TQ1 1QY

**Email:** [info@GreycliffeManor.co.uk](mailto:info@GreycliffeManor.co.uk)

**Tel:** 01803 292106

**The Registered Care Provider** – GreycliffeRCG Ltd, Provider ID: 1-6987747006

### Paul Nery

Paul Nery is the proprietor of Greycliffe Manor and the other homes in Rose Care Group. He carries a Masters degree from the University of Cambridge in Management and Computer Science and has experience running small family businesses and in advising larger companies. He decided to make the transition to Residential Care after caring for his father in his later years.



## EXTRA INFORMATION

### When you move in: Helping our new residents to feel special, settle and mingle

For us, joining us isn't just about receiving care, it's about joining a small and special family. We make all our residents feel special – because you are special.

When you move in, you'll be welcomed with flowers and a welcome card in your room.

After a meeting with the manager and the Senior Care Assistant, you'll then be introduced to your chaperone for the day – a named Carer who will take care of you for all your needs until you settle in well – be it for meal times, activities or anything else.

When you first join, we buddy you up with other selected residents who have similar interests and to join in on everything happening in the home and hopefully form new friendships

We also offer a special laundry tagging service to stop those pesky incidents of laundry going missing that happens in other services. Because the last thing you want to worry about is running out of tops in your first week!

All communal space benefits from CCTV to ensure the safety of residents.



## Once you're settled: A day in our lives

No two days are ever the same, but here might be a typical day for one of our residents

- 8.00** Wake up
- 8.15** A carer helps the resident to get washed and dressed ready for the day
- 8.40** The Kitchen Porter arrives with breakfast, juice and tea and their morning paper
- 10.15** Carer invites the resident to the lounge for morning activities
- 10.35** The Kitchen Porter serves tea and biscuits in the lounge while the resident enjoys the morning activity such as a game of morning quiz and armchair bowls
- 12.00** Lunch time and something special from the Taster-menu \*
- 2.00** A brief nap before the afternoon events
- 2.30** Free time where residents can enjoy the Knitting club or supporting a fundraising event
- 3.15** A stroll in the secret garden or trip to the shops
- 3.30** Our afternoon activity such as outside musical entertainment and sing-a-long of songs from the 50s and 60s  
Teas, biscuits and home-made cake served in the lounge
- 5.00** Supper and catch-up with friends
- 6.30** Watching some evening TV or reading in the lounge
- Bed** Resident goes to sleep

(\*) On Tuesdays and Fridays

## A sample menu

Below is a sample of our menu. Our menus are designed based on input from our residents, our chefs and managers. And our staff always sample the food to check it meets our high standards.



## SUMMER MENU



**Breakfast - there is a choice of the following:**

Cereals / porridge / prunes

Toast with Jam / Marmalade

Poached / Boiled / Fried / Scrambled Egg/ Cooked Breakfast – bacon, egg, tomato and fried bread

	Lunch	Tea
<b>M</b>	Ham, egg, chips and peas with parsley sauce  Raspberry and Lemon Frangipane Tart	Classic prawn cocktail with bread & butter  Peach Eaton mess or fresh/tinned fruit & evaporated milk
<b>Tu</b> <M>	Hunters chicken, roasted butternut squash, cauliflower, mashed potatoes or boiled  Sweet puff stacks (strawberries) with whipped cream and Chocolate ice-cream	Homemade broccoli and stilton Soup A selection of sandwiches (ham, cheese and egg)  Angel delight, fresh fruit, tinned fruit and evaporated milk
<b>W</b>	Roast Pork with apple sauce, redcurrant jelly, Sage & onion stuffing & gravy, Roast potatoes or Mustard mash, Carrots & sprouts  Pear crumble & custard or cream	Pate on toast with side garnish (Lettuce, grated carrot, tomato, cucumber)  Flavoured ice cream and sauce/ fresh fruit / tinned fruit (& evaporated milk)
<b>Th</b>	Shepherd's pie, carrots & broccoli, extra mash on the side, extra lamb gravy  Sweet puff stacks (strawberries) with whipped cream and Chocolate ice-cream	Ham and cheese toasties with side salad garnish (tomatoes, lettuce, salad dressing)  Fruit Gateau/tinned fruit and evaporated milk
<b>F</b>	Cod Florentine & cheese sauce or Battered Fish Chips or mash, peas, lemon slices, tartare sauce, ketchup Fruit salad (oranges, banana, grapes, blueberries, pears) & citrus dressing	Pork pie & side salad (shredded lettuce, tomatoes, )with coleslaw & pickles  Cake and custard / fresh fruit / tinned fruit (& evaporated milk)
<b>Sa</b>	Braised pork shoulder in cider sauce with parsnips, New potatoes, cabbage, carrots  Stewed fruit and ice cream	Sausages, hash browns, ketchup, buttered bread and side garnish  Selection of fruit yogurts / cake / fresh or tinned fruit (& evaporated milk)
<b>S</b>	Roast lamb with rosemary & garlic & mint sauce & redcurrant jelly & lamb gravy Roast or Boiled Potatoes, Honey roasted parsnips Brussel Sprouts, Carrots  Raspberry trifle	Afternoon Tea, served on tiered cake trays: Sandwiches: Egg & Cress, Cheese and Pickle, Ham & mustard; Scones, clotted cream, jam; Iced bakewell slices Selection of crisps

At lunch the following alternatives are available:

❖ **Mon – Thurs: Jacket potato (baked beans, cheese, tuna filling) or Chicken Goujons**

❖ **Fri – Sun: Pasty or Fishcakes**

Served with mash and gravy (& vegetables as per the lunch menu)

Red and white wine is available with all meals

Fresh Fruit is always available

Home made cakes and / or variety of biscuits always available

ALTERNATIVES: **Soups:** \*Chicken, mushroom, tomato, veg; **Salads/sandwich:** Cheese, Ham, Tuna & Egg (mayo); **Further alternatives (where possible):** scrambled egg, baked beans or another simple dish



## Space for questions

When you come to Greycliffe Manor, we'll take you on a tour of the building. We imagine you may have many questions. So we've provided this blank page where you can take down any thoughts or questions you may have about us.

*"Our goal is to treat our residents exactly as how I'd want my mother or father to be treated"*

Paul Nery, Owner

*"[During mum's time at Greycliffe], we have been delighted with every aspect of the environment and care she has received"*

Resident Relative, Manager

*"We could not be more delighted that we chose Greycliffe Manor"*

Resident Relative



Lower Warberry Rd,  
Torquay  
TQ1 1QY

Tel: 01803 292106

Email: [info@GreycliffeManor.co.uk](mailto:info@GreycliffeManor.co.uk)

Web: [www.GreycliffeManor.co.uk](http://www.GreycliffeManor.co.uk)