

A life devoted
to care, seen
throughout Hay
House and all our
homes



Hay House

— Nursing Home —

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

Hay House

Hay House is a welcoming care home in Broadclyst, Exeter, offering compassionate support for the elderly. It provides spacious, well-equipped accommodations in a homely setting. Residents benefit from freshly prepared, locally sourced meals and a variety of engaging activities to promote physical and mental well-being. With a strong focus on individual needs, Hay House ensures residents feel comfortable and supported, offering a true “home from home” environment. The team encourages family involvement in the decision-making process, making it easier to find the right care for loved ones.

At Hay House, we pride ourselves on creating a nurturing and supportive environment where residents truly feel at home. But don't just take our word for it—hear from the families and individuals who have experienced our compassionate care firsthand. Their stories reflect the dedication of our staff and the comfort and peace of mind we strive to provide every day.



Contact us today to request
a viewing or more info



Why Choose Hay House 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 Hay House, a leader in its field.



OUR CARE

Personalised Care Plans

At Hay House, we understand that every resident has unique needs. Our team works closely with families and healthcare professionals to create personalised care plans that promote well-being and independence. Whether it's assistance with daily activities or specialised care, we tailor our services to ensure each resident receives the attention they deserve.

Compassionate Staff

Our dedicated team at Hay House is committed to providing compassionate, professional care. Trained in the latest caregiving techniques, our staff builds strong relationships with residents, creating a warm and trusting environment. We prioritise respect, kindness, and dignity in all interactions, ensuring every individual feels valued.

A Home from Home

Our home is designed with comfort in mind. From cosy, private rooms to spacious common areas, Hay House provides an inviting atmosphere where residents can relax and socialise. Every space is carefully crafted to feel homely while meeting the highest standards of safety and accessibility.

Engaging Activities

We believe that mental and physical well-being is essential for a fulfilling life. Hay House offers a wide range of activities tailored to residents' interests, including arts and crafts, exercise programs, and social events. These activities help keep residents engaged, active, and connected to the community.

Nutritious & Delicious Meals

At Hay House, we prioritise healthy, delicious meals made from locally sourced ingredients. Our chefs prepare fresh meals daily, catering to individual dietary needs and preferences. Mealtimes are not only about nourishment but also an opportunity for socialising and enjoying the pleasures of good food in a communal setting.

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ACCOMMODATION

Warm & Welcoming

At Hay House, we strive to create a space that feels both inviting and comforting from the moment you arrive. Our beautiful Georgian building, situated in a scenic location with stunning views, is designed to make residents feel secure and at ease. The warm, friendly atmosphere ensures that every resident feels truly at home.

Homely & Traditional

Our accommodation blends traditional charm with modern amenities, offering a homely environment steeped in character. Tastefully decorated lounges and dining areas, along with a bright conservatory, provide residents with spaces that feel personal and welcoming. The elegant design reflects the home's historical roots, creating a familiar and cosy setting.

Home Comforts

We believe in providing all the comforts of home, with spacious, well-decorated rooms that allow residents to feel at ease. Every room is designed for safety and comfort, equipped with essential features, and easily accessible via a lift to all floors. Residents can enjoy communal dining and relaxation spaces while maintaining their independence and privacy.

Our Gardens

The extensive gardens at Hay House offer a peaceful retreat for residents to enjoy throughout the year. Whether taking a leisurely walk or simply sitting outdoors to appreciate nature, the gardens provide a tranquil space to relax. The surrounding countryside adds to the calm and serene atmosphere that enhances residents' well-being.



WELLBEING

Popular Activities

- Exercise and movement
- Pub quiz
- Visits from local animal sanctuaries, pet therapies and care for pets
- Arts and crafts
- Cards and other games
- Music and entertainment
- Community engagement with local schools
- Bingo
- Gardening

Special Events

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

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.

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.

Other Services

- Hairdressing available within the privacy of your room
- Chiropody
- Medical Appointments
- Personal shopping where required
- Visiting optician
- Private telephone lines if required
- Newspaper deliveries
- *Some services may be at an additional, modest cost.



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NUTRITION

Quality Ingredients

At the Hay House, 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. Hay House 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

Amenities

- Post Office and local shops 5-minute walk.
- Exeter town centre 10 miles away.
- Local GP surgery 5 min drive away.
- Taxis always available.



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