



Doneraile Residential Care Home



...Comfort, Companionship, Care...

"I have always dreaded the thought of going into any sort of home, but I have been very happy here. I have found the staff here very helpful and the food is excellent."



A member of the Rose Care Group
Specialists in Residential Care
Rosecaregroup.co.uk

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Welcome to Doneraile



“Quality care with a family feel”

Doneraile care home is part of the Rose Care Group, rated a top-20 UK care group on Carehome.co.uk and the top-rated in Devon.

Doneraile is an excellent choice for those with living needs around isolation or frailty or some symptoms of dementia, who also want a more affordable care option. At the same time, we do not fall short in terms of a high-quality standard of care and we are able to access all of the benefits that come with being part of the Rose Care Group.

“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 influences every decision we make at Doneraile”.

Paul Nery, Managing Director

On joining Doneraile, 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 joke with our residents and 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 of life.

We offer varied, daily activities, special taster menus to sample dishes from around the world and opportunities to discover new goals and passions. And as part of the “RCG Village”, a community of care homes operated by Rose Care Group, in the area, our residents have the opportunity to do day visits to other homes too.

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 Doneraile,

If you have any questions, give us a [call](#) or more information, please download our brochure.

Jill Keaveney

Jill Keaveney
Home Manager – Doneraile

Our CQC report

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

In March 2020, 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 think¹?

Clive B

Son in law of a resident living at Doneraile



5.0
out of 5

My mother-in-law was met by both the new manager and some familiar faces. Made very welcome by everyone. The team looked after her very well whilst allowing her that important little piece of independence. She felt that people listened to her and tried to look after her individual needs. The best way to sum this up is to confirm that she would be happy to return!

SB

son of a resident



5.0
out of 5

My mother resided at Doneraile Residential Care Home from March 2020 through to her passing in December 2022. She suffered from dementia. Throughout her stay, the staff and management at Doneraile Care Home were exemplary. They demonstrated compassionate and professional care on a daily basis throughout. The onset of covid and all that came with it presented many new and unforeseen difficulties and I think the entire Doneraile team under excellent management dealt with a difficult situation very well.

Joyce M

Resident at Doneraile



4.9
out of 5

"I have always dreaded the thought of going into any sort of 'home' but I have been very happy here. I have been allowed to stay in my own room, which has meant a lot to me as I do not enjoy any sort of communal experience. Being able to have privacy and quietness is very important to me. I have found the staff here very helpful and the food is excellent. I hate cooking but love food!"

¹ Via carehome.co.uk as at 30/11/2023

What do we offer?

A manager and staff who care for you like family



"Lovely caring people that are there to look after me".

- Doneraile Resident

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

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 always mix.

Our managers too are key to the service, and they meet with every resident weekly whilst actively being around the home throughout the day. The door will always be open if you want to say hi.

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 those worries. 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 in 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



“There is always lots going on at the home”

Doneraile Resident

“We get a lot of good entertainment”

Doneraile Resident

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 Doneraile 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



” Being a diabetic, they have ensured I have the right food”

- **Doneraile 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 tittle, 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!

An exquisite, luxury setting



Where our loved ones live is just as important as what they do in the home. Doneraile is a beautiful, Victorian Grand House, with beautiful, landscaped gardens.

The home's styling is dressed to a modern look of the Victorian roots and our rooms are decorated to provide a comfortable place to live, with a grandeur and design that pays homage to the old English gentry that lived in the building in the past

"There is an activity every day, I love the dancing and singing".

- **Doneraile Resident**

Being able to have privacy and quietness is important to me".

- **Doneraile Resident**

Our unique care approach in action

As a 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 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

[John], had lived the last few years with homecare. Carers popped in and out of his house all the time – sometimes early, sometimes late, always rushed. They never really had the time to speak with him.

As such, he had lost his self-confidence and become reserved. His family found it harder to hold meaningful conversations with him.

When he joined Doneraile, he was understandably very shy and kept saying he wanted to “eat in his room” and “just watch TV”.

Doneraile staff made sure they spoke lots with John. The activities coordinator spent lunch times with John. His keyworker started by inviting him into the home community to join in on a few activities. “Let's just go down for 10 minutes, then I'll take you back to your room” she'd say.

Over time, 10 minutes became 15, then 15 became 30. John made friends and he started speaking up a bit – especially during quizzes.

Now John is an active member of the home. He always comes downstairs for his cooked breakfast with everybody else. His family can't believe the difference in him.

Joining us at Doneraile

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 holiday 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

Doneraile 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

Jill Keaveney

Jill has worked in the care sector for 35 years and has a wide range of experience in various health settings, including nursing and residential care, complex care, childcare, domiciliary care. She is dedicated to ensuring that residents receive the best possible person-centred care.

Address: Doneraile Residential Home. 24 collage road, Newton Abbot TQ121EQ

Email: info@Donerailehomes.co.uk

Tel: 01626 354540

The Registered Care Provider – Doneraile Residential Care Home, Provider ID: 1-1453405831

Paul Nery

Paul Nery is the proprietor of Doneraile and the other homes in Rose Care Group. He carries a Masters degree from the University of Cambridge in Management and Computer Science. He has helped run his family's small business and then became a management consultant where he advised in the running of various 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 mealtimes, 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.

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
- 12.15** 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 garden or walk along the Avenues



- 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
- 5.15** Supper and catch-up with friends
- 6.30** Watching some evening TV or reading in the lounge
- Bed** A bit of reading or TV in your own room after a bed-time Horlicks and then 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
M	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
Tu <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
W	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)
Th	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
F	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)
Sa	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)
S	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 Doneraile, 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"

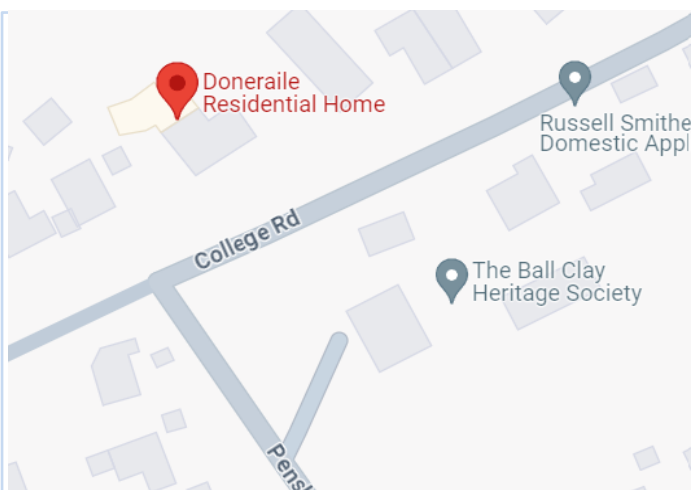
Paul Nery, Owner

"As a smaller home, we can treat all our residents as individuals and provide high-quality care – ensuring everyone feels a welcome and special part of our small family"

Manager

"I have noted how good and considerate the management and staff have been to the residents, giving them genuine loving care"

Resident Relative



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