



Alphington Lodge



...Comfort, Companionship, Care...

“The carers are a very nice team. Every single one of them has been lovely. Nothing is too much trouble...”

Alphington Resident

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ABOUT US AND SUMMARY

Welcome to Alphington Lodge



Choosing to leave your own home is always a big decision. We believe that should you choose to do so you deserve to be welcomed into a warm, friendly, supportive environment: A place where your individuality and independence is emphasised, with staff that have time to tend to the small details; A place where you can enjoy the company of like-minded, fellow residents and partake in a range of activities and new experiences.

“Our goal is to treat all our residents exactly as how we’d want our mother or father to be treated”

Paul & Jessica Nery, Owners

“At Alphington, we aim to treat all our residents as individuals and provide high quality care – ensuring everyone feels welcome and a special part of our small family”

Anna Ulrico, Area Manager

With a strong local reputation, Alphington Lodge has proudly specialised in professional care for over 20 years. And as a smaller home, we treat all our residents as individuals. Our staff are highly trained and we draw on our deep experience to provide you with as much care and support as you wish. We actively encourage you to retain close links with your friends and family and offer a range of services to support this. Of paramount importance to us is, and always will be, your happiness, dignity, safety, quality of life and independence –

in a place you can consider ‘your home’.

The subsequent pages provide further detail about us. In summary of the subsequent sections:

1. **Care at Alphington:** We are very proud of the care provided at the home and our staff. We aim to provide a professional, friendly, warm care service – that, as a smaller home, is tailored to your needs. We encourage all our staff to achieve an NVQ level 2 in care. We also provide frequent in-house and external training for our staff. Many of our staff have also been with us for many years, ensuring continuity of care and that they get to know you well. Joining a new home can be a daunting process and as such, we do all we can to ensure your needs are well-met from the beginning and you feel at home. Upon joining us **a Chaperone service** is provided. The Chaperone will drop-by at the start of the day and introduce themselves to you to ensure you always have someone you can call upon by name and are personally tended to. We will also appoint a **key-carer** from our friendly care staff. Your key-carer will meet with you frequently to discuss not just your health, but how you are feeling and provide a means for you to voice any concerns – big or small. In your first 28 days, the manager or Deputy Manager acts as key-carer, to ensure your

needs are precisely well-met. Finally, our care plans are very detailed and developed jointly with you to ensure you get precisely the care you would like.

2. **Activities:** We view it as very important to hold a range of mentally and physically stimulating activities. Activities are held **twice** daily – in the morning and the afternoon / evening. They range from in-house events (e.g. coffee mornings, high-teas, quizzes, pamper sessions) to visiting entertainers to outings (e.g. to local coffee shops or the cinema). Our activities are organised by our in-house activities coordinator and manager. *A sample activities list is provided further down this document.*
3. **Accommodation:** Most of our rooms are en-suite, single rooms. They are decorated in calming tones and you are encouraged to bring in certain of your own personal effects to make the room your own. We have 3 charmingly decorated lounges / communal areas and a lovely dining room. In addition, we have large patio area and gardens, which residents often enjoy in the summer (with high tea).
4. **Dining:** We offer 3 home-cooked meals a day and a range of snacks and drinks throughout. There are multiple options available at each meal time to provide you with choices to suit your appetite. Our food is primarily sourced from local providers to ensure it is fresh and healthy. *A sample menu list is provided further down this document.*
5. **Your independence:** Many people worry about losing their independence when they join a care home. At Alphington, we strongly support helping you maintain your independence. You will be given as much (or as little) help as you request or need. There are multiple forums to voice your views and have your say in the running of the home (e.g. resident meetings, key-carer meetings, chaperone discussions, family contact). We view Alphington as your home, and as such, you may also invite guests or go out as you wish.
6. **Joining us:** Before making a decision, we always recommend that you come to visit the home first to get a sense of the warm ambience, friendly staff and generally see the home. Should you choose to join, there are 3 main ways to stay at Alphington Lodge – permanent, day-care / short visits or respite. These are explained in more detail further down this document. Even if you choose to join for 'permanent care' we recommend that prospective residents come for a trial stay of 1 month first to ensure they genuinely like us and the home.

