

Mountbatten

nursing home

Proprietors Richard & Sally Brice

"A Special Kind of Care"



82-84 Trull Road, Taunton, Somerset, TA1 4QW
Tel: 01823 333019
enquiries@mountbattennursinghome.co.uk
www.mountbattennursinghome.co.uk



"We Care"

This homely residence has been providing care in Taunton since the late 1960s and has an enviable reputation.

- 24 Hour Exceptional Care
- Registered for 30 residents with most rooms en-suite
 - Main Lounge, Lounge/dining room, Conservatory
 - Tastefully decorated
- Bathroom including hydraulic safety bathing facilities
 - 3 Shower Rooms with safety features / equipment
 - Ceiling Hoists fitted in all rooms
 - Disabled Toilet Facilities
 - Lift To All Floors
 - Landscaped Gardens
 - Regular GP Visits
- Visiting Chiropodist, Hairdresser, Library & Activities Organised.

We believe in the individual and their right to:

**Dignity, Independence, Choice
Personal Rights, Fulfilment & Happiness**

**We are proud of our staff, our care and our reputation
in all aspects at Mountbatten - "We Care"**

**If you require any further information, or would like to arrange an informal tour, please do not
hesitate to contact us, we'd love to hear from you.**





Mountbatten

A Nursing Home with a difference ...

Mountbatten is a spacious and pleasantly decorated 30 bed privately owned and long established nursing home. We provide high standards of nursing care 24 hours a day.

There is always a registered nurse on duty, supported by the proprietors Richard and Sally Brice and the senior management team who have a wealth of experience.



Our staff are carefully selected for their qualities of understanding and their ability to communicate a genuine interest in the welfare of our residents. A high staff to patient ratio ensures that our residents always receive the care and attention they need, while our fully qualified nurses provide professional care twenty four hours a day.

National diploma Training is provided to ensure that high standards of care are maintained.

Mountbatten works closely with GP surgeries and local health services to ensure the best possible care needs are met.

We pride ourselves on our person centred approach and care plan for each individual with ongoing review.

Mountbatten also provides a range of complex care needs which the manager is always happy to discuss.

Richard & Sally



VISITORS ARE ALWAYS WELCOME

It is our policy at Mountbatten to encourage residents families and friends to visit as often as they wish. Children are particularly welcome. We believe the atmosphere at Mountbatten should be as open, homely and relaxed as possible.

HIGH STANDARDS

Mountbatten is registered with the Care Quality Commission to accommodate 30 residents; small by comparison, allowing us to develop a friendly family caring attitude.

Our policy of strict compliance with the requirements of the Care Quality Commission ensures the highest standards a nursing home can offer and has earned us the prestigious 'accredited' status.

We understand that moving to Mountbatten is a big change and could be upsetting. We are here to support you so that the transition is as easy as possible. You will be assigned a 'Key Nurse' and 'Key Carer' on admission; they are there to support you and will work with you to develop a care plan personalised to your care needs and include all aspects of your care.

The home uses the Gold Standards Framework. As part of this we offer you an advance care plan discussion; you may find some areas of this upsetting but be assured, your nurse will guide you through this and answer any questions you may have.

We hope you will be very happy residing here with us.



“We cannot thank the staff at Mountbatten Nursing Home enough for not just the daily and medical care they provide but the real love they show for our beloved mummy and we owe them more than words can ever express xxx”

Helena Suffield Thompson – February 2021

HOME SWEET HOME

At Mountbatten we believe that our home is your home and we've worked very hard to create an atmosphere of warmth & friendliness.

The design and layout of Mountbatten is of particular importance to this warm atmosphere. The attractive lounge is popular with residents and staff alike; an area where everyone can be together while enjoying TV, music or simply a cup of tea and a chat.

There is also a spacious Conservatory overlooking the landscaped gardens. Meals, prepared by our own chef, are served in a separate dining room which overlooks our large well maintained gardens. When required, meals can also be taken in residents own rooms.

