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Guide to Fir Villa



Fir Villa is in the pretty and quiet village of Marston Magna and is midway between the flourishing town of Yeovil and the beautiful historic abbey town of Sherborne. Our home lies within its own beautiful gardens and provides a “home from home” setting

Fir Villa is a residential home for the elderly which prides itself on providing the highest level of care within a happy, safe and secure environment. Our ethos is to promote a “person centred” approach that encourages residents to maintain their independence and live with dignity and complete fulfilment.

We aim to maintain links and relationships with family, friends and our local community to provide a friendly and stimulating atmosphere, that is open and able to give residents choice and freedom in how they wish to live.

Our dedicated, competent and well trained staff provide the necessary care to meet individual needs and requirements and are on-hand twenty-four hours a day. We ensure that all aspects of each residents, physical, mental, emotional and social care needs are met and we encourage residents to be involved in both their care-planning and the running of their home.

We provide accommodation and care for both sexes aged sixty-five and over including those with dementia. A maximum of twenty residents live in our main building and have varying care needs. In our separate one bedroom cottage “Owls Nest” the residents are more independent and have lower care requirements that need minimal support and supervision. “Owls Nest” is available for single occupancy or couples / partners only. All nurse call and emergency provisions are linked directly to the main building. It is envisaged that if the care needs of these residents increase they will be offered accommodation in the main building. All residents living in “Owls Nest” have access to the same care and activity facilities offered in the main house. Staff assistance in Owls Nest is provided on a risk assessed individual need basis and night care cover is always provided.



The home is registered with the Care Quality Commission under the Health and Social Care Act, 2012.

Denise and Mike Read are the owners/Directors of Marston Care limited which owns Fir Villa Residential Home. Mrs Denise Read is the responsible individual registered with The Care Quality Commission. Denise and Mike live locally near Sherborne and are actively involved at Fir Villa working alongside the Registered Manager and staff team to ensure that Fir Villa delivers the highest possible care and the best outcomes for all who live there.



Denise has worked in care for over 25 years and has all the necessary qualifications and mandatory training as well as a huge amount of experience and skill gained in a variety of roles. She qualified as a Registered Manager in 2002 and managed a residential home and was an area Manager overseeing 4 care homes across the south of England before buying Fir Villa in 2009 with her husband Mike. Mike has extensive experience in the running of a business having run a family farming business until retiring from it to work with Denise and “build their dream”.

Both Denise and Mike are completely dedicated to Fir Villa, its residents and its staff strongly believing that provision of exemplary care and the ability to lead a happy, safe and fulfilled life is a fundamental requirement for all its residents and this is the ethos on which Fir Villa, our family run home thrives on.

The Registered Manager is Mr James Dale, who is responsible for the day to day running of the home. James has been working in the care sector since 2012. Before joining us at Fir Villa, he previously worked as Head of a Palliative Care Unit and in the same establishment also worked within a young person’s unit and an advanced challenging dementia unit, going on to become one of the senior team members in a Challenging behaviour dementia home.

James joined Fir Villa in May 2015 as a senior carer quickly progressed to the post of Deputy Manager and then Home Manager. On the 3rd June 2016 James took over as Registered Manager with CQC. James has an innovative and fresh approach to care. Person- centred care is always at the forefront of everything he does. He has a focused, caring, friendly, charming and engaging approach and operates an “open door” management policy that encourages an open dialogue and enables all of those involved in the home to feel empowered and involved. James leads by example with an empathy that is evident throughout the home.

Since becoming Registered Manager, James has established himself as a truly dedicated professional, and has enhanced the reputation of both himself and Fir Villa both in the local communities and with other professionals. He works along- side the directors ensuring the delivery of our excellent care service.

Fir Villa’s award winning care & expertise is recognised by many in the care professional and local community, who have used our services, as one of the best care providers in the South West.



At Fir Villa, we provide a variety of services covering a full range of care for those persons aged sixty-five and over. This includes Long term residential care, day care and short-term respite care subject to room availability. We are registered with the Care Quality Commission in the following specialisms Dementia, Mental Health,

Physical and learning Disability, sensory loss as well as general frailty of Old Age. Our staff contingent is trained and have the necessary experience to ensure we are able to meet these needs.

Fir Villa remains an independent family business in an industry increasingly dominated by big corporate groups. This allows us the freedom to continue to focus on the quality, integrity and person-centred nature of the care provided.