The rest of this document provides more detail on the above-mentioned areas.

FULL DETAILS

The services we offer

Those living at Alphington do so with dignity. We ensure that everyone who stays with us has the respect of those who support them and is entitled to live as independent, full and active a life as possible. This is best achieved by sensitive assessment and nurturing of your own potential, in accordance with your wishes and preferences.

We are registered to provide care to 28 individuals over 65 years of age. We have 28 bedrooms (most of which are en-suite), offer three meals a day and drinks throughout, a range of activities and 24 hour care.

Our approach to care - support centred around your needs

We are dedicated to providing you with the finest care possible. As a smaller home, we pride ourselves on being able to treat all residents as individuals and provide you with as much care and support as you may ask for. Staff respect your personal rights and privacy, and remain responsive to your needs, be they medical, emotional, spiritual, psychological or social.



Joining a new home can be a daunting process and as such, we do all we can to ensure your needs are well-met from the beginning and you feel 'at home'. Upon joining us a **Chaperone service** is provided, whereby a named carer will introduce themselves to you each shift and personally look after you as you get to know the home, the staff and your fellow residents.

"I call this home the 'happy home' because you couldn't improve on anything... I have been here a while and really enjoy it. We have nice people in my 'happy home'"

Alphington Resident

A **key-carer** will also be appointed to you. They will have one-to-ones with you frequently and they are someone you can trust and with whom you can share any concerns – big or small.

Our person-centred care plans are designed to promote your independence, self-esteem, sociability and mental well-being. We view your involvement and that of your family as critical to this process and actively support a collaborative approach to care planning and decision-making. We aim to develop a genuinely unique care service that reflects your personal situation – from your personal and medical history to understanding any interests, hobbies and religious or cultural preferences you may have.

Qualified, professional, caring staff

We are very proud of our staff. They are carefully selected for their qualities of reliability, integrity, skill, friendliness and professionalism. By ensuring that staff share our values of a caring, family-like home and by providing a positive home environment, the vast majority of our staff have been with the home for many years - meaning continuity of care for our residents and that residents and staff get to know each other well.

"Excellent carers – If I had a problem I would feel comfortable speaking to staff – they are nice people"

Alphington Resident

At Alphington Lodge, we believe that training is crucial to the delivery of excellent standards of care and insist that all Care Assistants hold a minimum of NVQ level 2 and above in Care. Staff undergo in-house and external training to ensure their skills meet the latest developments in care practices as laid down in appropriate legislation & regulation. In particular, all care staff have undergone mandatory training and attend courses in Health & Safety, First-aid, Fire Safety, Food Hygiene, Safeguarding Adults Awareness & Moving and Handling, amongst others.

Activities at Alphington Lodge

We place a high priority on providing a wide range of activities to suit all interests arranged the care manager and senior care staff. We hold at least two activities each day – in the morning and the afternoon, to ensure there is always something to do. We design our activities to be interesting, fun and stimulating – while also promoting your independence and physical and mental well-being.

Regular activities include news reviews, music afternoons, quizzes, 'pamper-days', reminiscence sessions, armchair exercises and coffee mornings/afternoons - all ideal for keeping active, social and getting to know your fellow residents. We have a selection of puzzles, cards, magazines and board games. Delivery of newspapers and magazines can also be arranged.

An example of our activities is provided in the table below:

Day	Activity
Saturday	Resident Birthday celebration & high tea with clotted cream, scones, cakes and sandwiches & crosswords
Sunday	Walks in the Garden (morning) Quizzes in the Main Lounge (afternoon)
Monday	Armchair Yoga in the Main Lounge with Mel (morning) Staff-resident discussion and reminiscence or quiz (afternoon)
Tuesday	Hangman with carers (morning) Activities with Marie the entertainer (2.30pm – 3.30pm)
Wednesday	Bingo (morning) Tuc-Shop (afternoon) Hair-dresser (afternoon) High-tea and staff-resident discussion in the main lounge (afternoon)
Thursday	Walks in the garden with staff (morning) Glenn Johnson Guitar musical performance (afternoon)
Friday	Reminiscence quiz with staff (morning) Bingo (afternoon)

Resident bedrooms at Alphington Lodge

“My room is nice and kept clean for me. The windows are open if I need them to be. I’m just happy”

Alphington Resident

We have 28 bedrooms, the vast majority being single, en-suite.

