

The utmost care
for you or your
loved one, in the
heart of Exeter



The Dales

— Nursing Home —

- Attentive & caring staff
- Second to none commitment to service and care
- High standards throughout
- Providing quality of life for all residents



“Amazing care”

“Choosing The Dales for our aunt has been one of the best decisions we’ve made. The staff genuinely go above and beyond to make her feel loved and secure. The facilities are wonderful, and the emphasis on residents’ dignity and comfort is clear in everything they do. We’re so grateful for the amazing care they provide.”

David T, Son of resident

The Dales

The Dales Nursing Home specialises in the care and nursing of elderly people. It is our privilege to look after your loved ones in their remaining years. We offer a home from home for your family member to reside in our specialist care.

We pride ourselves on the home’s mission of ‘quality of life for all our residents’ and we are well known throughout Exeter for the kindness of our staff. We offer independence, choice, privacy, dignity and respect by our nursing and caring staff. This gives our residents a great feeling of security and a family community they are proud to call their home.

To be recognised as a kind, passionate, and committed provider offering care determined by individual needs, in homely accommodation, by caring staff, showing dignity and respect to all residents.

The values below are at the core of everything we do, and they run throughout The Dales and all BN Care Group homes. Our teams are trained to respect them, encourage them, and instil them. They make up the foundation of all that The Dales Nursing Home is.





“Warm community”

“The kindness and professionalism of the team at The Dales Nursing Home is exceptional. The level of care my grandmother receives is second to none. We especially appreciate how the carers make an effort to retain her independence while keeping her safe and comfortable. The warm community feeling makes all the difference.”

Sophie G, Niece of resident



Why Choose The Dales Nursing Home?

- **Team dedicated to care**
All our staff are dedicated to care in the same way our management team is. We have dedicated our lives to caring for those who need us.
- **Championing quality of life**
We don't just want residents to exist in our homes, we want them to thrive with an improved quality of life. This is what drives every decision we make.
- **Constant training & improvement**
Our staff undergo consistent training and improvement, we are committed to superior care on a level few can compete with. Constant improvement and implementation of latest care methods is part of this.
- **High standard, always**
From our owner, all the way down, commitment to high quality, unmatched care and attention to detail filters throughout everything we do. It is what makes the BN Care Group, and The Dales, a leader in its field.

What are our values?

To be recognised as a kind, passionate, and committed provider offering care determined by individual needs, in homely accommodation, by caring staff, showing dignity and respect to all residents.



Kindness



Independence



Dignity



Respect



Privacy



Choice



Collaboration



OUR CARE

An Informed Choice

At the Dales, we understand that planning around care can be an emotional and overwhelming time. We want to make sure that you are able to make the right and informed choice. We have many years' experience of working in elderly and specialist care environments. Our focus is to provide nursing of the highest quality on a long-term or short-term basis, and in comfortable, welcoming, and homely surroundings.

Dignity & Privacy

Our nursing home provides dignity and privacy, assisting residents where appropriate with their personal appearance. We provide assistance with all the activities of daily living, and can also look after residents with mobility issues as we have all the necessary equipment, inclusive of stand aids and stair lifts.

A Home from Home

Each resident's room provides a 'home from home' environment, which allows the individual to personalise their own space with their own personal belongings. Nursing care allows residents to be independent where possible but are supported by staff to their specific care needs. Many of our residents choose this type of accommodation for the excellent nursing care, community atmosphere, and a feeling of being safe and secure.

Respite Care & Palliative Care

Caring independently for a loved one can be challenging at times and it is important to take regular breaks to recoup. We offer short term residential stays to support carers, and allow them time to rest, confident that their loved one's individual needs are being cared for by our dedicated staff.

End-of-life care includes palliative care if you have an illness that cannot be cured. Here at The Dales we can, and will, make you as comfortable as possible. We have a minimum of three dedicated beds for this specific palliative care.

Managed Partnerships

We work very closely with our colleagues at hospice care, with doctors, physiotherapists, and other health professionals. Together we can support you with psychological and spiritual support for you and your family.

ACCOMMODATION

Warm & Welcoming

The Dales Nursing Home is an inviting and private space for residents and their families. We are proud of the work that we do within our home, ensuring life at the home is as stimulating and fulfilling as much as possible, within a kind, safe and caring environment.

