



**HERON HOUSE**

TAUNTON

Residential Care Home

Outstanding care,  
in a homely environment



Inspected and rated

Outstanding 



# Choosing the right care home

*I have observed that all you staff do a wonderful job and each time I visit I am made to feel welcome and the care and attention they show Mum and Dad is brilliant.*

**Sue. M**





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We understand that choosing a residential care home for yourself or a loved one can be a real worry. Be reassured that at Heron House Taunton we are dedicated to providing outstanding care by employing well-trained, permanent staff and by treating all our residents as individuals with respect in a homely, a family and a safe environment.

As an independent 'not for profit' home, our sole purpose is the care and wellbeing of all of our residents. Heron House Taunton is different from many other care homes - it really does feel like being part of a family, where everybody is cared for equally, cheerfully and with dignity.

We have been providing a first-class service for over thirty-five years, with an experienced team who provide genuine 24/7 personal care to all of our residents.





“ Once again, my grateful thanks to you and your team for all the hard work you are doing. Plus, you are improving facilities all the time, to enhance the residents experience. Rodney ”



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# Quality care, with a family atmosphere

Since opening in 1987, our home has undergone three major extensions, the most recent of which has just been completed (Spring 2023). Throughout these changes the quality of our care and the family atmosphere has never changed. It's all about enriching the residents' environment and experience.

Each resident has their own comfortable room with toilet and washing facilities. Furniture is usually provided but we actively encourage that favourite and personal items may be brought in to promote a more familiar, homely and individual space.

We have no formal visiting hours, as families and friends are encouraged to visit whenever they can.

## *Personalised care plans*

Our fees are very competitive (we are "not-for-profit") and our base 'room or apartment' rates include a comprehensive care package incorporating 24-hour care, laundry, cleaning, food and fuel bills and, unlike some homes, a wide range of activities and trips. 'Extra' and 'Enhanced' care packages are available at an extra cost, the need for which is determined by a professional assessment. Residents will usually only need extra funds for additional items such as clothing, hairdressing, chiropody, physiotherapy, newspapers, magazines, etc. We have our own transport so, usually, we can take residents out for local dental or hospital appointments.

We are always pleased to welcome visitors to our home, and we are always available to discuss residents' wellbeing with nominated next of kin.

We invite you to discuss your individual needs in confidence with us either by email, by telephone or by arranging a visit to view our home.



# Care services to suit your individual needs

## ***Residential***

Offered in 19 comfortable en-suite rooms, all on the ground floor and overlooking pleasant communal gardens. We have two comfortable lounges and dining room, plus a room where we enjoy activities and organised entertainment.

Our staff are on hand at all times of day and night to help with everyday tasks and are also happy to take time to sit and chat with residents - which helps to promote companionship and engender that family atmosphere we are so proud of.

## ***Apartments***

We have six “self-contained” ground floor apartments, each with a large lounge, kitchenette, twin bedroom and shower room. Designed for single or double occupancy -they can therefore enable couples to continue to live together in a supported and caring environment.

Experience has shown that care in our Apartments often provides a practical yet sensitive solution; where one partner needs significantly more care than the other and, as and when requirements change, this can be properly reflected in this flexible unit.

## ***Dementia***

The Quantock Unit within the home offers a vibrant environment that residents can interact with. It is managed by its own dedicated staff team to ensure continuity of care and familiar faces.

Quality of care and meaningful occupation is really important, and our well-trained staff are both sensitive and patient. Families and friends are fully involved in their loved ones’ care and are kept up to date with changes on a regular basis.

## ***Respite***

Respite or short stay care is available at Heron House Taunton for those individuals who require a short stay. A short-term stay may be needed for a period of convalescence after an operation or illness, or because a resident’s usual carer is on holiday.

It is our aim that residents who choose to stay with us for respite care feel at home, comfortable, and respected by all our staff. Our approach to respite care is as thorough as our long-term care approach. Respite residents often go home looking and feeling healthier, having benefited from our care. We do all we can to ensure respite residents feel welcome and valued, because in our experience they often then want to come back again, for future respite care.



