



Quarry House

FISHPONDS

A home of Bristol Care Homes

Providing top quality, best-value, holistic care

bristolcarehomes.co.uk



The whole team
on Garden have been
brilliant and I would
like you to pass on
my gratitude to
them all. ▀▀

Family member
of former resident





Welcome to Quarry House

Opened in 2016, Quarry House is a modern home with a real sense of community. You'll find us tucked away in a quiet residential area, in the Bristol suburb of Fishponds. We're within easy reach of bustling Fishponds Road and all its amenities.

There are 65 individual rooms here, each with its own state-of-the-art en-suite. You'll also have access to a lounge and dining area, which are light, bright and beautifully decorated, with a warm, cosy ambience to make you feel right at home.

From the moment you arrive, we're here to help you settle in. From day one, our friendly team are focused on looking after you and meeting your needs. Whenever you're ready, you're welcome to get involved in our activities. Whether you love gardening, music or day-tripping, there's something for everyone, and something different every day.





We give residents a choice about what activities we offer at Quarry House, and always take their feedback on board and respect their wishes. We're very family orientated here and it's such a lovely, friendly place. ”

Marcia, member of staff

What makes Quarry House special?

YOUR NEEDS COME FIRST, ALWAYS

Our caring, passionate team make your needs their absolute priority. Led by our nurse managers, and team leaders, you'll be in safe hands with our trained professionals – from our nurses and carers, to our physiotherapist, podiatrist and hairdresser. Meanwhile, our catering, maintenance, domestic and finance teams are here to take care of your practical needs.

We're here for you when you need us. Moving into a care home can be an emotional time for everyone. That's why we offer support for family members – you can call on us for help and advice at any time.

IT'S A THRIVING COMMUNITY

There's always something going on here, and you can get involved in as many activities as you like. Gardening groups, art sessions, singalongs, dance performances, sensory sessions and more – there's plenty of choice. We even have our very own pop-up pub and train carriage.

We collaborate with a range of external partners and specialists to offer enriching activities for our residents, including:

- Spike Island Artists: Delivering engaging and creative workshops across our homes every month.
- Alzheimer's Society: Hosting 'Singing for the Brain' sessions twice a month, promoting memory stimulation through music.
- Alive Activities: Providing vibrant in-house activities, a gardening club, and access to a community allotment in Brentry, encouraging physical activity and social connection.
- Creature Cuddles & Pet Therapy: Offering animal handling experiences and pet therapy sessions for sensory stimulation and emotional well-being.
- Intergenerational Projects: Facilitating ongoing collaborations with local schools and nurseries, fostering meaningful connections between generations.

Getting out and about on daytrips is part of life at Quarry House – and we're proud to have our own fully equipped minibus. Our residents enjoy going to restaurants and cafés in the local areas, as well as trips to the seaside in Weston-Super-Mare and exploring Aerospace Bristol. Trips are provided at no extra cost.

Unique to our care homes, we also have a wheelchair car – which families can use to go shopping, visit friends or go out for a drive. This service is completely free of charge.

A PLACE WHERE YOU FEEL AT HOME

Your own private room features plenty of home comforts – from a TV/DVD player and Wi-Fi internet connection, to a personal phone line. You'll also have our secluded communal garden right on your doorstep, where you can find peace and quiet listening to the babbling brook and birdsong. Keep your eyes peeled for squirrels and ducks, too.

Home-cooked food is the order of the day here, thanks to our expert chefs. Every meal you choose from our menu is freshly prepared to order using high-quality ingredients. And we source local produce wherever possible, like our eggs, which come from a nearby farm.

Remember, your family and friends are always welcome. This is your home, and they can visit day or night, for as long as they wish.

You'll enjoy our fresh, creative design scheme developed by local specialist consultants Pace. Each of the 4 floors has its own theme - Garden, Meadow, Ocean and Sky.

The stunning murals on the landings and corridors are based on the themes, and support orientation and recognition.