Homely & Traditional

Our home is traditional with a homely feel. All our rooms are well maintained, with sink ensuite, making it a comfortable and safe environment for our residents. We offer a warm, friendly welcome, with cosy, inviting lounges and communal spaces.

Residents' bedrooms are beautifully decorated with modern, bright fittings and furnishings throughout, and are all equipped with call bell facilities. We encourage our residents to personalise their rooms with pictures and photographs, they are welcome to bring personal items to ensure their comfort.

Home Comforts

Residents' bedrooms are beautifully decorated with modern, bright fittings and furnishings throughout, and are all equipped with call bell facilities. We encourage our residents to personalise their rooms with pictures and photographs, they are welcome to bring personal items to ensure their comfort. Internet is available to all residents, allowing them to be connected with family, friends, and external social groups as well as stay up to date with their interests outside of home life.

Our Gardens

The home is set in a lovely, green environment with garden space to the front, side and back with shrubs and lawn. The Garden area is designed to relax, stimulate, and be enjoyed all year round. We also have an outdoor patio area for residents and their families to enjoy.

Amenities

- Exeter town centre 20-minute walk.
- Exeter central is 10-minute walk away.
- Royal Devon & Exeter Hospital: 10 minutes by car.
- Local GP surgery: 10-minutes by car.
- Accessible Taxis available by advance booking - additional charges apply



Special Events

- Resident's birthdays
- St George's Day
- Easter
- St Patrick's Day
- Anniversaries, such as VE Day
- Christmas

Services

- Hairdressing available within the privacy of your room
- Chiropody in the comfort of your own room
- Medical Appointments
- Routine visits from mobile opticians
- Newspaper deliveries
- All are at additional charges

Body, Mind & Spirit

We passionately believe that the body, mind and spirit are very closely linked and that keeping the body active, even for those who are perhaps less mobile than they once were, is essential.

Active & Engaged

We want our residents to be as active and engaged as they can be, so we place a focus on the activities we offer. We have an appointed, dedicated Activity Coordinator who is tasked with creating a daily programme of events. Activities are designed around residents' interests, capabilities and hobbies. hospice care, with doctors, physiotherapists, and other health professionals. Together we can support you with psychological and spiritual support for you and your family.

Wide Ranging

With advancing age there are some things we may no longer be able to do. We believe it is important to offer and to encourage new ventures, interests and activities so that life can remain as full and varied as possible. Accordingly, we have an on-going activities programme.





NUTRITION

Quality Ingredients

At the Dales, we believe that everyone deserves a nutritional, well-balanced meal and we cater for a wide variety of dietary requirements. We have a qualified cook, who uses quality, locally sourced, seasonal ingredients.

Home Made

We provide a quality menu with a range of choices for all our residents and offer a selection of snacks and refreshments throughout the day. The Dales is accredited with a five-star food hygiene rating.

Sample Menu 1

■ **Breakfast:**

A selection of toast, cereal, fruit, tea and coffee

■ **Lunch:**

Shepherd's pie with vegetables

■ **Dessert:**

Pear sponge and ice cream

■ **Supper:**

Creamy cheese penne pasta and garlic bread

■ **Dessert:**

Crème caramel

Sample Menu 2

■ **Breakfast:**

A selection of toast, cereal, fruit, tea and coffee

■ **Lunch:**

Chicken mini fillets in mushroom sauce

■ **Dessert:**

Treacle tart and custard or double cream

■ **Supper:**

Haddock and cheddar cheese fishcakes with salad

■ **Dessert:**

Mousse

Sample Menu 3

■ **Breakfast:**

A selection of toast, cereal, fruit, tea and coffee

■ **Lunch:**

Roast beef and Yorkshire puddings

■ **Dessert:**

Apple strudel and custard

■ **Supper:**

Salmon, broccoli and pea risotto

■ **Dessert:**

Chocolate and vanilla swiss roll



Part of the BN Care Group



Find us on Facebook
@The Dales Nursing Home

19–20 Howell Road, Exeter, EX4 4LG
01392 221266
www.thedalescare.com