

# RIDGEWAY

Residential Home



Salcombe Hill Road • Sidmouth • Devon • EX10 8JR

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## Vision Statement

“Ridgeway aspires to be the home of choice for residents and staff.

Making every day a better day, treating all equally, fairly, with respect and integrity.”





# Welcome

Our home is situated at the bottom of Salcombe Hill with lovely gardens. We are a two-minute walk down the hill to the beautiful National Trust area known as 'The Byes' and five minutes to the Town centre, Sea front and Esplanade and Blackmore and Connaught gardens.

We have 14 bedrooms in all. There are 8 on the ground floor, some of which have patio doors onto the garden and 6 rooms on the first floor. These rooms have views towards the sea and beautiful views of Sidmouth's western hill and moorland - perfect to watch the sunset.

There is a passenger lift to the first floor.

Ridgeway has been owned and run by the Bess family since 1962 when it was the family home. Originally the family started providing accommodation and care for three elderly persons living in the family environment. Over the years the family moved out to concentrate on Ridgeway, the Residential Home that now provides care for up to 15 residents.

## Our Team

**The Registered Manager is Marta Hiscox** who joined us in 2016 as a Care Assistant. On completing her training Marta became a Senior Carer in 2018 and then in February 2020 was appointed Deputy Manager to then Registered Manager, Alison Tyler. Alison came to us from the NHS where she was a Nurse, Matron and Manager, with 30 years of nursing experience. Marta's development has been shaped by the expert guidance and mentorship of Alison, under whose tutelage Marta honed her leadership abilities, deepened her understanding of person-centred care and passed her CQC interview/assessment with flying colours. Having stepped down from the role in October 2025 Alison is available to Ridgeway on a consultancy basis.

<b>Business Manager</b>	Luke Bess
<b>Registered Manager</b>	Marta Hiscox
<b>Senior Carers</b>	Gloria Yuaga, Marites Marquez, Leah Thomas, Renata Wigier
<b>Care Assistants</b>	Dani Petrova, John Robert and Joy Abraham
<b>Cooks</b>	Jane Coward and Phillipa Collyer
<b>Domestic Assistants</b>	Eric Fernandez and Louise Melliush

We have close links with the teams at Sidmouth Hospital and we refer residents needing Occupational Therapy, Physiotherapy, Continence Care and other specialist needs to the relative departments. Please discuss this in more detail with Marta.

We also have close links with all members of Multi-Disciplinary Teams and various social groups.







## **Training**

We exceed the national standards of 50% of care staff trained to a minimum of Level 2 Diploma in Health and Social Care (Adults).

All new members of staff receive induction training on appointment to post. The training includes the principles of care, safe working practices, the organisation and worker role, the experiences and particular needs of the residents we care for and the influences and particular requirements of the home.

All members of staff receive training which equips them to meet the assessed needs of our residents, as defined in individual plans of care.

We provide fire training every 6 months, completing an annual fire risk assessment and our fire equipment is serviced annually.

All persons are encouraged to suggest any improvements that they feel will benefit the home as a whole and asked to notify the person in charge of any repairs that they feel are necessary to equipment, furnishings and décor or anything else that could be a hazard to residents, staff or visitors.

## **Admission Procedures**

We encourage all prospective residents and family to visit the home prior to making a decision. All residents come to Ridgeway on a trial basis for 4 weeks.

New residents are accepted following a full assessment of needs. This ensures that Ridgeway can meet all the personnel and registration requirements of the Care Quality Commission.

The admission procedure is kept as simple as possible. A representative will visit and complete a full assessment whereupon the prospective resident can be accepted. This identifies needs in order to formulate a care plan, recognising each person is an individual with specific personalities and choices to be made.

It is our policy to discuss, soon after admission, the more sensitive issues. This will include that they have granted a 'power of attorney' and their wishes concerning terminal care and arrangements after death have been considered.

We need to know if the resident has signed a Living Will or made a statement of wishes regarding resuscitation. We believe that an open approach at this early stage is the most appropriate way for residents to express their wishes which allows staff to respond sensitively and appropriately when delivering care.

Residents are encouraged to bring their own mementos and wherever possible surround themselves with familiar pieces of furniture etc. The home is insured for valuable effects, but insurance does not extend to the residents cash securities and monies. An inventory of belongings will be made on arrival.





## Social Activities

A policy of 'open house' is maintained as much as possible and friends and relatives are welcome to visit at anytime, although we suggest after 10.30am is preferable. We have a car park at the home.

Residents are encouraged to continue life in the local community i.e. visits to shops, church, bridge, cricket matches etc.

We have developed a sensory garden alongside our herb garden and salad bar, which has been recognised by Sidmouth in Bloom achieving Gold Status.

Additional services we arrange include; chiropodist, dentist, optician, hairdresser and massage therapists. Daily newspapers can be ordered for delivery.

All laundry is done 'in house' by our staff, except dry cleaning.

Access is available to a telephone that is placed in a position of privacy. Televisions are provided in both the lounge and bedrooms.

External activity is facilitated regularly, for example school choir, acoustic guitar and donkey visits. We also run various events and activities following discussion and collaboration with residents and family, that visitors are welcome to and encouraged to attend.

Pets may be welcome; please discuss with the manager.

## Meals and Mealtimes

The kitchen provides excellent home cooking with choice and variety. Special diets can be catered for to accommodate allergies and dietary preference.

