



ELBURTON HEIGHTS

Care Home

Residential, Nursing & Dementia Care

Simply good care.

GET TO KNOW HARBOUR

We strive to provide an excellent standard of care to our residents, treating them with complete dignity and respect.

When you step into a Harbour home, you will immediately feel at home. Each home is unique and all are welcoming. Residents can enjoy the comfortable communal areas within the homes or spend time relaxing or helping out in our lovely garden areas.

We know it's our team members who really make the difference and we are extremely proud to have team members working with us who go above and beyond to ensure our residents have the best experience they can living with us. Residents' days are filled with love, compassion, activity and fun.



Our mission

Together we are dedicated to enhancing the wellbeing of all, through quality excellence and fun.

Our values

Humility
Accountability
Achievement
Passion
Integrity

Our vision

To be the home of choice in our local communities.



We create a home from home for you to enjoy from the moment you arrive. Getting to know you is so important and starts even before you move in, as we begin to build a picture of your life history, tailoring your person-centred care and lifestyle around what matters to you. We are looking forward to welcoming you!

Honor Keatley - Managing Director

OUR HOME IS... *Your home*



Elburton is a suburb of Plymouth in the county of Devon, England. The area has a rich history dating back to the Saxon times.

There are several local parks in Elburton including Radford Park. You can also visit Saltram House a stately home that dates back to the 18th century, and the National Marine Aquarium, which is an aquarium that has a variety of marine life on display.

We are proud that our home really is the perfect place for you to call your home.

About

Elburton Heights Care Home is purpose-built to provide the very best of everything, from the outstanding care, to the beautiful accommodation and delightful gardens, to the high quality, delicious food and enjoyable lifestyle activities.

The team

Our dedicated team is experienced and compassionate, they see each resident as a unique individual, reflecting this throughout their person-centred care. The care team have access to the latest care plan technology and will take time to get to know you, your family and all of your favourite things.



I particularly enjoy making a positive difference in people's lives and providing high quality care for the residents living at Elburton Heights, along with a dedicated and caring team of staff who likewise strive to make life happy and homely for our residents.



Abi Baker

Registered Home Manager
Elburton Heights Care Home



SIMPLY GOOD CARE

Resident care plans reflect all that an individual would want and need for their care to be delivered in the way they choose, with independence and dignity as prime considerations. We also have team of expert Champions who lead on specific areas such as infection control, safeguarding and dignity.

CARE THAT WE OFFER:

Residential Care

Our residential support and care is ideal for those of our residents who do not require nursing care or nursing care associated with dementia. It might be that assistance with washing and dressing is all that is required. Everyone who comes to make their home with us has differing care requirements and our 'person-centred' approach to care ensures that all needs are met, no matter what they might be.

Nursing Care

Like all our team members, our skilled and fully qualified nurses are committed to providing an excellent standard of care for those people who require a qualified nurse available to them 24hrs a day. Our nurses are experienced in providing nursing care for a broad spectrum of nursing requirements, as are our experienced management teams who lead the nursing team within the home.

Dementia Care

Our priority for our residents living with dementia is that they should always feel safe and comfortable. Each resident is given the unique care and support that they require through our person centred care planning. These individually tailored care plans are essential for excellent care and are delivered by our appropriately trained care teams.

YOUR ROOM

Make it your own

We offer the very best of living for those requiring the highest standard of accommodation. Our bedrooms are beautifully decorated rooms, all of which are en-suite. Some rooms are spacious enough for sharing by companions and couples, should that be required. Your bedroom will be beautifully decorated as you like it, to suit your personal tastes.

Many of our bedrooms overlook our wonderful gardens, which are easily accessible for residents with varying mobility.

Our state-of-the-art call bell system throughout the home means that while you can enjoy your own space, our team are never far away and always ready to help.

“

The care home is clean, tidy and well-presented. Facilities and activities are good.

”

Son of Resident

Room features

- ✓ TV & complimentary Wi-Fi
- ✓ Some dual occupancy rooms
- ✓ All rooms en-suite



Your room comes with everything you need, but it is your home, so you are welcome to bring your own furniture!



LIFESTYLE AT ELBURTON HEIGHTS CARE HOME

Our activities not only encourage our residents to continue with lifelong hobbies but to also try new ones. Our aim is to promote stimulation for the mind and body, as well as general wellbeing.

It is important that our residents still feel part of the wider community and our teams ensure this is a priority by organising trips out to local groups, clubs, sights or just going down to the local pub for a pint. We also invite local groups, schools and places of worship and entertainers into our homes.