Each room is lovingly decorated in cool, calming tones and you are encouraged to bring in certain personal effects when you move in to make the room your own.

We employ domestic staff, who clean and service resident rooms and the communal areas daily. All domestic staff are fully trained in hygiene control.

Available in-room facilities include:

- ❖ TV with Freeview
- ❖ WiFi
- ❖ Full furnishing – including bed, wardrobe, high-backed chair, lockable chest of drawers
- ❖ Telephone or access to the main cordless phones to take calls where you wish
- ❖ Emergency call system

Social living space

The communal space has been designed to provide a homely, comfortable feel, while encouraging residents to socialise.

At the heart of the home is a warm, extensive main lounge. Residents often come here to chat or watch TV. There is also a smaller room (the library room) where residents can go for peace and quiet. Outside, there are extensive, landscaped, private, gardens, a patio area (often enjoyed in the summer with creamed tea and scones).

A large, separate dining room is also provided where residents are encouraged to eat their meals and socialise with other residents.

Dining – for you and your guests



Daily menus with multiple choices are provided to offer you variety in your food. Fresh quality ingredients are delivered on a regular basis and sourced primarily from local providers to provide you with home-cooked and appetising meals prepared by our in-house chef. We can also cater for specific dietary needs such as diabetics, vegetarians and celiacs. Your friends and family are also more than welcome to join you to dine at the home for a small fee.

An example of our menu is provided below:

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun
Early drink	Tea / coffee / Juice						
BREAK-FAST	Grapefruit / prunes Poached, Boiled, fried eggs, scrambled eggs or cooked breakfast – bacon, egg, tomato and fried bread Toast with jam / marmalade Fresh fruit & yoghurt						
Mid-morning	Tea, coffee, Juice & Biscuits						
LUNCH	Chicken Korma (with poppadoms, naan) OR Steak and onion pie with gravy Mashed Potatoes, butternut squash, peas	Diced pork & Honey, mustard & gravy OR Home Made fish cakes, lemon wedges & tartar sauce Boiled Potatoes, tomatoes, sweet-corn	Roast chicken, with bread sauce, cranberry sauce & gravy OR Spaghetti bolognese & Roast / boiled potatoes, honey-roasted parsnips, savoy cabbage	Mince & potato hotpot OR Breaded chicken escalope Roast or Boiled Potatoes, carrots & broccoli	Battered Cod OR Steamed fish in cheese sauce Chips & peas / mushy peas / lemon wedge	Meat loaf & gravy OR Oven baked chicken breasts with gravy Boiled potatoes, Cheesy leeks Cauliflower	Roast beef, Yorkshire pudding, English mustard & gravy OR Mushroom omelette Roast or boiled potatoes Honey glazed carrots Savoy cabbage
Dessert	Raspberry & white chocolate squares Peach & almond tart with lemon whipped cream Fresh fruit flan & cream Banoffee Pie & chocolate ice-cream Apple crumble & custard Fresh Fruit salad & citrus dressing Orange trifle Yoghurt, fruit, ice-cream or a combination thereof also available daily for dessert						
Snack	Tea, coffee, Juice, Biscuits & Cake						
SUPPER	Prawn cocktail	Poached egg on Toast	Broccoli & Stilton Soup & Bread	Sausage plait & plum tomatoes	Oxtail soup & bread	Cheese toasties, soup	Mushroom soup & crusty bread
	Assortment of sandwiches, soup or a variety of small snacks are also available for supper						
Dessert	Angel delight	Vanilla & Raspberry cheese-cake	Choc-ices	Peaches & cream	Strawberry Eton mess	Vienetta ice-cream	Scones & clotted cream
Evening drink	Tea coffee, Hot Chocolate, Horlicks, Ovaltine						

Our staff are trained in Food Hygiene and ensure our menus are tailored to provide balanced, nutritious and wholesome cuisine. Senior staff frequently sample the food prepared to ensure it meets our high standards.