Meal times are usually:

<b>Breakfast</b>	7am to 9am
<b>Morning coffee</b>	10.30am
<b>Lunch</b>	12.15pm
<b>Afternoon tea</b>	3.15pm
<b>Evening Meal</b>	5.15pm
<b>Nighttime drinks</b>	7.15pm

RIDGEWAY RESIDENTIAL HOME						
Menu ~ Week 1						
MON	TUES	WED	THUR	FRI	SAT	SUN
Roast Chicken Potatoes Rice Mashed Potatoes Carrots	Salmon Rice Egg Chips Baked Beans Spaghetti	Roast Turkey Stuffing Roast Potatoes Cranberry Pumpkin Cauliflower Cabbage	Loose Chicken Mashed Potatoes Carrots Pasta	Fish Pie Green Beans Sweet Corn	Beef Steak Mashed Potatoes Pasta	Roast Pork Stuffing Apple Sauce Roast Potatoes Lentils Cabbage
Bean Sprouts In Corned Beef	Asparagus Green Peas Truffle	Fruit Jelly In Corned Beef	Chickens Butter In Corned Beef	Lentil Sprouts In Corned Beef	Vegetables	Potato Croquettes In Hot Sauce
...	...	...	...	...	...	...
Fish Fingers Potatoes In Butter	Corned Beef Hash	Soup Sandwiches	Sandwiches Butter or Salad	Chicken Noodles Mashed Potatoes	Pasta	Soup Sandwiches
Jelly	Trifle	Cheese Cakes	Chocolate Delight	Apple Pie	Peaches In Corned Beef	Lemon Mousse

We are aware that you may prefer to eat in the privacy of your own room and provisions are made to ensure this is possible.

Drinks and snacks are available at all times. Dietary supplements may be prescribed and supplied.







## **Fees**

Fees are reviewed annually or as residents care needs change. Fees include all toiletries and support items. The only additional costs will arise from personal items such as newspapers, clothes and hairdressing.

Fees are paid monthly in advance with a standing order to be set up. Should circumstances change, the fees are reimbursed at the discretion of the partnership.

## **Quality Assurance**

We have regular meetings between the carers, housekeeping, cooks and management to discuss and eradicate problems, making suggestions to improve the service we offer and aid the smooth running of the home. This is in collaboration with families and outside professionals as we believe that this is the resident's home and they should be involved in decisions which affect them.

Periodically families and professionals are requested to help us maintain and improve the service we offer by way of views and opinions. The views of our residents are reflected in audits.

Luke will always liaise closely with the next of kin or other named persons to ensure any relevant information is passed on in a timely manner.

We recommend that residents do not hold large sums of cash in their rooms. We request that small sums of pocket money are transferred via BACS. Detailed records are kept by Luke and available on request.

## **Inspections**

Inspections are governed and carried out by the Care Quality Commission (CQC). You can view the latest inspection on the CQC website

<https://www.cqc.org.uk/location/1-110174501>





# Complaints Procedure

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How to make a complaint about care homes and social care services.

1. If you are unhappy with the care you have received from a care home, care agency or other social care service, you have the right to make a complaint .
2. Ask to see a copy of the complaint's procedure for the care service with whom you are unhappy.
3. Where possible, contact the care service directly in order to give the care service the chance to put things right for you.
4. If you are not able to do this or feel worried about contacting the service directly, you can raise your concerns with the social care customer relations team at Devon County Council. Phone 0800 212 783 or email at [sscomp@devon.gov.uk](mailto:sscomp@devon.gov.uk)
5. If you are not content with the reply you receive, you have the right to ask the local government Ombudsman to investigate your complaint. This applies whether you or your local council pay for your care.

**Within Ridgeway Residential Home the people to contact regarding any complaint are,**  
**Marta Hiscox** (Registered Manager) **Or** **Luke Bess** (Business Manager)

## Safeguarding Adults

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### Reporting concerns

If you see, hear or suspect that an adult may be at risk of abuse or neglect, you must tell someone about it. If they are in immediate danger contact the police on 999. Otherwise, to report a safeguarding adults concern contact Devon County Council on Care Direct free phone 0345 155 1007

### Examples of abuse and neglect

The following description of examples of abuse and neglect can help decide whether someone is at risk:

- **Physical Abuse:** Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical situations.
- **Domestic Violence:** Including psychological, physical, sexual, financial emotional abuse; so called 'honour-based violence'
- **Sexual Abuse:** Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressurised into consenting.
- **Psychological Abuse:** Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable withdrawal of services or supportive network.



- **Financial or Materiel Abuse:** Including theft, fraud, internet scamming, coercion in regard to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse of property, possessions or benefits.

### **Modern Slavery**

Slavery, human trafficking, forced labour and domestic servitude.

### **Discriminatory Abuse**

Including forms of harassment, mistreatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

### **Organisational Abuse**

Including neglect and poor care practise within an institution or specific care setting as a hospital or care home, or in relation to care provided in one's own home. It can be through neglect or poor professional practise as a result of structure, policies, processes and practises within an organisation.

### **Neglects and acts of omission**

Including ignoring medical, emotional or physical care needs failure to provide access to appropriate health, care and support or educational services, the withholding of necessities of life, such as medication, adequate nutrition and heating.

### **Self-Neglect**

This covers a wide range of behaviour including neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

For more information see:

- **Devon Safeguarding adults website:**  
<https://new.devon.gov.uk/devonsafeguardingadultsboard/>
- **Devon and Cornwall Police information sharing agreements**  
<https://devon-cornwall.police.uk/your-right-to-information/freedom-of-information-/information-sharing-agreements-isa/>

We hope you find this information useful. Please do not hesitate to call in or telephone and talk to Luke or Marta if there is anything else you need to know.

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