

Montana Care Home Statement of Purpose & Service User Guide

A Guide for Prospective Residents, Their Families and Friends



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Montana Care Home

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FORWARD

by Sr Thaya Moses

Our staff are committed to providing the highest standard of person-centred care for every person living at Montana, as well as for their families and carers.

We have prepared this Guide to support you in choosing the right Home, and to offer helpful information about life at Montana should you decide to join us. Inside, you will find details about our Standards of Care, our Aims and Objectives, our Complaints Procedure, and the full range of facilities and services we provide.

To help you make an informed choice, we will also share our most recent Care Quality Commission Inspection Report, along with our Terms and Conditions of Residency. At our last two unannounced Care Quality Commission inspections, in 2018 and 2024, Montana was rated Outstanding for Caring, Responsive, and Well-Led, and Good for Safe and Effective. This is a wonderful achievement for our whole community, and we remain extremely proud of these results.

STATEMENT OF PURPOSE

Welcome to the Home.

Montana is one of several residential and nursing homes administered and run by the Benedictine Sisters of Our Lady of Grace and Compassion CIO (Registered Charity No. 1187262). We are guided by strong values, and we believe that every person who lives here should be supported—wherever possible—to choose their own way of life and to receive the care and assistance that best meets their individual needs.



The Home is set within a traditional single-storey house, thoughtfully extended over time to provide spacious and comfortable accommodation in the heart of rural Suffolk. We offer residential care of the highest quality to older people—both men and women—who require support due to frailty, disability, or personal choice. Our care standards are consistently high, delivered within a serene and welcoming environment that feels truly homely and is open to people of all religious backgrounds. Ministers of other faiths are warmly encouraged to visit whenever needed.

The Home has been modernised to meet current registration standards and now offers 13 single rooms and 3 shared rooms suitable for couples. All rooms are modern, pleasantly decorated, and individually furnished. Fifteen rooms include en-suite shower and toilet facilities, while one room has a washbasin with its allocated bathroom located conveniently across the corridor.

Life at Montana is enriched by the presence of our staff, many of whom are members of the Benedictine Sisters of Our Lady of Grace and Compassion CIO who live within the Home, alongside our dedicated lay community. We also share our grounds with a sheltered housing complex, and we work closely with the residents there to encourage integration and a lively social life. (Sr Thaya Moses serves as the Warden.) This, together with our strong relationships with local people, groups and services, has helped to create the unique spirit and atmosphere at Montana.

The Home is surrounded by the beautiful rolling countryside of Great Barton and is only a short journey from the culturally historic town of Bury St Edmunds, with its excellent shops, amenities, and attractions. We are also within easy reach of the East Coast and many other places of local interest.



The Home has its own magnificent Chapel, which is well attended by both residents and members of the local community. Our living areas include several small, cosy sitting and dining spaces—perfectly suited to a Home with a maximum of just 19 residents. We are surrounded by beautifully maintained gardens and a privately enclosed patio, offering a sheltered and peaceful place to sit, relax, and enjoy the long summer days.

Friends and family are welcome to visit at their convenience and may spend as much time with their loved one as they wish, helping to create the warm, family-like atmosphere that is so characteristic of Montana. At present, we continue to ask all visitors to take a temperature check before signing in, and to wear a face mask if they have a cold or cough when entering the Home. We actively encourage the ongoing involvement of family and friends, as maintaining close contact with loved ones enriches residents' lives and greatly supports their wellbeing.

Admissions Criteria

The Home primarily offers long-term care but can also accommodate short-term placements, including respite care, when availability allows. Our focus is on supporting older people who are living with physical frailty or who would benefit from companionship and care within a homely environment.

All admissions are based on a full assessment carried out by senior staff to ensure that we can meet the individual's needs safely and appropriately. We are able to offer emergency admissions when required. The Home has clear policies for assessment, care planning, review, admissions, and discharge, which are available on request.



Mission Statement

We provide person-centred care rooted in respect for human dignity and the personal development of each individual. We strive to promote a secure and loving family atmosphere, offering care to all people regardless of age, gender, race, ethnic origin, nationality, colour, religious belief or persuasion, cultural or linguistic background, marital status, sexual orientation, or disability.

Our Team Signature Behaviours at Montana Care Home
We will make a positive difference to every life that we touch.

We will do this by:

- Asking what matters to you, listening to what matters to you, and acting on what matters to you.
- Valuing and respecting the uniqueness of every person we support, recognising that you are the experts in your own lives.

We will do this by:

- Working together as partners in your care, responding positively to your needs and aspirations so that your life is fulfilling and meaningful to you.
- Celebrating our diversity and the richness it brings to our community.



Philosophy of care

At Montana, our philosophy of care is rooted in person-centred practice, respect for human dignity, and a deep commitment to supporting each individual to live a meaningful and fulfilling life. We aim to offer care of the very highest quality by:

a) Respecting Your Privacy and Dignity

- All personal care is carried out in your own room.
- Most rooms are single occupancy (subject to availability).
- Bedrooms and toilets are fitted with appropriate locks, and bathrooms are designed to ensure privacy.
- Staff will always knock and wait for a reply before entering your room.
- Respecting your privacy and dignity is paramount.
- Your right to privacy also applies when you have visitors or when meeting with your GP, care manager, health professional, advocate, or financial advisor.

b) Encouraging Choice in How You Live

- We support you to make choices about how you spend your time and where you feel most comfortable.
- The Home offers three shared rooms for those who choose to live together.
- When a shared room becomes single occupancy, the remaining resident may move to a single room (subject to availability) if they wish.
- We aim to ensure that your preferences, routines, and lifestyle choices are respected and supported.

c) Upholding Your Rights and Supporting Fulfilment

- You will contribute to your own personal care plan so that we work in partnership with you and fully understand your needs, preferences, and wishes.
- Your care plan will be reviewed regularly to ensure that the care and support we provide remains responsive to your changing needs.
- Our goal is to ensure that your physical, emotional, social, and spiritual needs are met in a way that enhances your well-being and quality of life.