Your independence and relationships with family & friends

Our goals are to help you to be more independent and enjoy greater freedom. We want you to consider Alphington Lodge your home.

Your family and friends are always welcome to visit and we operate an open door policy, respecting your wishes on who you wish to see. Many of our residents' friends and families also dine at the home.

We also hold monthly meetings with our residents where you can share your thoughts on the running of the home, including menus, staffing, activities and the environment. We are a mini-community at Alphington and strive to ensure the happiness of everyone at the home in this setting. Our caring and attentive staff are also always on-hand for you, as is your key-carer who can directly voice any concerns you may have.

Joining us at Alphington Lodge

Different ways to stay / enjoy Alphington Lodge

We offer three means for residents to join the home:

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

Permanent placements are the main service offered. Permanent residents are individuals who have chosen to join and live at our home on a 'full time' basis. A month's trial period is always given before taking permanent residency, to ensure the home is right for the resident.

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 at the home. This is ideal for family members who would like a break each day or who want to ease a loved one into the prospect of living in residential care in the future. **Short-visits** may include joining us for lunch or coming for a cup of tea, a chat and a bath.

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.

Individuals interested in coming to Alphington Lodge are encouraged to visit the home and sample the atmosphere and level of service. Should you wish, day care / short-visits can be arranged on a regular, weekly basis in the first instance to give potential residents a chance to see if the home is right for them and that they fit in well with the other residents.

The admissions process

We encourage you or your family members to visit us before choosing to join, as it provides a good opportunity to see the home and meet the other residents and see if you feel Alphington Lodge is right for you. Many people often feel a lot happier with the prospect of joining us after they have had a chance to see the home and observe how warm, happy and friendly our staff and residents are and see the quality of the environment.

Thereafter, should you wish to consider joining us, the admission process is comprised of three stages:



and the care package / needs of our individual residents. They are set at the outset of a resident joining the home and subject to annual review (or if personal needs change substantially).

Depending on his or her personal financial situation, a resident can either pay the fees privately or receive benefits arranged by social services, though in the case of the latter, a third-party contribution is often required.

The current rules can be complicated and specific advice is available from the Home Manager. While discussing these issues with the Home Manager, we would also recommend that you ask about Immediate Care Annuities. These are a financial product that may provide financial certainty to individuals receiving care and to their families. **Alphington Lodge is not, however, financially certified and we can only provide introductions to companies that provide these services. We cannot provide financial advice and those considering taking up annuities should make their own independent choices.**

Contacting us - Our Registered Manager and Registered Care Provider

Alphington Lodge 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:

Anna Ulrico, Area Manager & Acting Home Manager
Alphington Lodge
1 St. Michael's Close
Exeter, EX2 8XH
Email: info@AlphingtonLodge.co.uk
Tel: 01392 216 352
Registered Manager ID: N/A

Anna is the acting Home Manager. She has worked in care for many years, most recently she was the Operations Manager for a large Domiciliary care company which she led to a CQC Outstanding rating. She is currently responsible for the daily management of the home and oversees the provision of care services to residents, staffing and other operational activities. Anna is a skilful and caring Manager and a very warm, welcoming person.

The Registered Care Provider for Alphington Lodge:

Registered Provider: TN Care Ltd
Nominated individual responsible for Alphington Lodge: Paul Nery
Contact details: As above for the manager
Provider ID: 1-3997917981

Paul Nery is the proprietor of Alphington Lodge. He carries a Masters degree from the University of Cambridge in Management and has run or advised in the running of multiple businesses. He decided to make the transition to Residential Care after caring for his father in his later years.

APPENDIX: Frequently asked questions

How do you ensure my independence, privacy and dignity?

Supporting you to ensure your independence is paramount to us. Our care plans are designed in conjunction with you to enable this. Through this you can receive as much (or as little) help as you request. You are also free to live as independently as you like. You can have friends visit, go out anytime you wish, partake (or not) in the home's provided activities, eat in your room or join your fellow residents in the dining room. We view Alphington Lodge as *your* home and, as such, you are free to do as you wish, within our small family setting.

How do I know you will look after my own needs, given all the other residents?