Because of this “family” ethos, respect and dignity for all our residents is at the forefront of everything we do and it is important to us that everyone here, staff and residents and visitors feel part of the Fir Villa family from the moment they come through the door.

Our ambition and passion is to ensure that all the residents in our care are provided with a home from home that promotes dignity, choice and well-being and gives them a real sense of security that encourages everyone here to live as full and rewarding life regardless of ability for as long as possible

Fir Villa is a Victorian building which has been extended to provide additional purpose built en-suite accommodation. The home has managed to retain all of its charm and character but with a modern and fresh feel to it. Of the twenty bedrooms (including two double) only six are on the

first floor, all of which are easily accessed by stair lift. The home is well maintained and tastefully decorated and furnished to an excellent standard. All service users are encouraged to personalise their own rooms as much as possible. A modern emergency call bell system is in operation and all necessary fire and health and safety requirements are met.

The home lies within one and a half acres and has a beautiful designated garden area with patio which is easily accessed allowing service users to enjoy the beautiful, peaceful landscaped surroundings.



Our team consists of some 30 full and part-time staff. All staff, regardless of their current role are trained to carry out care with all holding at least a NVQ/QCF Level 2 qualification and many holding or working towards higher levels. All our staff, whether full or part time receive the same on-going high quality of training both in-house and externally.

Our staff training covers all mandatory subjects:

- Food Hygiene, First Aid & Emergency First Aid, Safe Handling of Medications, Health & Safety, Equality & Diversity, Safeguarding, Manual Handling, Fire Safety, Dignity, Mental Capacity Act & DoLS, Dementia Awareness, Infection Control,
- Staff members are also actively encouraged to pursue more specialised areas of skill and interest to further enhance our ability to continually adapt and meet all our residents changing needs. These specialities can include but are not restricted to:-
- Catheter Care, Challenging Behaviour, Communication for persons with sensory loss, Dignity in Palliative & end of life care, Higher Dementia awareness, Parkinson's Care, Bereavement & counselling, Cancer Care, Difficult Conversations, understanding Nutritional health and many more.

We are also proud to have strong links to The St Margaret's Hospice Organisation and regularly send staff there for more intensive training.

The majority of our staff have worked at Fir Villa for many years, some joining us as apprentices and remaining to go on to become senior staff members. This continuity of staff is a major contribution to the overall settled, secure, homely and family feel at Fir Villa.

We firmly believe that Fir Villa is a home that always delivers exceptional levels of care and service. We are proud of our excellent reputation and are committed to ensuring that these standards are always maintained and developed so that the residents in our care can fully enjoy their time with us and live a life that is safe, stimulating and above all happy and contented.

Caring for the individual is the ethos on which our home is based.

Typical Fir Villa Weekly Menu

MONDAY		
	LUNCH	EVENING MEAL
	Steak and Kidney Pie Fresh Fruit Salad	Soup Ham Sandwich Baked Beans on Toast Ginger Sponge and Custard
TUESDAY		
	LUNCH	EVENING MEAL
	Cottage Pie Apple Pie and Cream	Soup Cheese and Cucumber Sandwiches Pate on Toast Yoghurt
WEDNESDAY		
	LUNCH	EVENING MEAL
	Roast Chicken Black Forest Gateau and Cream	Soup Corned Beef Sandwich Pilchards on Toast
THURSDAY		
	LUNCH	EVENING MEAL
	Toad in the Hole Treacle Sponge and Custard	Soup Roast Beef Sandwich Scrambled Egg on Toast Crème Caramel
FRIDAY		

	LUNCH	EVENING MEAL
	Poached Salmon Rhubarb Crumble and Custard	Soup Chicken Roll Sandwich Bacon Tomatoes Melon
SATURDAY		
	LUNCH	EVENING MEAL
	Chicken Chasseur Lemon Meringue Pie	Soup Egg Sandwich Toasted Teacakes Fruit Jelly
SUNDAY		
	LUNCH	EVENING MEAL
	Roast Beef Strawberry Cheesecake and Cream	Soup Tuna Sandwich Cheese on Toast Lemon Mousse

Fir Villa Weekly Activities

MONDAY: Exercise Group 2.30pm

TUESDAY: Chit Chat club and reminisce 2.30pm

WEDNESDAY: Cheandise 'Birds of Prey Visit' 2.30pm

THURSDAY: Crafts 2.30pm

FRIDAY: Afternoon out Pub lunch 2.30pm

SATURDAY: Trip to the seaside 2.30pm

11.30am

SUNDAY:

Morning sherry and sing along.