This is our unique and innovative approach to creating a dementia-friendly environment, making our residents feel more at home.





A small group of quality care homes

OUR VISION AND PHILOSOPHY

Quarry House is part of Bristol Care Homes, a group of homes in the Bristol and South Gloucestershire area.

Our mission statement is to provide the highest quality holistic care at fees which are the best value for money.

We welcome both residents and their families, offering them a real home from home.

TRUST US TO PROVIDE UNIQUE CARE

- Expect the highest standards of clinical care. Our nurses and qualified carers treat everyone as an individual, and your care is tailored to you.
- Care plans are fully computerised. This ensures we know exactly what you need, provides an accurate record of your care history, and enables us to plan for the future.
- Ever-changing menus. Our professional chefs create a daily choice of tasty meals, which change every day. If you have any special requests, all you need to do is ask. We can cater for all dietary requirements.
- High-tech facilities. You'll have access to a state-of-the-art bath or walk-in shower, ensuring you enjoy the ultimate comfort.
- We respond to feedback. You're the best people to tell us how we're doing, so we're always asking residents and their families what they think.
- Wheelchairs are provided. As well as access to our modern fleet, we provide a customised Action 3 wheelchair for residents who rely on a wheelchair – at no extra cost.

OUR HOMES

Each of our homes is different, whether that be in setting or character, meaning that there is an option for everyone's needs. That could be the idyllic peace and tranquillity of the countryside, a bustling residential area with shops on their doorstep, or a combination of the two. Whatever you want, we've got the perfect location. Our homes are all fitted with 24/7 air ventilation systems to ensure a fresh atmosphere at all times.

OUR LIFESTYLE

There's always lots going on and we lay on a range of activities at each of our homes, with the option to join in as much or as little as you want. Whether you would like to get involved with a craft session or would prefer to sit and read a book instead, the choice is there! We provide free regular minibus trips, and each home has a single wheelchair car which is available at no cost to residents' families.

Field House, Horfield

Field House is situated at the end of a quiet residential lane, in the suburban area of Horfield. You can make the most of a peaceful location but you're only a short stroll away from local amenities.

Opened in 2002, this is a modern home with a real sense of community. Residents' rooms are decorated to a high standard, with Laura Ashley wallpaper, for a truly homely finish. Every room comes with its own en-suite facility, and access to a cosy lounge and dining area. Plus, there's a charming inner courtyard with a beautiful fountain for you to enjoy.



Field House



Glebe House, Almondsbury

Glebe House is a country home in Almondsbury, with real character. Make your way along our private drive and you'll find us in a tranquil setting – surrounded by rolling countryside.

First opened in 1996, this was once the Old Vicarage. This beautiful Victorian building is still brimming with period character – from the stunning stained glass window in the foyer to the large windows that let the light flood in. Every individual room has been decorated to a high standard, while the warm, inviting lounges have panoramic views over the newly landscaped grounds, the Severn Estuary and beyond.



Glebe House



Beech House, Thornbury

Opened in 2000, you'll find Beech House right in the heart of Thornbury, tucked away down a quiet residential close – but within easy reach of the bustling high street.