Meals and Daily Living

Meals are varied, with a choice of menus, and you are free to choose where and with whom you sit. If you prefer, you may have your meals served in your room. We also offer a room-service option should you wish to have snacks or drinks outside of usual mealtimes.

We will regularly consult with you about how the Home is run.

You will be invited—through conversations, meetings, and questionnaires—to share your views and suggest any improvements you feel would enhance your experience.



d) Enabling You to Maximise Your Independence

- We support you to remain as independent as possible for as long as possible.
- You will be encouraged to do as much for yourself as you are able, while we work to minimise the risk of falls and accidents.
- Wherever possible, you will be supported to make your own decisions, manage your personal care (with assistance if needed), and handle your own affairs.
- Staff will always give you the time and patience you need and will resist the temptation to “take over.”

e) Supporting Your Self-Esteem

- Your opinions and contributions to the life of the Home are valued.
- You will be treated with courtesy and respect at all times.
- We aim to build your confidence and encourage your involvement in the community at Montana.
- You may be invited to sit in on staff interviews or take notes at residents’ meetings if you wish to participate.

f) Listening to Your Feedback

- We welcome your views and suggestions.
- The results of the Residents’, Family and Friends’, Professionals’ and Staff Satisfaction Questionnaires, along with the most recent CQC Inspection Report, are included in Appendices 1, 2 and 3.

g) Supporting Your Religious, Cultural and Political Beliefs

- We make opportunities available for you to express and pursue your beliefs.
- This may include observing specific dietary or dress requirements and facilitating prayer or other spiritual practices.
- We respect and support your cultural identity and personal values.

h) Ensuring You Are Safe and Feel Safe

- Your safety is of the utmost importance.
- We will acknowledge and respond to your fears or anxieties.
- We aim to help you feel secure without becoming over-protective.

i) Encouraging Responsible Risk-Taking

- Responsible risk-taking is recognised as an important part of maintaining independence.
- We will work with you to balance risk and safety.
- Any concerns will be discussed with you, and decisions will be made together to respect your rights while keeping you safe.

j) Upholding Your Rights as a Citizen

- We ensure that your rights are upheld, including your entitlement to statutory health and social care.
- You will be supported to participate in civic and democratic processes if you wish.
- The Home is vigilant in protecting you from abuse, theft, exploitation, and fraud.

k) Supporting Your Relationships

- We recognise the importance of sustaining meaningful relationships.
- Relatives and friends are encouraged to remain involved in your life.
- Their contribution is valued and recognised as vital to your wellbeing.

l) Providing Opportunities for Leisure and Enjoyment

- We offer a range of leisure opportunities within and outside the Home.
- Activities are tailored to your preferences and abilities.
- You are always welcome to suggest activities you would like to see offered at Montana.

Enhancing Your Quality of Life Through Meaningful Activity.

Your quality of life will be enriched through your inclusion in, and contribution to, a wide range of activities. We encourage you to take part in opportunities that reflect your interests, abilities, and preferences, helping you to remain engaged, stimulated, and connected to the community at Montana.



Person-Centred Care and Transparency

We ensure that all necessary person-centred care and treatment are provided for you in a timely manner, always respecting your preferences and your right to make your own decisions. Care and support are delivered with full regard for your privacy, dignity, and individual wishes.

We are committed to working in an open and transparent way. You, your relatives, friends, or advocates are free to raise questions or concerns without fear of being victimised or asked to leave. We will work in partnership with you, consulting and involving you or your advocates in identifying your needs and preferences, and we will continuously strive to improve the quality of care you receive.

Equality and Diversity

The manager and staff are fully committed to equality of opportunity for all who live, use, visit, or work at the Home. Montana is staffed by a dedicated, multi-ethnic team, ensuring cultural diversity and a harmonious atmosphere. We do not discriminate—and will not allow others to discriminate—against anyone on the basis of their protected characteristics.

Aids & Adaptations

Montana is well equipped to support a wide range of needs. We can provide wheelchairs, hoists, commodes, bed rails, and an appropriate range of continence, pressure-care, and mobility aids where required and where risk assessments identify individual needs. Safety rails are fitted throughout the Home.

Security & Safety

For safety and security, external doors are locked at night. Emergency exit doors remain unlocked but are secured with internal safety mechanisms. Fire doors are fitted throughout the Home, which is regularly inspected to ensure compliance with the highest fire safety standards.

All staff receive annual fire-safety training, and the Home has well-documented fire procedures. Regular, unannounced fire drills are carried out to ensure preparedness. Visitors who are not known to us will be asked to provide identification. All visitors must sign in and out and are required to wear a face mask throughout their visit.

Training and Professional Development

All staff are recruited through a professional and rigorous recruitment and selection process. Upon employment, each member of staff completes induction training (Skills for Care). Following induction, staff receive foundation training and ongoing internal support to develop their skills and professional practice.

Training and upskilling are continuous, ensuring that the care we provide is evidence-based and aligned with current guidelines and standards.

Our manager has extensive experience in care work and holds an NVQ Level 4 in Health and Social Care and an NVQ Level 5 in Management and Leadership. All care assistants hold at least a National Vocational Qualification (NVQ 2) or equivalent, with several holding NVQ 3 or working towards it.

At Montana, we recognise that training and education are vital to maintaining high standards of care. As a result, the Home benefits from a happy, stable, and confident staff team. The manager ensures that adequate staffing levels are maintained at all times, based on the current needs of residents and in accordance with CQC requirements.