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## *Palliative*

Heron House Taunton is experienced in providing palliative care. We aim to make an individual's final days as comfortable, dignified and peaceful as possible. Palliative Care is a specialist care service requiring emotional intelligence, sensitivity and empathy.

As such, we are supported by the District Nurse and Palliative Care Team to meet Palliative Care needs, which includes pain management, symptom control, physical, psychological, spiritual and emotional support. Firstly, we offer space, tranquillity and compassion. Secondly, trained carers provide the support needed by individuals and their families during these difficult times. Importantly, the residents and their families are consulted at every stage of the journey.

## *Day Care*

We also offer day care packages at Heron House Taunton. If you are not yet ready to book an overnight stay but would still like to spend a day with fellow residents, enjoy a hearty home-cooked meal and experience some of the activities on offer, then day care could be the perfect solution. Please contact us to find out about our available day care packages.



# Activities

Our activities are a vibrant and valuable part of the Heron House experience - we pride ourselves in offering a full and varied range of activities every week, delivered by our bespoke Activities Team led by Jan.

“We thrive on creativity and innovation when it comes to planning activities and programmes here at Heron House. From interactive exercise classes and stimulating brain games to art workshops and music therapy sessions, we ensure that there is something for everyone to enjoy. By tailoring activities to each resident’s

personal interests and abilities, we aim to create meaningful experiences that resonate on a deep level.”

Every month we have a meeting where residents can choose what they would like in the Activities programme. Some activities happen every week because they are so popular - for example ‘curling’, ‘balloon’ volleyball, whist, Scrabble, bingo, “Knit and Natter”, film afternoons, gentle exercise and musical entertainment. Others we may introduce from time to time, such as poetry reading. Trips out in our minibus are also very popular. Visits include trips to Garden Centres, to Snowdrop Valley in the Winter, to the seaside in the Summer or maybe just out for a drive or for coffee and cake or fish and chips.







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“Our team’s strengths lie in building strong relationships with residents, their families and the caring staff. We take the time to get to know each resident personally and to understand their unique preferences and personalities. This allows us to design personalised activities and outings that truly bring them joy and fulfilment.”

“Staying up to date with the latest trends and best practices in the field of care is of the utmost importance. We actively seek out new ideas and collaborations with external organisations, local volunteers and community groups to expand our offerings and provide the best possible experiences for our residents.”

“It is an absolute privilege to be able to make a positive impact on the lives of our residents at Heron House. Seeing their smiles, hearing their laughter and witnessing their personal growth are the most rewarding aspects of our role. We are committed to creating an inclusive and supportive environment that fosters social connections, builds friendships and ensures that every resident feels valued and cherished.”



*“ The staff are beautiful with the residents, and you can see how much they care. This clearly isn’t just a job. I’ve visited other homes, but here is exceptional, you can feel the happiness here when you come in. ”*

**Lucy. C**  
District Nurse



## Meet the team



**Paula Howlett**  
Registered Manager

At Heron House, we firmly believe that a care home is only as good as the staff who work there. Great care has been taken in recruiting highly trained, professional, caring and compassionate staff.

Some of the senior staff members have worked in the home for over 30 years. We do not employ temporary or agency staff, as we know it is as important for the residents to know who are looking after them as it is for the staff to know and understand the residents' needs. Residents are involved in the recruitment of staff and meet prospective candidates at the point of interview.

I have a 20-year experience in psychiatric nursing and since 2013 I have been a registered manager, first in residential and later in specialist dementia care.

We enrich peoples' lives not just through excellent standards of care but also by providing meaningful occupation and promoting independence. We help our residents continue to build relationships. Our vision is for life to go on, not to stop.



**Kate McClatchie**  
Deputy Manager

I have been working in care for more than 20 years, during which time I have constantly worked to develop my skills, knowledge and understanding of care of the elderly. I have worked in a variety of environments, including domiciliary nursing and, now, residential care.

I use the experience gained from previous roles to benefit those we care for now and the staff we support. Supporting and caring for the residents who live at Heron House, allowing them to enjoy life to the fullest, is a truly rewarding role and I feel honoured to be part of their journey.