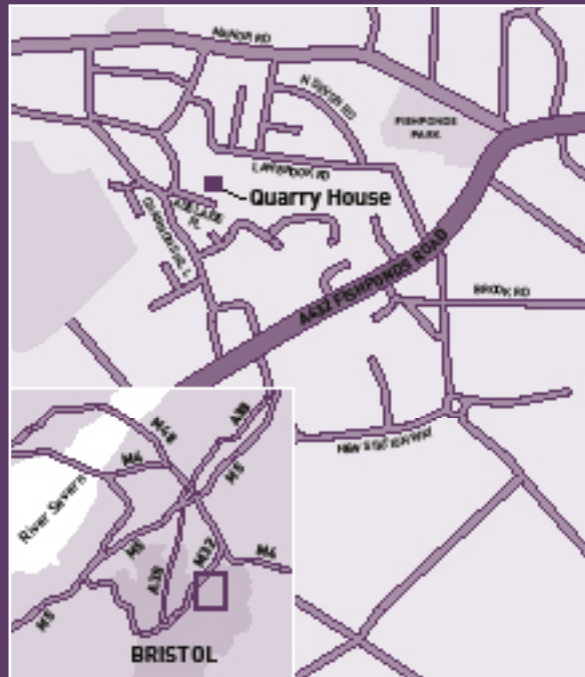
Behind the grand, period-style frontage, there's a welcoming, purpose-built space designed to meet your needs. Every resident's room features contemporary décor with en-suite facilities. Wherever you go, it's bright and spacious, from the open corridors to the communal spaces. The newly decorated conservatory and award-winning garden are truly special.



Beech House

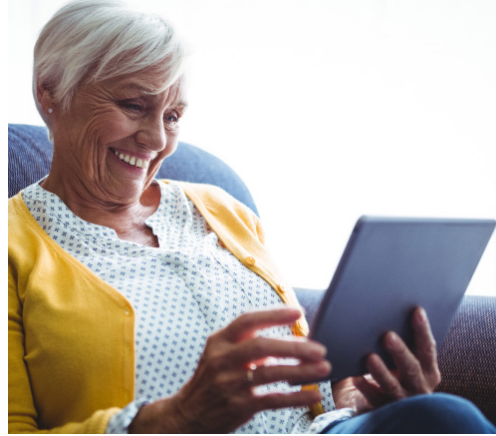


Quarry House Care Home
Adelaide Place, Channons Hill, Fishponds,
Bristol BS16 2ED
Telephone 0117 965 4466



For more information or to arrange a personal visit contact any of our homes
bristolcarehomes.co.uk

YOUR BEST IN CLASS *activities programme*



*"We care for the physical, emotional,
social and spiritual needs of our residents."*

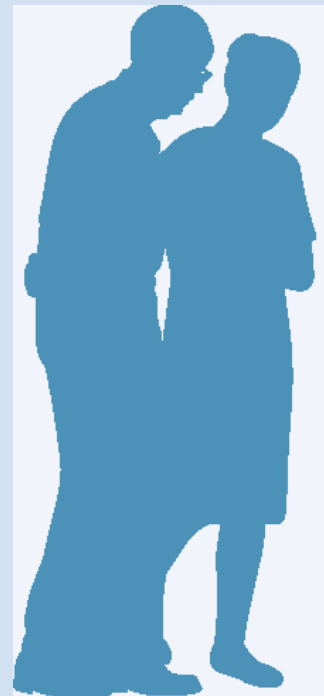


Our commitment to you

We are committed to ensuring that every one of our residents enjoys a happy fulfilling life, with lots of interest and interaction.

Our focus on holistic care means that activities are a key part of life in each of our homes.

- Activities are at the heart of our homes.
- Our dedicated activities teams are trained by leading experts to engage with you, and make sure that every activity is meaningful and individual to you.
- We take time to get to know you, so that we know your interests, and can then organise the best activities for you.
- Our activities are constantly varied, to keep them fresh, interesting and meeting your needs at every stage of your life.



Our activities programme

WE PROVIDE

- Activity programmes which are varied to suit everyone in the home.
- Resident-led activity schedules. Every residents helps decide the activities programme.
- 1:1 activities, often using the internet with tablets to make the experience personal.
- Friends and family are welcome to join in.
- We print every month a new calendar of activities in each of our homes to ensure it meets the needs and wishes of all our residents.

"Every resident has the opportunity to **shape the activity schedule** with feedback on what they enjoy and what is meaningful to them."





Some examples of our

Birds of prey visiting our homes



...using tablets for
online activities!



Gardening club - indoors and out!



outside entertainers come
play instruments or sing

activities...



and
to us



Minibus trips to Longleat!



Art workshops



Playing cards!