Staff Qualifications

POST	NUMBER	QUALIFICATIONS In Social Care	EXPERIENCE
SISTER THAYA (Registered MANAGER)	1	NVQ 2, 3 & 4 Registered Manager (Adults) Currently doing leadership in management level 5& Care Certificate	25 years' experience in Care Homes. 4 years as Deputy Manager at Montana an in 2005 became the Registered Manager at Montana
SISTER JACINTHA (DEPUTY MANAGER)	1	Nurse NVQ 3 NVQ 4 Care Certificate	14 years of nursing Experience
SENIOR CARE/ CARE STAFF all are trained Nuns or lay staff	7	4 NVQ 3 3 NVQ 2 Care Certificate	All are mature & experienced with excellent skills & knowledge. They have all completed training in First Aid, Food & Hygiene, Fire, Manual Handling, Health & Safety, Equality and Diversity, Challenging Behaviour, Medication, Diabetes, Moving and Handling, Mental Capacity Act, Nutrition and Hydration, Infection Control, Safeguarding, Risk Assessment and Death, Dying and Bereavement.
Admin/Trainer	1	RMN,RGN DN cert Falls and fracture prevention practitioner, Cert Ed ILM Level 4 Managing Health and Wellbeing in the workplace	Registered Nurse Mental Health . Registered General Nurse District Nurse Cert Ed Level 4 Learning and Development Award City and Guilds Falls and Fracture Prevention Advanced Practitioner Level 4 ILM Managing Workplace Health and Wellbeing Level 3 Customer Services Diploma City and Guilds Level 4 Health Trainer
NIGHT CARE STAFF	3	NVQ 2 Care Certificate	The night care staff have at least NVQ2 qualifications and most have worked at Montana for many years.
KITCHEN STAFF	1	Food & Hygiene Training NVQ3	The chef ha sNVQ 3, Food Hygiene and many years of experience.
DINING ROOM ASSISTANT	2	House keeping NVQ2	The Home's dining room assistant has many years of experience.
DOMESTIC	1	Many years' experience. Completed training.	The Home's Cleaner has many years experience and has undergone a programme of training.
LAUNDRY	1	Completed appropriate training	No formal qualifications, but experienced Completed in house training plus Health Safety
VOLUNTEERS	7	All have a different qualification & experienced.	The Home has a number of volunteers who help, particularly in assisting residents with social care activities.
S L SCOTT CHARTERED ACCOUNTANT	1	Chartered Accountant	Worked in other places for 10 years.
MAINTENANCE MAN	1	1 Unqualified	On the job training, 3 years of experience as a handyman.

AIMS AND OBJECTIVES

Aim 1: To Offer Choice

- Prospective residents receive clear, accessible information to help them make an informed choice about where they wish to live.
- Each resident has written Terms and Conditions of Residency.
- No resident moves into the Home without a full assessment of their needs and assurance that these needs can be met.
- The Manager can demonstrate the Home's capacity to meet each resident's assessed needs, including specialist requirements.
- Prospective residents and their relatives are encouraged to visit, explore the facilities, and assess the quality and suitability of the Home, including the option of a trial stay.
- Residents are supported to maximise their independence and, where appropriate, to return home.

Aim 2: To Meet Health and Personal Care Needs

- Each resident has a holistic, person-centred care plan that sets out their health, personal, and social care needs to ensure these are fully met.
- Residents who are able and wish to do so may manage their own medication, supported and safeguarded by the Home's medicines policy.
- Residents are treated with dignity and respect, and their right to privacy is always upheld.
- Residents and their families are assured that end-of-life care will be delivered with sensitivity, compassion, and respect, honouring the resident's wishes.

Aim 3: To Encourage a Normal Life and Social Activities

- Residents experience a lifestyle that reflects their expectations, preferences, and social, cultural, religious, and recreational interests.
- Residents maintain contact with family, friends, representatives, and the wider community as they choose.
- Residents are supported to exercise choice and control over their daily lives.
- Residents receive a wholesome, appealing, and balanced diet in pleasant surroundings and at convenient times.
- Mealtimes are protected to ensure a calm, sociable, and enjoyable dining experience.

Aim 4: To Ensure Protection and a Clear Complaints Process

- Residents and their relatives or friends can be confident that complaints will be listened to, taken seriously, and acted upon.
- Residents' legal rights are upheld and protected.
- Residents are safeguarded from abuse through robust policies, staff training, and a culture of vigilance and respect.



Aim 5: To Offer an Environment Conducive to Quality Care

- Residents have access to safe, well-maintained, and comfortable indoor and outdoor communal and personal spaces.
- Residents have sufficient and suitable toilet and washing facilities, along with any equipment needed to maximise independence.
- Residents live in comfortable bedrooms where they may surround themselves with their own possessions.
- The Home is kept clean, pleasant, and hygienic always.

Aim 6: To Provide High Quality Staffing

- Staffing levels and skill mix meet the needs of residents at all times.
- Staff are safely recruited, well-trained, competent, and supported to deliver high-quality care.

Aim 7: To Manage /Administer the Home to High Standards

- Montana is led by a Registered Manager with many years of experience in Health and Social Care, who has managed the Home since 2005.
- Residents benefit from her consistent leadership and supportive management style.
- Montana reflects the individuality, needs, and aspirations of its residents, with care planned in genuine partnership.
- Residents are safeguarded through robust financial procedures, accurate record-keeping, and comprehensive policies overseen by the Manager.
- Staff receive appropriate supervision and guidance.
- The health, safety, and welfare of residents and staff are actively promoted and protected.



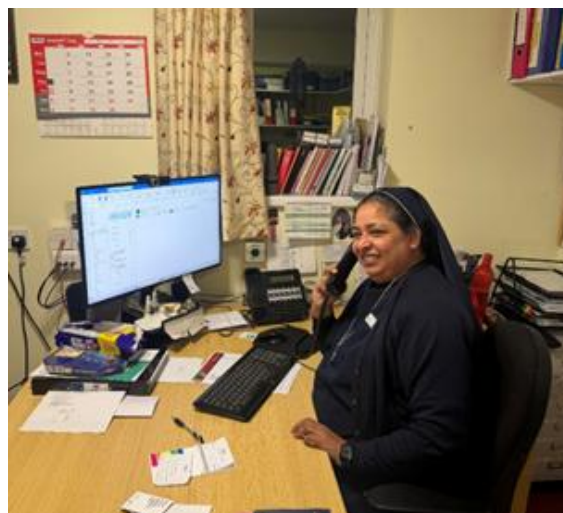
SERVICE USER GUIDE

The Caring Team

Montana is led by the Manager, Sr Thaya Moses, who lives on the premises and provides consistent, hands-on managerial support.

