

Turret Villa's Vision Statement

Our Aim

The aim of our residential care home is to provide high-quality, safe, effective, compassionate, and person-centred care to older people in a warm, welcoming, and homely environment. We are committed to supporting residents to maintain their dignity, independence, choice, and individuality while promoting their physical, emotional, social, and psychological wellbeing.

Our Values

We believe that every resident is a unique individual with their own life experiences, preferences, beliefs, and aspirations. Our care is underpinned by the following values:

- Respect and dignity
- Compassion and kindness
- Independence and choice
- Equality, diversity, and inclusion
- Privacy and confidentiality
- Safety and wellbeing
- Partnership working
- Continuous improvement

Our Service

We provide residential care and support for older adults who require assistance with activities of daily living. Our service is designed to enable residents to live as independently as possible while receiving the support they need to maintain their health, wellbeing, and quality of life.

Care and support are tailored to each resident's individual needs, preferences, and wishes through comprehensive assessments and regularly reviewed care plans. Residents, their families, advocates, and healthcare professionals are involved in decisions about care whenever appropriate.

Person-Centred Care

We are committed to delivering person-centred care that places residents at the heart of everything we do. We encourage residents to make choices about their daily routines, activities, meals, personal care, and social opportunities. We respect individual rights, cultural backgrounds, religious beliefs, and personal preferences.

Our Staff

Our team consists of trained, competent, and compassionate staff, who are committed to delivering high standards of care. Staff receive regular training, supervision, and professional development to ensure they have the skills and knowledge required to meet residents' needs safely and effectively.

Health and Wellbeing

We work closely with healthcare professionals including GPs, community nurses, pharmacists, therapists, and other specialists to ensure residents receive appropriate support and access to healthcare services. We promote healthy living, meaningful occupation, social engagement, and emotional wellbeing.

Safeguarding

We are committed to safeguarding residents from abuse, neglect, discrimination, and avoidable harm. We promote a culture of openness, transparency, and accountability, where concerns are reported promptly and acted upon appropriately.

Quality Assurance

We continuously monitor and review the quality of our service through audits, feedback from residents and relatives, staff supervision, training, and quality improvement initiatives. We strive to learn from feedback and continually enhance the care and support we provide.

Our Commitment

We are dedicated to creating a caring, respectful, and inclusive environment where residents feel valued, safe, and supported to live fulfilling lives. We aim to provide care that not only meets individual needs but exceeds expectations wherever possible.

Organisation Details

Registered Provider: Turret Villa Retirement Home Limited.

Registered Manager: Amanda Aitchinson

Regulated Activities: The home provides residential care and support services to adults in accordance with Care Quality Commission (CQC) regulations and relevant legislation. Services are delivered to promote independence, dignity, choice, privacy, and wellbeing.

Staffing Structure:

The home is managed by the Registered Manager, supported by a team of trained care staff and senior care workers. Staffing levels are maintained to meet residents' individual needs and ensure safe, effective, and person-centred care is always delivered.

Admission Criteria:

The service accepts adults who require residential care and support and whose needs can be safely met within the home. Assessments are completed prior to admission to ensure compatibility with the service and to promote positive outcomes for residents.

Complaints Process:

The home is committed to providing high-quality care and encourages feedback from residents, relatives, and stakeholders. Any concerns or complaints will be taken seriously, investigated promptly, and managed through the home's formal complaints procedure. Information on how to make a complaint is available to all residents and visitors.

Contact Information: 1 Etal Road, Tweedmouth, Berwick Upon Tweed, Northumberland, TD15 2EG (01289) 330808