Working with our friends to make our activities the best in class

We have great working relationships with other organisations which help us to keep our activities dynamic and the best choice for you.

- **Alive** – A leading local activities charity. They help us by training and coaching our team, inspiring us with new ideas and regularly auditing our activities programme - www.aliveactivities.org
- **Universities** – help us develop our understanding and practice, especially with developing activities for residents with dementia. We are currently funding a university study to help us better understand the positive impact of our activities.
- **The Bristol Beacon** are our partners in planning and establishing an annual celebratory city care concert in Bristol.

“Regular encouragement, inspiration and training is provided by Alive, a local Bristol charity, to our activities team.”





"We ensure that
residents lead the
activity schedule."

Feedback and improvement

We use feedback from lots of sources to help continually improve our activities programme. Here are a few examples of how we get feedback.

- Regular resident and relative surveys.
- Regular resident and relative face to face meetings.
- Our own internal audit.
- Audits by Alive Activities.
- Feedback from our CQC inspections.
- Of course the best feedback we get is the smiles, laughter, fun and joy we see in our residents every day, proving we have a best in class activities programme.



For more information or to arrange a personal visit contact any of our homes
bristolcarehomes.co.uk

YOUR BEST IN CLASS *Care plan*



*"We create individualised
care plans with your
choices and preferences."*



Building a care plan for you

Care plans are essential for us to specify and deliver person-centred care accurately. We build our care plans around you. You have control of your care and all aspects of your life with us by being involved in the planning. We get to know you and plan to meet all your holistic needs. Your care plan will then be personal to you, created with your choices and preferences at the centre of it.

- Your care plan is designed to meet all your holistic needs.
- The plan covers everything you need, including your physical, intellectual, emotional and spiritual needs.
- We build this into your care plans using a state of the art system which makes it available to everyone involved in your care.
- We are then accountable for planning and delivering best in class care.



Giving you the best possible care

We work hard to make sure that we build care plans which will deliver the best possible care to you. We get to know you, your likes and dislikes, to ensure you are happy with the care we deliver.

"They know I like sheets not duvets."

"They know I love carrot cake."

"They always remember my tablets for me."

"I feel in safe hands."

"They know I miss Sid."

"They know when I'm having a bad day."

"They help me contact the children."

"They know when I'm in pain."



"We encourage time with
our **Activities Team** to see
what interests you."

How we get to know you better

Here are a few examples of how we gain a better understanding of your needs as an individual.

- Time with our chef to identify your likes and dislikes and any support you need with your meals.
- Time with our nurse to understand what your health and wellbeing needs are.
- Knowing who is important to you.
- Understanding your medication needs and involving your GP to discuss any concerns.
- Spending time with you and getting to know you.
- Time with our Activities Team to see what interests you.



Using technology to keep you safe

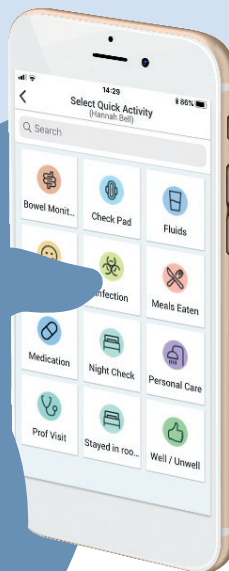
We use state of the art systems for both care plans and medication. This means that your care plans and medication management are both best in class. These systems are designed to ensure that information is up to date, easily accessible by everyone involved in your care, simple to use and update.

ELECTRONIC CARE PLAN SYSTEM

- Our electronic care plan system gives our team access to the most up to date guidance.
- Everyone involved in your care can see the information they need to deliver the right care to you.
- Your care plans are regularly reviewed with you to keep up with any changes.
- Any changes are updated immediately and instantly available for all our care team to see and use.