It may feel worrying to move into a place that caters for 28 residents and you may worry about being forgotten or left out. This will never happen. We are very attentive. The home itself is designed to provide a friendly, small-family feel and not be imposing. Furthermore, when you first join a chaperone will be appointed to you (from our friendly care staff) at each shift to ensure you always have someone to call upon as you get to know everyone. In addition, a key-carer will be appointed to you. Your key-carer is someone who will always tend to your concerns and frequently meet with you to discuss anything you wish.

Can I leave Alphington if I don't want to stay?

Yes, if you wish to return home, you may do so. In addition, we always suggest you come for a 'trial period' to see if you like us and the home. This may be by coming for day care or respite for overnight care for a month. After this, you may then wish to switch to permanent residency. However, even as a 'permanent resident' you are still free to return home should you wish to – though, of course, we do hope you will like staying with us.

Can I bring my own things?

Yes. Our rooms are fully furnished but you may bring your own items if there's space. We can always discuss this before you consider moving in. We also actively encourage you to bring smaller personal belongings and anything that you cherish or would make you feel more at home.

Can I use my own GP, optician, chiropodist or hairdresser?

Yes. Though we provide these services for our residents, if a resident wishes to retain their existing provider, this can be arranged.

Fees, what is included and what is not included?

Included:

- ❖ Fully trained staff in 24 hour attendance
- ❖ Detailed, person-centred care planning
- ❖ On-going advice on your care needs, with the involvement of you, your family / advocates and external healthcare providers
- ❖ Good home cooking – 3 meals a day
- ❖ Tea, coffee and other drinks 24 hours per day
- ❖ Provisions for special diets
- ❖ Laundry service (excl. dry-cleaning) for personal clothing, bedding, towels
- ❖ GP / Nurse visits
- ❖ Emergency call system
- ❖ Fully furnished room
- ❖ All home utilities (electrics, gas, water)
- ❖ Freeview TV
- ❖ WiFi facilities and Skype access
- ❖ A range of in-home activities, events and transport for certain visits out

Not included (though these can usually be arranged at cost):

- ❖ Dry cleaning
- ❖ Chiropody, hair dresser
- ❖ Private phone installation (unless already in-place)
- ❖ Delivery of own newspapers
- ❖ Certain independent outings that don't form part of the home's organised activities
- ❖ Specialised health care equipment (e.g. hoists)

Can my friends and family visit?

Residents' friends and families are encouraged to visit regularly and maintain contact by letter or telephone when visiting is not possible. Wherever necessary, staff will offer to assist the resident to respond where help may be needed.

Visitors are welcomed at all reasonable times. They should let the person-in-charge know on their arrival and departure from the home.

As a resident at Alphington you of course have the right to refuse to see any visitor (just like in your own home). This right will be respected and up-held by the person-in-charge who will, if necessary, inform the visitors of your wishes.

How do you ensure the quality of your services?

Ensuring a high level of service is very important to us. We conduct a large range of Quality Assurance audits during the course of the year, which will include the issuing of Questionnaires to Residents, Relatives, Representatives and Health Professionals, requesting their views and comments on the running of the home.

Can I smoke and drink alcohol in the house?

Smoking is not allowed in the house. Residents who wish to smoke may do so outside in the designated smoking area, where a receptacle is provided for the disposal of cigarette ends.

Regarding alcohol, residents will normally make their own arrangements, but may be supervised if there is a risk to their health or others.

Can I bring pets in?

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, Management has a responsibility to all the residents with regards to Health and Safety and also as to their choice to have animals within the home. This is not say we do not permit pets, however the Manager will treat each case dependant on need, the number of pets at the home and the impact on and opinions of other residents.

Can I self-medicate?

If you wish to self-medicate and it is safe to do so then all help and advice will be given. Otherwise all drugs will be managed by the staff and dispensed and ordered for residents under the instructions of the doctor. This can be discussed and set-up accordingly before you join. Any resident may request to see a doctor in private if they wish. Relatives are asked that if they wish to provide Homely Remedies, these must be discussed first with the Home Manager

Do you have a lift?

Yes. A large lift services all floors. Our corridors are wide enough for wheel chair access.

If I become ill, will you make me leave?

