



Chypons Residential Home
NEWLYN



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"Welcome"

Chypons has been a family home, a hotel, and from 1982 a Residential Home. In 2004 I bought the Home from Anne Freeman who was the previous owner for 22 years.

It has always been my intention to make Chypons the best Care Home in Cornwall and to achieve this I have made many improvements to the infrastructure, facilities and refurbishment of the Home, and a programme of Staff training and recruitment.

A terrace overlooking Newlyn Harbour, Penzance and across Mounts Bay towards St Michael's Mount, a National Trust landmark property, was opened in July 2012 and was christened the Jubilee Terrace.

The communal lounge has wonderful views over Mounts Bay, where you can open sliding doors and walk straight out onto the Terrace.

I am delighted to say that since taking over Chypons we have received very high praise from residents, social workers, nurses and doctors, as well as our regulators and Cornwall Council.

If you have any further questions please do not hesitate to contact myself or our Managers, Miss Pamela Jones and/or Mr Bren Collinson.

The provision of person-centre care within the peaceful environment of Chypons is monitored annually and regulated by the Care Quality Commission.

Yours sincerely
GEOFFREY KNIGHTS



WHERE IS CHYPONS?

We are situated in the village of Newlyn and overlook Mounts Bay, allowing magnificent uninterrupted views across Penzance to the Lizard including St. Michael's Mount and Newlyn Harbour.

To find us travel from Penzance, go straight across Newlyn Bridge, at which point indicate a right turn to proceed up Chywoone Hill. As you begin to go up Chywoone Hill take the *first* turning to the right next the Royal British Legion. There is parking available for visitors.



OUR AIMS

It is our aim to provide you with the very highest standard of care, understanding of your needs and security to enable you to live life with dignity, respect and, wherever possible, the greatest degree of independence in the warm atmosphere of our Home.

We are regulated by the Care Quality Commission and are registered for 27 residents of either sex, aged 65 and over (unless there are exceptional circumstances), including dementia sufferers.



CARING FOR YOU

In order to provide you with the highest standard of care we regularly assess your caring needs, and tailor a Care Plan to your own individual requirements. We consult with you at every stage of the Care Plan, and we will adapt our Care Plan to suit your changing needs.



PRIVACY AND DIGNITY

The person-centred care will support your rights to dignity and respect and will recognise your right to privacy in your own room; and as is customary Staff will knock and seek permission before entering.

Any information of a personal nature passed on to Staff will be confidential and treated as such. The gifting of money to Staff is forbidden.



INDEPENDENCE

You will be encouraged to maintain your independence with personal care and bathing. However assistance is always available if this is needed or requested. Family, friends and residents are encouraged to come and go as they please, obviously advising us when they will be off site.

Off premises we have no responsibility for your health and safety, and we will ask you to sign in and out in order to comply with Health and Safety Legislation and Fire Regulations.

We provide a locked box safe for valuables in your room. However, we recommend such items be stored in the secure safe in the office.

OUR ROOMS

We have 23 single and 2 double rooms spread across three floors which are accessed by stairs, two lifts and a stair-lift. Chypons accommodates wheelchair access and there are conveniently placed ramps and handrails.



Most rooms are en-suite with a private toilet and wash basin. All rooms are fitted with a Nurse Call System. Hence in the event of an



emergency help and assistance are only moments away. There is also a Freeview television in each room.

HOME FROM HOME

We aim to make Chypons a home from home. Whether a permanent Resident or simply here for respite Care you can bring your own furniture, paintings and any other effects to personalise your room.



There are no set visiting times, your friends and relatives are always welcome at any reasonable hour. They will be offered tea or coffee just like you would in your own home, and they are welcome to join you for meals (a small charge will apply).

You may go to bed and get up whenever you choose, and assistance will always be available if you require it. Likewise breakfast will be provided at a time of your choosing.

You are encouraged to eat in the dining room but you can choose to eat in the privacy of your own room or at a mobile table in the company of other residents in Lounge.



QUALITY FOOD

We have been awarded Gold Standard status from the Healthy Living Initiative; which recognises our superior standard of hygiene, fresh local produce and healthy menu.

We ensure we meet your hydration and nutritional needs and all diets are catered for, such as vegetarian, diabetic, gluten free, Celiac diets and allergies to particular foods. Also, if you have an inability to chew or have problems swallowing, a soft food diet is available.

There is a choice of two main meals for lunch each day, and the menu is regularly reviewed to provide variety.



You can ask for hot or cold drinks at any time of day or night, meanwhile morning tea and coffee with biscuits and afternoon tea and cakes are offered to every resident and visitors alike. At supper there is a choice of light hot or cold meals.



ENTERTAINMENT

We have an Entertainments Manager who organises many and varied activities, including outings to the Newlyn and Mousehole Christmas Lights.

Christmas is a special time of the year and a travelling theatre group stages a Christmas production for our residents and guests.



Throughout the year we have visits from a pianist, local choirs and school choirs. We also have bingo, art workshops, music for health and a variety of other stimulating activities for both residents and visitors to enjoy.

On the third Sunday of every month a local Minister provides a short service for those wishing to take part, accompanied by our Hymnal.

Outside trips are also organised during the year for a small additional charge. Other entertainment is available if requested by the Residents.



MEDICAL SERVICES

A chiropodist visits regularly to offer an in-house service to our residents. Extra consultations are available but will be charged to the Resident. A mobile dentist and optician also visit Chypons on a regular basis. If you prefer to make your own arrangements we can assist you.

We have regular visits from a local Doctor's Practice and a Doctor and District Nurse is always available when required.

OTHER SERVICES

An experienced hairdresser visits Chypons every week. She provides an excellent service at a reasonable cost chargeable to the Resident and has the use of our purpose-built salon.

Newspapers and magazines are available to order chargeable to the Residents.

All your linen requirements will be met, e.g. towels, sheets, pillows, pillowcases, duvets and blankets. However, you can bring your own duvet and covers if you prefer. We have our own laundry facility. All clothing should clearly be labelled.





NON-SMOKING POLICY

Chypons has a non-smoking policy within the building. If you wish to smoke outdoors we have a special smoking area. A Staff member will always be present to guide and assist.

WHAT TO DO NEXT

If you would like to know more, please telephone and make an appointment to visit us. We will be a happy to show you around whether it is for a short period of respite or a permanent stay.

Our Managers or Deputy Managers will visit you in order to make an initial assessment to ensure we are offering you the appropriate care to meet your individual needs.

We realise that moving into a Care Home can be quite stressful not only for yourself but also for your family. We recommend that you stay for a trial period of say one month before committing yourself to staying permanently.

We hope this information encourages you to come and visit us and we look forward to seeing you in the near future.





COMPLAINTS

We have a Complaints Procedure which will be fully explained to you on arrival. If the matter has not been resolved with the Management to your satisfaction you can bring the matter to the attention the Care Quality Commission:

Care Quality Commission (CQC)
South West
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Fax: 03000 616171

LEGAL ADVOCACY

Advocates are independent and seek to monitor and safeguard your financial affairs if you need assistance. Here are some addresses of legal advocates:

Age Concern, St Clement Street, Truro, Cornwall. TR1 1EQ
Tel: 01872 264370

Care Aware, P.O. Box 8, Manchester. M30 9NY
Tel: 08705 134925

Social Services, Roscadgill Parc, Heamoor, Penzance, Cornwall.
TR18 3QQ. Tel: 01736 365714

S.E.A.P. (Support Empower Advocate Promote) Mental health
Advicacy, Dean Street, Liskeard PL14 4AB Tel: 0330 440 9003