ELECTRONIC MEDICINES MANAGEMENT SYSTEM

- We use the latest state-of-the-art medication management system to ensure your medication is accurate and safe.
- The system links electronically with your GP and our pharmacist.
- Our highly trained team can clearly see the medication to be administered and when.
- The system automatically orders repeat prescriptions from our pharmacist so you will never run short of medication.



A photograph of three women of different ages looking at a tablet together. On the left, a young woman with dark hair is partially visible, wearing a light green top. In the center, a middle-aged woman with brown hair is smiling, wearing a blue button-down shirt. On the right, an elderly woman with white hair and glasses is looking at the tablet, wearing a blue patterned top. The background is blurred, suggesting an indoor setting like a community center or office.

"There is a constant programme for improvement, which involves you."



"Staff are trained in lots
of different clinical skills."

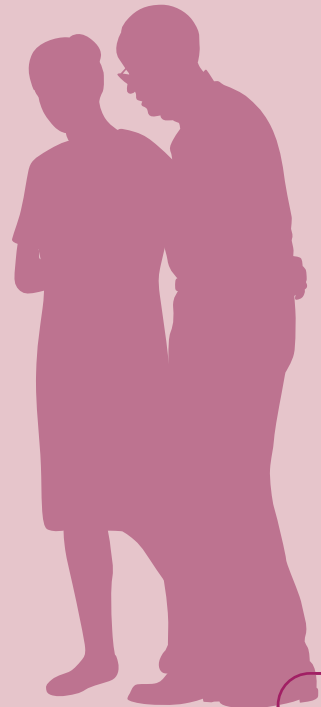
Staff skills and training

We ensure that our team is trained to highest standards.

This means they are the best team to give you the care you need. We invest in our staff as we believe they are the key to delivery of the best care.

THE BEST TRAINED STAFF TEAM MEANS THE BEST CARE POSSIBLE

- Our team training covers the whole range of clinical skills.
- Fully trained nurses are available in all of our homes 24/7 which means you always have expert clinical care on hand.
- Our team is also widely trained in other skills, like activities, hand massage and communication to make your experience the best in class.



For more information or to arrange a personal visit contact any of our homes
bristolcarehomes.co.uk

YOUR BEST IN CLASS *catering*





"Our food is varied, nutritious and well presented."

Your excellent dining experience

We know that your dining experience is an important part of your day, so we put everything in place to ensure that this experience is excellent.

- Dining rooms which are a pleasant and relaxing environment for you to enjoy your food with other residents. If you prefer to eat in your own room this can easily be accommodated.
- Food which is varied, nutritious and well presented.
- Menus which change and adapt based on your feedback and requirements.
- As we get to know you we will learn all about your preferences for food, the timings you prefer and areas of the home you like to eat. We can easily support you to eat if required and have adaptive equipment available for anyone who requires it.
- We have regular audits of our food, dining experience and kitchen processes from our external partner Papadeli who are a leading local deli and catering school



Our chefs

We ensure that our chefs have high standard through excellent training, learning and development opportunities.

- Our chefs will meet with you when you come into the home to introduce themselves, show you the current menu options, confirm your likes and dislikes and ensure that all food meets your dietary requirements.
- Head chefs have regular away days at the cookery school of our external partner Papadeli to support their learning and development and to share new ideas.
- Our chefs have close relationships with our residents understanding their culinary wishes, making seasonal adjustments and ensuring culinary diversity (Jamaican, Chinese, celebrating customs & traditions).
- They share activities with our residents like growing vegetables in the garden and using those vegetables to make dishes.
- All our chefs are trained to a minimum level 3 in Food Hygiene and all care staff receive food hygiene training.
- Chefs are fully trained in all possible dietary requirements, textures and thickness of food for people living with Dysphagia. This is known as the International Dysphagia Diet Standardisation Initiative (IDDSI).
- Chefs and any staff new to care receive fluid and nutrition training, ensuring they understand what constitutes a balance diet, principles of hydration, nutrition and food safety, supporting people to have access to food and fluid in accordance with their care plan.