No. We are here to help you and ensure your well-being. If you become ill our focus will be on helping you to get better. Our staff are highly trained in providing the care you need to help you recover. We can also call upon a range of GPs, nurses and other Health Care professionals when needed. Every effort will be made to help you and we hope you will stay with us as long as we are able to cater for your needs.

Sometimes, unfortunately, we may not be able to safely care for you if your ailment is beyond our available facilities (e.g. you need 24-7 nursing support). However, in such instances, we would discuss the situation with you and your next of kin before taking any action.

How are my spiritual needs looked after?

Residents have a right to have their spiritual needs acknowledged and fulfilled wherever possible.

For Church of England, we have in-house communion monthly. For Roman Catholics, we have private communions in their rooms, weekly. And we do endeavour to meet any other spiritual needs that you may have

What happens if I need to visit hospital?

If you have a hospital appointment, it is preferred that you attend with a family member or friend. We can also arrange transport and / or provide an escort if a member of staff is able to attend during their days off. If staff accompany or transport you on a day off, a charge (at cost) for their time will be payable for the hours spent with you.

What if I want to make a complaint?

At Alphington Lodge, we welcome all comments that may help us to improve our services.

If you, a relative or visitor feels that there is cause for complaint, they should first discuss the matter with the person in charge or Registered Manager. If the matter is, in their opinion, a serious one, or if you remain dissatisfied with the outcome, they can make a written complaint to the home by email or letter (contact details provided earlier in this document). A full investigation will be made into the complaint and you will be advised of the outcome within 28 days after the date the complaint is made

If, after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to the registration officer first, then you should contact the Care Quality Commission (CQC). Our registration number to cite is: **1-101671216**

CQC Address

The Care Quality Commission
Citygate, Gallowgate, Newcastle Upon Tyne
NE1 4PA
Tel: 0300 616161; Fax: 0300 616171

Who regulates you?

We are regulated by the **Care Quality Commission (CQC)**. The CQC is the independent regulator of Health and Adult Social Care Services in England and licences Alphington Lodge to provide care - ensuring we meet its essential standards. In brief, from us you can expect that:

1. You (or someone acting on your behalf) will be respected, involved in your care and support, and told what's happening at every stage
2. You can expect care, treatment and support that meets your needs
3. You can expect to be safe – from abuse or the risk of abuse, get medicines you need in a safe way and to be cared for in a safe, clean and accessible home and be protected from unsafe or unsuitable equipment
4. You can expect to be cared for by staff with the right skills to do their jobs properly
5. You can expect Alphington Lodge to routinely check the quality of our services – and work with you and external industry experts to ensure we always provide the highest standards of care

"Our goal is to treat our residents exactly as how we'd want our mother or father to be treated"
Paul & Jessica Nery, Owners

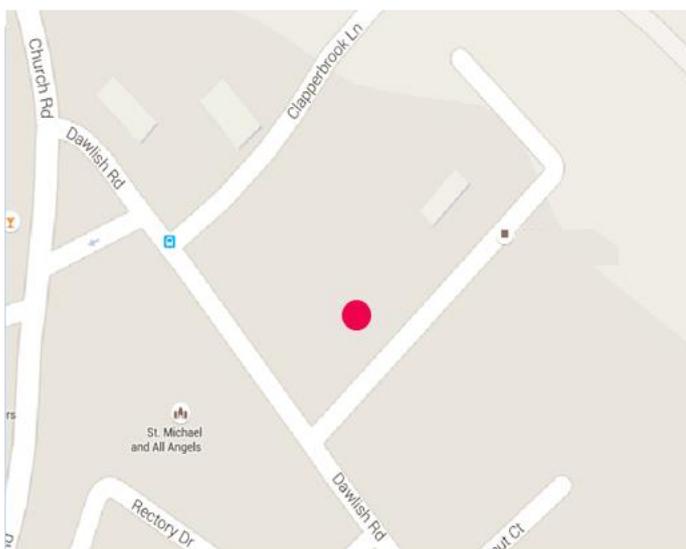


"The staff treat me well... all of them. The respect that I receive from staff and all is brilliant"
Alphington Resident

"My room has everything I need. It is light and clean. I can't fault anything"
Alphington Resident



"Everybody is kind... the carers are very good"
Alphington Resident



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