Care staff are on duty 24 hours a day, working on a rota system to ensure continuous, attentive care. The Sisters also live on site and are always available when needed.

Every member of our team is here to ensure that your needs are met with kindness, professionalism, and respect, providing you with the best possible care in comfortable and homely surroundings.



Our Staff

Our staff work as a close-knit, dedicated team. Their shared aim is to ensure that all your person-centred needs are met and that the Home remains clean, well-maintained, and welcoming. They support you with:

- Personal care
- Meals and nutrition
- Laundry
- Daily living tasks
- Social and emotional wellbeing

You will have a clear, agreed assessment and an up-to-date personal care plan that you have contributed to. This plan reflects your individual needs, preferences, routines, and aspirations. Staff aim to build a warm, trusting relationship with you. They work in partnership with you, your family, and other professionals to ensure that the care you receive is always appropriate, respectful, and centred around what matters most to you.



Administrative Support

Administrative support is available to both the Home and to residents who may need assistance with applications for benefits, funding, or other administrative matters. Staff will guide you through any processes you find difficult and ensure you receive the support you are entitled to.

Your GP

If you are admitted to Montana Care Home from within the local area, we will do our best to help you retain your existing family GP.

If this is not possible, or if you are new to the area, we will ensure that you are registered with a local GP so that your healthcare needs continue to be met without interruption.

Night Services

During the night, an awake senior carer is in charge of the Home, supported by care assistants. They ensure your comfort, safety, and wellbeing throughout the night and are trained to respond promptly to any emergencies.

Montana is fortunate to have a very experienced and long-serving night team who know the Home and its residents well.

Your Room

Montana has 16 bedrooms, 15 are en-suite. One room has a washbasin, with its allocated bathroom located directly across the corridor.

All rooms are comfortably furnished and well equipped. You will be offered a choice of available rooms and are warmly encouraged to personalise your space by bringing your own furniture, ornaments, and treasured belongings.

Any electrical items you bring must be PAT tested before arrival, and the test certificates should be provided to the Care Manager.

For further details of room types, please see the information overleaf.



ROOMS	FLOOR LEVEL	AREA SQ.M	CALL BELL	WASH H.B.	EN-SUITE W.C	EN-SUITE BATH/ SHOWER	DOUBLE OR SINGLE
Bedrooms 1	Ground	18.00	Yes	Yes	Yes	Yes	Double
2	Ground	13.00	Yes	Yes	Yes	Yes	Single
3	Ground	10.12	Yes	Yes	Yes	Yes	Single
4	Ground	11.25	Yes	Yes	Yes	Yes	Single
5	Ground	11.25	Yes	Yes	Yes	Yes	Single
6	Ground	16.00	Yes	Yes	Yes	Yes	Single
7	Ground	16.04	Yes	Yes	Yes	Yes	Double
8	Ground	14.00	Yes	Yes	Yes	Yes	Single
9	Ground	14.00	Yes	Yes	Yes	Yes	Single
10	Ground	14.45	Yes	Yes	Yes	Yes	Single
11	Ground	14.80	Yes	Yes	Yes	Yes	Single
12	Ground	11.70	Yes	Yes	Yes	Yes	Single
13	Ground	10.00	Yes	Yes	Yes	Yes	Single
14	Ground	11.20	Yes	Yes	Yes	Yes	Single
15	Ground	14.85	Yes	Yes	No (bathroom is located in corridor opposite)	No (bathroom is located in corridor opposite)	Single
16	Ground	S. Room 24.52 B. Room 12.12	Yes	Yes	Yes	Yes	Double

For Assistance

Staff are on duty 24 hours a day, so you can simply ask a member of the team whenever you need help. In addition, every room is equipped with an emergency call system that alerts staff immediately if you require assistance.

You will also be offered the option of wearing an alarm pendant, allowing you to call for help whenever you need it.

Medication

When you are admitted, the Manager or her assistant will need to be informed of all medication you are currently taking. Medication is administered by trained and designated staff on duty.

The Manager and staff ensure that all medicines are ordered from the surgery, prescriptions are collected by Boots, and items are dispensed according to the MDS system before being delivered to the Home.

Following a risk assessment, and in line with safety guidance, you may keep and self-administer your own medication if this is your preference.



Valuables

All money and valuables you bring with you will remain your responsibility. We advise you not to keep large amounts of money or valuables in your room. If needed, you may give them to a relative or representative for safekeeping. A secure safe is available at the Home, should you wish to store items more securely.

Meals and Dietary Needs

Our menus are designed to offer healthy, nutritious meals that reflect a wide range of dietary, cultural, and personal preferences.

All meals are prepared in our own kitchen by our chef, using fresh ingredients. You will be offered individual choices at each mealtime, and our care assistants will support you in selecting what you would like.

If you require a diabetic diet, or if you have cultural or religious dietary needs, we will ensure these are fully catered for.

Allergens are recorded for each person, and all staff involved in preparing food or drink are made aware of these. A list of allergen alerts is kept in the food preparation area.

We maintain a safe, hygienic environment for everyone who lives or works at Montana. Montana has also signed the Memory Pledge, ensuring that individuals who are vegetarian or vegan will have their choices respected even if, in the future, they are unable to express their wishes.

Meal times (all flexible)-

We have received a 5* (very good) rating following our most recent unannounced Food Hygiene inspection.



Last Inspection - 21/11/24

Breakfast:	08.30 - 10.00
Lunch:	12.00 - 13.00
Dinner:	17.10 - 18.30
Evening Drinks:	19.30 onwards
Room Service Menu available 24 hours	



Refreshments

Tea, coffee, and biscuits are served at 10:30 and 15:00, and drinks are provided with every meal.