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**Lucy Shier**  
Head of Care

My journey in care began when I was 17 and I was offered a part time job at Heron House - I walked through the door and never left! During my time at Heron House, I have strived to succeed and have worked my way up the ladder to my current position. I feel humbled to be part of the residents' journey at Heron House and enjoy listening to their life stories and experiences. I am dedicated to supporting them to live their best life and I find each day so rewarding.



**Janice Bullivant**  
Manager of the  
Activities Department

With a genuine love for working with our residents and a deep understanding of their unique needs, I am dedicated to creating a vibrant and enriching environment for all residents.

With 19 years at Heron House and 34 years of experience in care, I have witnessed first-hand the transformative power of engaging in activities and promoting physical, mental and emotional well-being. I firmly believe that every resident deserves to live a life filled with purpose and joy, and it is my mission to make that a reality.

## **Our Trustees**

As a 'not for profit' organisation, Heron House Taunton has a Board of Trustees who offer guidance in the governance and management of the home and get involved in strategic decisions. Our trustees come from a range of backgrounds and professions, but all donate their time and expertise on a voluntary basis to help us to continue to achieve our goal: providing the very best quality of care in a stimulating homely environment for all our residents.

A list of our current trustees can be found on our website.

# Facilities

Here at Heron House we pride ourselves on the facilities and the care we provide. Over the years we have invested in and updated our home; enabling residents to lead fulfilling lives in comfortable and well-maintained surroundings, both indoors and outdoors.

Our home is surrounded by beautiful gardens with flat level paths, enabling our residents to enjoy them fully. Residents are supported and cared for by experienced qualified staff with the right specialist equipment.

*We would like to thank you all for your support and kindness shown to us during this time in finding the right home for Mum and for her to continue living a fulfilled life.*

**Tony & Debbie. L**



## Activity Room

The Activity Room is large enough to host all the residents and is used daily for a wide range of varied activities such as curling, bingo, resident meetings, dancing, talks and presentations, etc.

## Communal lounge and our new bar

We have a lovely bright communal lounge where our residents can enjoy a social meeting or some quiet time, maybe reading or solving a jigsaw. Residents can also meet here, if they wish, with visiting family and friends. We have recently built a bar area, named WineNot!, to enhance our popular 'Nibbles and Tipples' evenings!



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## ***Dining Room and an appealing, nutritious menu***

We have lovely, bright and spacious Dining Rooms, one of which has recently been extended and redecorated, to allow residents to enjoy a communal dining experience in a comfortable and airy environment.

Meals are served either in these beautiful dining rooms or, if preferred, in the resident's room. Food is an important part of life at Heron House and our experienced cooks provide delicious fresh, home cooked food. When a new resident arrives, the cooks will visit them to discuss their likes and dislikes, so we can cater for any special dietary requirements - or just simply something that a resident loves to eat or drink.

All meals are freshly prepared and cooked in our kitchen from scratch, and we use reputable local suppliers providing seasonal favourites.



*A big thank you to everyone for the outstanding care you are giving to Mum. She is always lovely and clean, fresh and comfortable. The kindness and dignity shown to her is very much appreciated.*

**Chris. P**

## **Mini Bus**

We have a minibus offering weekly (or more) excursions for the residents. Trips out in our bus are very popular and can include visits to Garden Centres, to Snowdrop Valley in the Winter, to the seaside in the Summer, or maybe just out for a drive for coffee and cake or fish and chips.



## **Gardens**

Heron House is blessed with great space around the main building, in which we have invested to create a number of accessible and stimulating 'safe' garden areas. Many rooms back onto a garden area; allowing residents access and views of a garden space from their accommodation.

## **Equipment**

We have invested in equipment and facilities for our residents. All bedrooms have nurse call, WIFI, a phone point plus TV. There are different types of hoists, mobility chairs, walking frames and wheelchairs to help residents with mobility. There are also 'full care' bathrooms so any resident can enjoy a relaxing bubble bath.





**Come and be  
part of our family!**

## **Contact Us**

We are always pleased to welcome visitors to our home, and we are always available to discuss residents' wellbeing with next of kin. We invite you to discuss your individual needs in confidence with us either by email, by telephone or by arranging a visit to view our home.

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