A full and varied menu is available and special dietary needs and allergens are catered for. If you wish to bring any sort of food in for your family, please speak to the nurse in charge as we try to encourage low risk and non perishable foods that have been stored and transported correctly.

Hobbies, activities and self respect are encouraged.

Assisted bathrooms ensure that bathing is a pleasure rather than a chore.

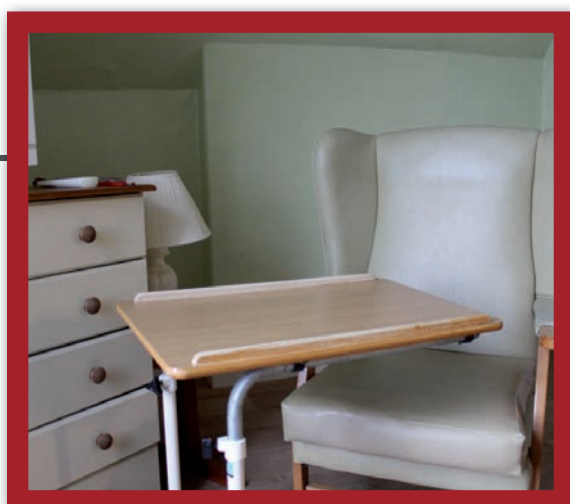
YOUR ROOM

At Mountbatten, residents rooms are their own private places so we do everything to make them as comfortable and homely as possible. Though every room is fully furnished, residents can of course bring their own furniture if they so wish.

As well as rooms with their own vanity unit and commodes, there are also single and double rooms available with their own en-suite facilities and ceiling hoists. In fact we have a room type to suit most individual needs and budgets.

All rooms can be fitted with a private telephone line and have the usual fixtures one would expect from a top class nursing home, including TV aerial sockets.

Central heating radiators are fitted with thermostats so you can have whatever temperature you require both day and night. Every room is equipped with a nurse call bell that rings on each floor to guarantee immediate attention.



EVERY SERVICE ON OUR DOORSTEP

Mountbatten enjoys regular visits from voluntary workers. These may be young or old and take an interest both in our residents social activities as well as their personal and private welfare.

Members of the clergy are also frequent visitors to our nursing home. Other services include a hairdresser.

Escorts for shopping trips can be arranged and for those who cannot manage it themselves, we gladly run errands.



LAUNDRY

Part of the service we provide is washing your relatives clothing. We do ask though, because we sometimes need to wash clothing at high temperatures, that you bring in clothing that will withstand this.

We cannot be held responsible for woollens that may shrink should they need to be washed at high temperatures.

We also ask that all clothing, including nightware and underwear, be clearly marked with your relatives name, at the very least with a permanent marker pen but preferably with sewn in name labels.

Should you wish to bring in blankets or knee rugs then the same applies with regard to washing and labelling.



MEDICAL FACILITIES

Residents own General Practitioners visit the home regularly, together with other doctors they ensure a full twenty four hour emergency service.

Consulting facilities can be made available at Mountbatten for your own NHS or private physician. A community chiropodist and Aromatherapist make monthly visits to the home.

MEDICATION

Information on medication available from the nurse in charge.



ACCOMMODATION FEES

Fees at Mountbatten vary according to the type of accommodation selected without any hidden extras. The starting fees are from £1200 per week and are priced on the needs of the resident. However, extra charges have to be made for specialist services such as physiotherapy, occupational therapy and dental care.

For full details of our charges, please contact us.



DIRECTIONS

Mounbatten is situated in a highly regarded residential area of Taunton and enjoys a panoramic views across the 'Vale of Taunton' towards the Blackdown Hills on one side with Exmoor National Park and the Quantock Hills on the other. It is within easy travelling distance of the town centre and it's amenities. Taunton itself can be easily accessed from the M5 motorway and is on a main line rail service.