Where requested—or where it is medically advisable—additional drinks are offered and are freely available throughout the day.

Meals may be taken in your room or in any area you prefer.

There are two water dispensers available for your use: one in the sitting room and one in the library.

We warmly encourage relatives to join residents for meals, and we also support residents in going out for meals with family, friends, or staff, helping everyone to enjoy as normal and fulfilling a life as possible.

Snacks (in between meals)

If you would like a snack between meals, simply let a member of staff know, and they will be happy to provide something from our kitchen.

This includes late-night snacks if required. Fresh fruit is always available in the dining room. Biscuits are served with morning and afternoon tea, and relatives are welcome to bring individual food items, which can be stored safely in our fridge.



Care Planning

Before your admission, you will have had the opportunity to visit Montana. Following this, senior staff will work with you to develop a detailed personal care plan that reflects your current and ongoing needs.

You will be able to see and agree on your plan, and we will review and update it with you regularly. Social and Health Care Services will also ensure that your person-centred care needs are reviewed every month. All care plans are digital. We use the Carebeans system.



Carebeans becomes conformant with the
Personalised Care and Support Plan Standard

Carebeans

PRSB QUALITY
PARTNER

End of Life Care

Coming to live at Montana marks the beginning of a new chapter. At the same time, we recognise the elderly and often frail nature of our residents, and from time to time, this includes caring for people who are approaching the end of their lives.

We are committed to ensuring that your care and final wishes are met with sensitivity, dignity, and respect.

Our staff team has extensive experience in supporting residents and families through these difficult times. Staff receive appropriate training in end-of-life care, and we maintain dignity and respect at all times. When additional expertise is required, we can access specialist palliative care nurses from external healthcare providers who offer excellent support to residents and their families.

Visiting

Visiting times are flexible, and we operate an open visiting policy during the day.

Night-time access can be arranged with staff in advance.

We can provide overnight accommodation for visitors who wish to stay with their relatives. We particularly encourage families—including children and grandchildren—to visit and stay overnight where possible, helping to maintain normal, healthy relationships.

All visitors are asked to respect the privacy and dignity of everyone living in the Home.

We will keep families informed of any changes to Covid-19 guidance or any positive cases within the Home.

Telephone

The main telephone is located in the office, and there is a residents' extension in the entrance corridor.

Some bedrooms have their own telephone point, and a payphone is available near the laundry for residents or visitors to use.



Enquiries About Your Well-Being

Telephone enquiries about your well-being can be made at any time, especially if a relative has concerns. To protect confidentiality, information will only be shared with the designated relative known to us.

We will inform your relatives of any change in your condition, with your agreement, and record this in your care notes. While we aim to provide as much helpful information as possible, some conversations are best held face-to-face, and we will arrange this with you and your relatives when appropriate.

Television, Radio, Chapel Services

Televisions and radios are available throughout the Home for your enjoyment.

Each bedroom has an aerial socket, and you are welcome to bring your own television. We ask that you respect others' privacy by keeping the volume at a considerate level.

You may also watch the Services celebrated in our Chapel from your room via the television, should you wish.

Radios and cassette players are available in the lounges and sitting areas. A radio can be provided in your room on request. If you bring your own electrical items, please ensure they have been PAT-tested and that you bring the certificate with you.

Smoking including Vaping

Montana operates a strict no-smoking policy, which includes vaping, for health and safety reasons. Smoking is not permitted anywhere within the Home, and visitors are also asked not to smoke inside the building.



Facilities

Shops are within easy walking distance of the Home.

Nearby Bury St Edmunds offers a wide range of facilities, including hairdressing salons, newsagents, public houses, and some of the most beautiful architecture and gardens in Suffolk.

Two local parks are frequently enjoyed by residents and their families for gentle walks and for feeding the many birds and wildlife.





Volunteer Assistance

Our aim is to promote and maintain a quality of lifestyle within the individual resident's capabilities and provide a range of 1-1 and group activities. These include:

Piano concerts

Carol singing at Christmas by the choir of the Anglican Church

Cultural Dancing

Professional entertainers

Visiting Drama Groups

Pet Sessions

Drinks nights (open Bar) and chat

Twice-yearly Fetes

A Barbecue in the summer and a Curry night

Days out to places of interest with lunch included (with volunteer assistance)

Games and leisure activities including bingo, sing-a-longs, scrabble, card making, gentle exercises, films etc.

Please note residents can decline any or all of the social activities on offer at Montana.

Outings/ visits to the shops are encouraged and we arrange trips to local places of interest (including Felixstowe Beach, Ely, and the Abbey Gardens at Bury), with the assistance from our volunteers and care staff as necessary. We have visited the local cinema, been Christmas shopping, enjoyed pub-lunches at a local hotel, taken boat trips, summer visits to places such as Claire Priory and Banham Zoo! We are always open to suggestions for future events and will actively seek your views and suggestions.



Library

The Home has its own small but well-stocked library with a wide range of books, including large-print editions for those with visual difficulties.

Daily newspapers can be arranged through the local newsagent and will be billed at cost.

Laundry

The Home provides a comprehensive laundry service, including free washing and ironing. If you prefer to make your own laundry arrangements, this is perfectly acceptable.

Hairdressing

We have a qualified hairdresser on site, Sr Julia, who offers both ladies' and gentlemen's hairdressing services.

Price List:

- Shampoo and Set – £15.00
- Wash & Blow Dry – £20.00
- Gent's Trim – £12.00
- Hair Cut – £10.00
- Wash, Cut & Blow Dry – £25.00



If you prefer, arrangements can be made for you to visit a local hairdresser.

Chiropody

A visiting chiropodist attends every 4–6 weeks and charges £25 per visit.

Alternatively, staff can accompany you to the local health centre for a free chiropody service if required.

Spiritual care

Montana has its own purpose-built Chapel, and a resident Chaplain celebrates Mass daily for those who wish to attend.