At Elburton Heights Care Home, our Lifestyle team members work hard to ensure our residents individual needs are met. Uncovering and capturing individual resident hobbies and interests, as well as resident life histories, is an essential element of success in providing personalised daily activities which residents will



Practise your golf skills on our putting green.

enjoy. Individual activities for residents are of great importance – letter writing, video calls with family members, attending churches and continuing long standing attendance at community groups and clubs can all be supported and achieved with the help of our Lifestyle team.



We are excited to announce that we have partnered with Oomph! to provide brilliant activities!



DINING WITH US AT ELBURTON HEIGHTS CARE HOME

Our food is of the best quality to ensure that you love what you eat and get everything you need nutritionally, too. Here at Elburton Heights Care Home, we understand that nutrition and hydration is the foundation of an individual's wellbeing.

We make sure that our food and drink is at the centre of our social culture; whether it's breakfast, or an evening's entertainment, the food & drink will always go beyond expectations and, what's more – there's no washing up to do! Meals can be enjoyed wherever you prefer – perhaps in the homely dining

rooms with fellow residents or more private dining in the comfort of your room whilst catching up with the soaps.

We can meet the needs of most dietary requirements, whether they be medical or cultural.

Our Head Chef loves to speak with our residents regarding the menu that we offer and is always happy to accommodate special requests for a favourite dish.

Snacks are available throughout the day and we are partial to some tea and cakes in the afternoon!



High quality, fresh food prepared for every meal.



A comfortable, clean and relaxing space to enjoy your meals.

MOVING IN

From the moment you get in touch with us, our experienced team will work with you to ensure that moving into our home is as easy and stress-free as possible.

We will give you and your loved ones a tour of Elburton Heights Care Home to introduce you to our home and our team.

A pre-admission assessment will also be completed for us to get to know you and your needs.

We are here to answer all of your questions and to help you every step of the way.



Relatives and friends can call the home on **01752 482662** at any time to see how you are settling in

VISITING THE HOME

Contact with family and friends is fundamental to your health and well-being and visits are encouraged.

There are no restrictions or booking requirements to visit Elburton Heights Care Home however, the team would ask family and friends not to visit during 'protected mealtimes' unless by prior arrangement

Car parking is available for family and friends when visiting Elburton Heights Care Home.



ELBURTON HEIGHTS CARE HOME *at a glance*

- ✓ **Exceptional residential, nursing and dementia care**
- ✓ **Comprehensive electronic care plan, tailored to your needs**
- ✓ **Spacious bedrooms with en-suites, fitted furniture and flat screen Smart TV**
- ✓ **Beautifully landscaped gardens**
- ✓ **Complimentary Wifi throughout the home**
- ✓ **Tasty, nutritious meals to enjoy in homely dining rooms or area of your own choice**
- ✓ **An exciting programme of activities with something for everyone, every day**
- ✓ **Clubs, entertainment and talks within the home**
- ✓ **Regular outings and larger day trips out of the home, accompanied by the team**
- ✓ **Access to hairdressing, beauty & chiropody services**
- ✓ **Full personal laundry service and daily housekeeping**
- ✓ **Disabled access and lift service**

Why not book a viewing to explore Elburton Heights Care Home and all it's features to get a real feel for the home!



AS FEATURED ON...

9.7

 carehome.co.uk

Out of 81 reviews
As of June 2024

Find our profile for
reviews & more
information



Inspected and rated

Good



CQC rating

As of Feb 2023

Find our profile
and read our
amazing report



Dad has been in the home since December and we are delighted with the care he has received, all the staff are lovely and genuinely very caring. The activities are great the girls go to so much effort coming up with all sorts of good ideas.

Resident's Daughter



Website

Go to our
website for
more info



Social Media

Follow us for
more pictures
and videos



Lottie

Find our
profile on
Lottie



Autumna

Find our
profile on
Autumna



CONTACT

Elburton Heights Care Home

33 Springfield Road, Elburton, Plymouth PL9 8EJ

Telephone: 01752 482662

Email: elburtonheights.manager@harbourhealthcare.co.uk

FINANCES

When you or your loved one move into a care home, fully understanding what the State provides and what help is available to be certain about costs and affordability is essential for all involved. Seeking independent advice is important; however, we can provide information to answer the most commonly asked questions.

Funding Types Accepted:

- Private/Self Funding
- Local Authority Funding & Top Up
- NHS Continuing Healthcare (CHC) Funding

*Call us for information regarding financing
and we'd be happy to explore your options with you.*



Harbour Healthcare

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