

# **A Welcome Guide for Visitors to The Manor House**



**Last modified 12/02/2018**

**One of the aims of The Manor House is to assist each resident to have as full and as satisfying a life as possible. One of the important parts of everyone's life is keeping in contact with family and friends. To that end, we encourage and will support you in your efforts to maintain social contact.**

**You are most welcome to visit at any time, but between 07:30 - 10:30 and 18:00 - 21:00 we will be quite busy assisting residents with personal care so please be patient if we don't answer the door very quickly. Breakfast is at 08:00 onwards. Lunch is from 12:30 - 13:30. Tea is between 17:00 and 18:00.**

**In the interest of everyone's safety there is one simple request we make to all visitors. When you arrive, would you please be so kind as to fill in and sign the visitor's book. Similarly, when you leave, we would ask you to indicate the time of departure and sign to indicate your leaving.**

**If, when you visit, your relative / friend is in one of the communal lounges, we are happy to assist them back to their own room or to a quieter area to allow you to enjoy your visit in privacy. Hot and cold beverages are**

**always available - so if we forget to offer then please ask.**

**If you wish to take a resident out, please tell a member of staff so that we know the person is safe and in the event of fire we do not spend time looking for someone who has gone out.**

**If your friend / relative needs a wheelchair, we are happy to show you how to use a wheelchair safely. If you wish to take them out in the car please ask to borrow our 'disabled badge' as it makes parking a lot easier.**

**Visitors often like to bring gifts when they come. Most residents enjoy receiving flowers, fruit, magazines, books and toiletries. If you wish to bring sweets or chocolates, it's a good idea to mention that to staff in case the resident has any dietary restrictions such as diabetes.**

**If you wish to telephone your friend / relative who doesn't have a private telephone in their room, we have a portable phone which we can take to the resident. The**

**telephone number is 01297 - 22433. Afternoons and evening are the best times to phone.**

**Finally, we want our residents to enjoy living at The Manor House so if you have any concerns about any aspect of care please talk to a member of staff or to the proprietors - Sue and Hutch Curry so that we can put your mind at rest or resolve any problem.**

**If you would like to be more involved with The Manor House in any way, we would be very interested to discuss any ideas you might have. There is great scope for relative and friend involvement in social and leisure activities.**

**If you would like to use Wi-Fi while you are here the id is Manor House Wifi and the password is 29126309**

**Enjoy your visit....**

*The Manor House*

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Resident Proprietors:

Dr. S.H.Curry, B.A., M.A., Ph.D., C.Psychol. & Mrs. S.E.C. Curry, RGN

CQC Registered, Devon County Council Accredited

and a member of The Registered Nursing Home Association