Residents of all faiths—or none—are warmly welcomed. We will do our utmost to support you in practising your own beliefs. We can arrange visits to your place of worship either regularly or at special times, according to your wishes.

We also make every effort to support people with additional needs. Your individual requirements will be included in your care plan, and appropriate support will be provided.

Accessibility and Health Appointments

The Home is single-storey, making all rooms easily accessible, with wheelchair ramps where needed.

All rooms are clearly marked to support residents who may have cognitive impairments.

We will ensure that hospital appointments are made and that transport is arranged to meet your specific needs, including hearing and sight tests.

Out-Patient Appointments

If your GP arranges an out-patient appointment, we will ensure that an escort is provided.

You may also choose to be accompanied by a relative or friend.

Transport will be arranged either through your GP or through Montana.

Short-Term Care

Subject to availability, Montana offers short-term or temporary respite care. This may include:

- Support following hospitalisation or illness
- A holiday break for your carers
- Regular planned stays as part of your care plan

During any short-term stay, you will receive the same high standard of person-centred care as permanent residents and have full access to all facilities.

Our approach is enabling and aims to maximise your independence and abilities, whether you are returning home or staying with us.

Discharge from the Home

You may be discharged from our care to be admitted to the hospital, to visit relatives, return home after a short-term stay, or to move to another care home.

Wherever you are going, we will ensure continuity of care by sharing relevant information with future carers and professionals, in line with your care plan.

Listening To Your Views

We welcome your views and opinions and use them to improve our care.

Our quality assurance system helps us regularly review how well we are meeting the needs of residents and families.

If you or your relatives have any concerns, please speak to a member of staff. They will do their best to reassure you or resolve the issue promptly. If they cannot do so, they will put you in touch with someone who can help.

If at any time you feel your concerns have not been adequately addressed, or you wish to make a formal complaint, please follow the enclosed complaints procedure.

Advocacy Services

If you or your relatives feel you would benefit from additional support in discussing any aspect of your care or future needs, several outside agencies can help. They offer support, guidance, and advocacy to ensure your wishes are heard and represented.

Useful Contacts:

- Social Care Customer First: **0808 800 4005**
- Local GP Surgery – Guildhall: **01284 701331**
- West Suffolk Clinical Commissioning Group: **01284 758010**
- Age Concern: **01284 757740**

FEES

The Home charges the current rate set by the relevant placing Social or Health Services. For full details about fees and payment methods, please refer to our separate Terms and Conditions of Residency (and Financial Agreement for Self-Funders).

Residents' contributions (or full fees for self-funders) are usually collected by four weekly standing orders. Or calendar month

Fees are reviewed annually and normally change each April in line with government guidance.

Current Fee Levels:

£1350 – £1500 **per week**
for a single or double room.

Most people are eligible for financial assistance. Social or Health Services will explain this in detail, but typically it involves a contribution from Social Services based on assessed needs, with the remainder paid by you or your family.

People with savings above the government's minimum threshold may need to pay the full fee ("self-funding"). In these cases, the NHS may make a small contribution.

If your circumstances change and you can no longer meet the full fee, Social Services will reassess your needs. They usually contribute a set amount, with any remaining balance met by your family.

Access for your reading

- Inspection Report
- Terms and Conditions of Residency



To view our most recent Inspection Report, please visit the CQC website:

www.cqc.org.uk

THE COMPLAINTS PROCEDURE

Aim

The Home operates a simple, clear, and accessible complaints procedure that promotes an open and accepting approach to concerns. All complaints will be recorded, investigated, and acted upon with the intention of reaching a prompt and satisfactory conclusion within 28 days.

Procedure

- 1.1. This procedure is for complaints made against the Home or its staff by a resident, relative, or external professional.

It is not for staff grievances; staff should use the Home's separate grievance procedure.

- 1.2. The complaints procedure forms part of the Home's internal policy and procedure manual. Its purpose is to ensure an open and honest approach to complaints. Effective complaint handling is an important part of improving quality standards and compliance.
- 1.3. The Home encourages complaints as a valuable way of monitoring and improving standards.
- 1.4. All complaints about the Home or any member of staff will be taken seriously. An investigative approach will be used, leading to clear actions and a timely resolution.
- 1.5. This procedure includes a conciliation process for situations where an immediate resolution cannot be found.
- 1.6. The Manager or senior staff will record all complaints, regardless of their apparent severity.
- 1.7. Complaints will not be recorded in an individual resident's file. They will be documented in the Complaints Record Book.
- 1.8. The recorded details will include:

- Name and signature of the person receiving the complaint
- Name of the complainant
- Date the complaint was made
- Date of the incident or issue leading to the complaint
- Details of the incident or concern
- Names of residents, staff, or others involved
- Any evidence or witnesses
- Details of the action the complainant would like taken

- 1.9. The Manager or senior staff will investigate the complaint as soon as possible and within 7–14 days of receiving it.
- 1.10. Immediate action will be taken where matters can be quickly and easily resolved.
- 1.11. All actions taken during the investigation will be clearly recorded in the Complaints Record Book.
- 1.12. If the investigation is complex, an additional 7 days may be used, provided the complainant is informed before the end of the initial 7–14 day period.
- 1.13. When the investigation is complete, the Manager or senior staff will communicate the outcome to the complainant and to any person directly involved. This will be recorded in the Complaints Record Book.
- 1.14. If the complaint is satisfactorily resolved, the matter will be closed and the records retained for inspection by the Care Quality Commission (CQC).
- 1.15. The entire complaints process will be completed within a maximum of 28 days, unless exceptional circumstances arise. Any delay will be explained to the complainant.
- 1.16. If the complainant or any person implicated is unhappy with the outcome, this will be recorded. The investigating officer will then attempt to find a more satisfactory resolution, which may involve further investigation and, ideally, the involvement of the owner.
- 1.17. If no resolution can be reached, the Manager or senior staff will refer the matter to the CQC (contact details are provided at the back of this guide). The CQC's decision will be final and binding.
- 1.18. At any stage, the complainant may choose to refer the matter directly to the CQC or request that the Manager do so on their behalf.
- 1.19. The Manager or senior staff will ensure that all negotiations and outcomes are fully recorded and signed in the Complaints Record Book.
- 1.20. If the outcome finds against the Home or a member of staff, disciplinary action will be taken where appropriate (see the Disciplinary Policy).
- 1.21. Entries in the Complaints Record Book are regularly audited.