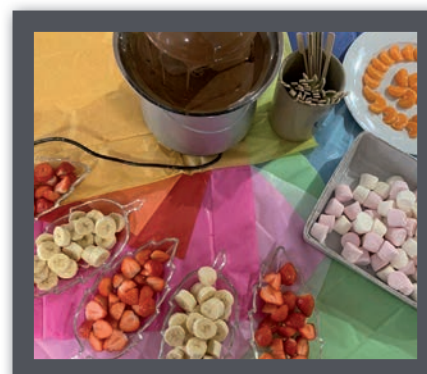
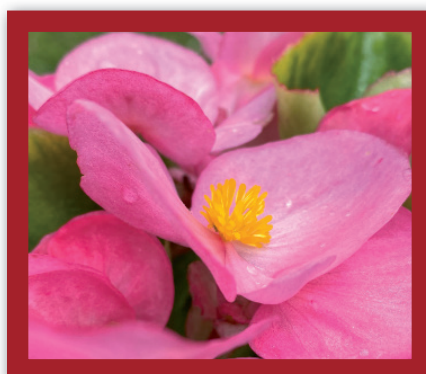
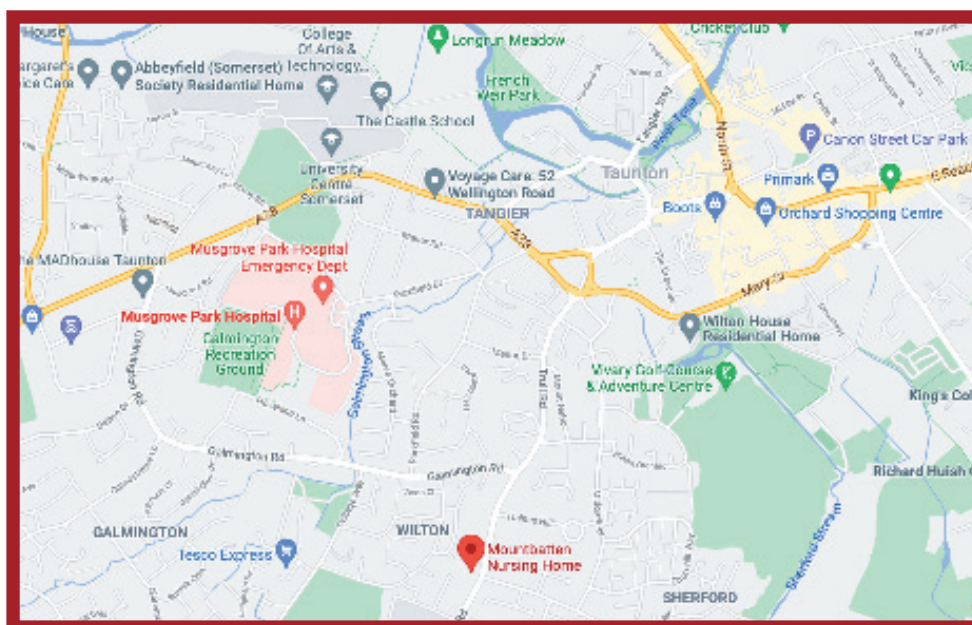
A very warm welcome awaits you at:

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Tel: 01823 333019

Email: enquiries@mountbattennursinghome.co.uk



AWARDS AND ACCREDITATIONS

We are very proud to be an award winning nursing home with very high standards.

Please see below some of our most recent awards, accreditations and memberships.



COMPLAINTS POLICY

Complaints provide an opportunity to learn from mistakes and to improve services.

As such the home wants residents and their families to understand how to voice any concerns or make a complaint and to know that they will be dealt with promptly and in full.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. Residents will also be given information on how to complain directly to the Commission for Social Care Inspection. The home adheres fully to Outcome 17 – Complaints of the Essential Standards of Quality and Safety, 2010

The full complaints policy and process can be requested by speaking to the nurse in charge or a member of the management team.