Please see the full [Complaints Policy Procedure](#) at the end of this booklet.



USEFUL NUMBERS

Local Social Services

Office:
Commissioning and Contracts Officer

01284 352212
01284 758693
Adela.xu@suffolk.gov.uk

Local GP Surgery

Guildhall

01284 701331

“We are now under one surgery, which carries out a ward round every Wednesday. The GP also comes to see the residents whenever we call them. It works very well.”

Adult Safeguarding

Safeguarding Address

Board Manager
Suffolk County Council
Endeavour House
8 Russell Road,
Ipswich, Suffolk
IP1 2BX

Online Reporting

<https://www.suffolk.gov.uk/care-and-support-for-adults>

Dominic Nasmyth-Miller is Adult Safeguarding Manager - MCA – DOLS

dominic-nasmyth-miller@suffolk.gov.uk

Tel: 01473 260813

General Adult Protection

Enquiries

Adult.Safeguarding@acs.suffolk.gov.uk

Age Concern

Telephone

01284 769524

Prioress General, Grace and Compassion Benedictines CIO

Sr. Kathy Yeeles

01273 502129

Grace and Compassion Convent
38/39 Preston Park Avenue
Brighton, Sussex BN1 6HG
osb@graceandcompassion.co.uk

Helen HR

Grace and Compassion Benedictines CIO
Holy Cross Priory
Hatfield
TN21 0TS



Complaints Policy Procedure

1 In accordance with the home's

- 1.1. The complaints procedure is brought to the attention of prospective residents and/or people acting on their behalf initially through our Service User Guide.
- 1.2. On admission, each resident is provided with a **Welcome Pack** which includes a summary of our complaints procedure which is produced in large print.
- 1.3. Montana will support residents or those acting on their behalf to make a complaint or bring comments where such assistance is needed.
- 1.4. Montana will ensure that any complaint made will be fully investigated and as far as possible, solved to the satisfaction of the person making the complaint.
- 1.5. Montana will take appropriate steps to coordinate a response to a complaint where there are other parties involved.
- 1.6. Montana will ensure that all complaints and follow up procedures are properly documented and available for perusal by appropriate persons.
- 1.7. Montana believes that complaints are best dealt with on a local level between the complainant and Montana. either of the parties is not satisfied by a local process, the case can be referred to

Sr. Kathy Yeeles, pgkathv@graceandcompassion.co.uk; osb@graceandcompassion.co.uk

Tel :- 01273 502129

Grace and Compassion Generalate (Brighton): 38/39 Preston Park Avenue, Brighton, BN1 6HG.

2 Oral Complaints

- 2.1. All oral complaints, no matter how seemingly unimportant, will be taken seriously.
- 2.2. Front-line care staff who receive an oral complaint seek to solve the problem immediately.
- 2.3. If staff cannot solve the problem immediately, they will refer the complaint to the Care Manager.
- 2.4. All contact with the complainant should be polite, courteous and sympathetic. There is nothing to be gained by staff adopting a defensive or aggressive attitude.
- 2.5. At all times, staff remain calm and respectful.
- 2.6. Staff will not accept blame, make excuses or blame other staff.
- 2.7. If the complaint is being made on behalf of the Resident by an advocate, it will first be verified that the person has permission to speak for the Resident, especially if confidential information is involved. It is very easy to assume that the advocate has the right or power to act for the Resident when they may not. If in doubt, it will be assumed that the Resident's explicit permission is needed prior to discussing the complaint with the advocate.
- 2.8. After talking the problem through, the Care Manager or the member of staff dealing with the complaint will suggest a course of action to resolve the complaint. If this course of action is acceptable, then the member of staff will clarify the agreement with the complainant and agree a way in that results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter).

- 2.9. If the suggested plan of action is not acceptable to the complainant, then they will be invited to put their complaint in writing to the care manager.
- 2.10. In both cases, details of the complaint will be recorded in the complaints book.

3 Written Complaints

Preliminary Steps

- 3.1. When a complaint is received in writing it will be passed on to the Care Manager who will record it in the complaints book and send an acknowledgment letter within two working days. The Care Manager, Sr. Thaya Moses is the named person who deals with the complaint throughout the process.
- 3.2. If necessary, further details will be obtained from the complainant. If the complaint is not made by the Resident but on the Resident's behalf, then the consent of the resident, preferably in writing, will be obtained from the complainant.
- 3.3. If the complaint raises potentially serious matters, advice will be sought from a legal advisor to Montana's. If legal action is taken at this stage any investigation by Montana under the complaints procedure will cease immediately.
- 3.4. If the complainant is not prepared to have the investigation conducted by Montana he or she will be advised to contact Sr. Kathy (see 1.7) or the CQC.

4. Meeting

- 4.1. If a meeting is arranged the complainant will be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate.
- 4.2. At the meeting a detailed explanation of the results of the investigation will be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
- 4.3. Such a meeting gives the home the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.

5. Follow-up Action

- 5.1. After the meeting, or if the complainant does not want a meeting, a written account of the investigation will be sent to the complainant. This will include details of how to approach CQC if the complainant is not satisfied with the outcome.
- 5.2. The outcomes of the investigation and the meeting will be recorded in the complaints book and any shortcomings in Montana procedures will be identified and acted upon.
- 5.3. Montana will discuss complaints and their outcome at a formal business meeting and the complaints procedure will be audited by the Care Manager, as an on-going process.

6. Investigation of the Complaint by Montana

- 6.1. Immediately on receipt of the complaint Montana will launch an investigation and within 28 days will be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- 6.2. If the issues are too complex to complete the investigation within 28 days, the complainant will be informed of any delays.
- 6.3. Complaints against Montana or any member of staff will be taken seriously at all times. There will be an "investigative" style to complaints, leading to actions and a resolution within a clear timeframe.
- 6.4. This guidance offers a conciliation process where resolution of complaints cannot be found.
- 6.5. The manager / senior staff will record all complaints, regardless of the apparent severity, on the complaints record sheet.
- 6.6. Complaints will not be recorded on individual resident files.
- 6.7. The recorded details will indicate:

- Name and signature of the person receiving the complaint

- Name of the complainant
- Date the complaint was made
- Date of the incident or issue
- Details of the incident
- Names of residents, staff, or others involved
- Any evidence or witnesses
- Details of the action requested by the complainant to be taken

- 6.8. The Care Manager / senior staff will investigate the complaint as soon as possible and within 7-14 days of the complaint being received.
- 6.9. The Care Manager / senior staff will take immediate action where matters can be quickly and easily resolved.
- 6.10. The Care Manager/ senior staff will clearly record the action taken during the investigation on the complaints sheet.
- 6.11. Should investigations prove complex, a further 7 days can be taken to complete them, as long as the complainant is informed before the end of the initial 7-14 days.
- 6.12. On completion of the investigation the Care Manager/ senior staff will immediately communicate the outcome to both the complainant and any person directly implicated in the complaint and record this on the complaints sheet.
- 6.13. If there is a satisfactory resolution of the complaint, then the matter can be closed and the recorded details kept on file for inspection by CQC.
- 6.14. The entire complaints process will be dealt with within a maximum of 28 days unless there are exceptional and extenuating circumstances, which must be explained to the complainant.
- 6.15. If either the complainant or person(s) implicated are unhappy with the outcome, this must be clearly recorded in the complaints log. It is then a question for the investigating officer to try to find a more satisfactory resolution. This may be done through further investigation and should ideally involve the complainant in all party discussions.
- 6.16. If there is still no resolution, the Care Manager/ senior staff will refer the matter to Venessa Hall Director of Care Holy Cross Priory, Cross in Hand, Heathfield. East Sussex TN21 0TS
- 6.17. Should at any stage throughout the complaints process the complainant wish to refer the matter to the CQC they may do so/ request that the manager do so.
- 6.18. The Care Manager/ senior staff will ensure that all negotiations and outcomes are recorded on the complaints sheet/ book and all entries signed.
- 6.18.1. Should the outcome find against the Home or member(s) of staff, where appropriate, disciplinary action will be invoked (*a copy of the Disciplinary Procedure can be obtained from the Care Manager*).
- 6.19. Entries in the complaints log are audited.

7. Concerns and Suggestions

- 7.1. We take very seriously any concern or suggestion made to us by residents or their representatives. These are recorded in the book where the concern is described in writing and followed by details of any corrective or preventive action taken as appropriate.
- 7.2. All complaints/concerns/suggestions are reviewed at the quarterly management meeting; an annual audit is carried out with results documented.

8. Unreasonably Persistent Complainants

- 8.1. In this eventuality, our Policy is to deal with it on a completely individual basis taking full account of the needs and physical and mental condition of the resident. Details would be documented in the care plan where appropriate.

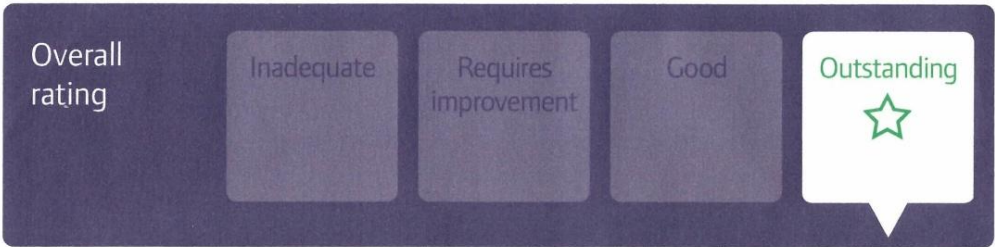
Certificates
CQC Rating



Last rated
9 January 2024

Grace and Compassion Benedictines

Montana Residential Home



Are services

Safe?	Good
Effective?	Good
Caring?	Outstanding ★
Responsive?	Outstanding ★
Well-led?	Outstanding ★

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at <https://www.cqc.org.uk/location/1-118089078>
We would like to hear about your experience of the care you have received, whether good or bad. Call us on 03000 61 61 61, e-mail enquiries@cqc.org.uk, or go to www.cqc.org.uk/share-your-experience-finder



THIS IS TO CERTIFY THAT

Montana Care Home Grace and Compassion
Benedictines

HAS A CAREHOME.CO.UK
REVIEW SCORE OF



January 2026

Maximum Review Score is 10, and the
Score was calculated from 53 Reviews made
by residents or family/friends of residents.

Please take a moment to Review Us
Scan the QR code or visit
[carehome.co.uk/submitreview](https://www.carehome.co.uk/submitreview)



For more information, go to <https://www.carehome.co.uk/>



More Information

The Care Quality Commission Inspection employs Inspectors to monitor standards within all care homes.

Inspectors aim to promote the highest standards of care by inspecting, advising and consulting with us to identify problems. The Inspector will also assist in complaint procedures when necessary or advise on matters of concern about the Home.

For more information or to make a complaint/ raise an issue of concern, please contact:

**East Region
Care Quality Commission
City gate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Fax: 03000 616172**

***CONTACT: Sr. Thaya Moses,
Montana Care Home, East Barton Road,
Great Barton, Bury St. Edmunds, Suffolk, IP31 2RF
e-mail :- admin@montanacarehome.com
www.montanacarehome.com***

TEL: 01284 787321

REVIEWED January 2026