"Our chefs have close relationships with our residents understanding their culinary wishes"





How we get to know you better

Here is what you've been saying about the service.

"I like the options on the menu and I can always ask for something different if I do not wish to have the food on the menu."

"The food is fantastic and all homemade"

"The food is great and my husband very much enjoys it."

"I like the roast dinners best and the trimmings served with them."

"My wife speaks so highly of the kindness of the staff and wonderful food."

"My wife says the food is excellent and the staff are very good as well."

"The whole experience including the wonderful food made the home so memorable."

"The food is good and nutritionally balanced, more than exciting."

"The quality of the food is something you would expect in a quality hotel."

Our menus and suppliers

- Chefs update menus regularly to ensure that food is varied and adapted to your needs and feedback.
- Changes are made to make best use of the seasonal produce available from our suppliers.
- We use suppliers who provide the best quality, freshest ingredients to ensure the food is of the highest standard possible.
- We have deliveries of our foods almost every day so that ingredients are at their freshest.
- When residents go on trips, we either prepare a healthy and nutritious lunch or choose venues that serve fresh foods.

"We also make sure all residents receive the dining experience they enjoy"





"We will always look to keep improving our food and your experience of dining with us."

Feedback and surveys

We are always keen to ensure that you are happy with your dining experience.

- We conduct regular residents surveys which includes feedback on food and your dining experience so that we can continually improve our offer to you and meet your needs and expectations.
- Staff anticipate needs and risk to ensure people have support when there are difficulties/discomfort.
- Staff also use technology effectively to report any changes in the diet of our residents.
- Our nursing care teams run regular oral care checks, make sure there are no dehydration risks, provide professional advice for supplements and fortified meals.
- We also have regular visits from our partner Papadeli who give us the professional feedback we need to keep us on track with our best-in-class catering.



For more information or to arrange a personal visit contact any of our homes
bristolcarehomes.co.uk

Activities CALENDAR



Quarry House

bristolcarehomes.co.uk



THURSDAY 2ND

Day trip to M Shed
Museum

WEDNESDAY 15TH

Rock & roll with Frankie
Johns

WEDNESDAY 22ND

Singing for the Brain

Hello,

dear friends!



Welcome to our autumn edition!

As the autumn leaves begin to turn and the air grows crisp, we're delighted to welcome you to another month filled with meaningful moments, laughter, and togetherness. October brings cosy traditions and seasonal celebrations — from harvest time to the fun of Halloween and the sparkle of Bonfire Night. It's a season for gathering, sharing stories, and enjoying the comforts of home.

We're also excited to introduce our new Picture Activity Survey, which residents are invited to complete, with families welcome to support if needed. This will help us learn even more about individual interests, hobbies, and favourite pastimes — ensuring our activities are even more person-centred and meaningful.

Thank you for being part of our community. Together, we look forward to a month of joy, discovery, and cherished memories.

You can ask a member of staff, or a family member or friend, to help you complete our fun survey by scanning the QR code below. If you need any assistance, we'll be happy to help!



We hope you have a wonderful month ahead.



Meet the team

Sophia - Maintenance Team

Hello!

I'm Sophia, my journey began in care and support work many years ago, I did that for around 15 years and absolutely loved it. After having children, I needed a career change that still allowed me to give back to society, and that's when I found my way into personal training. I've been doing that for the past six years, and it's been a brilliant way to help people improve their health and wellbeing.

Alongside that, I got involved in property maintenance and even qualified in plumbing. That's what led me here. I've always wanted to return to a care environment, but in a different capacity.

Maintenance gives me the opportunity to do a bit of everything. I love being hands-on, solving problems, and knowing that what I do helps others feel safe and comfortable. My role involves ensuring that Quarry House is maintained to the highest possible standards.

I respond to emergency maintenance issues, carry out daily tasks, and ensure everything is running smoothly and safely for our residents.

The best part of my job is definitely spending time with the residents. I love chatting with them, making sure they're comfortable, and simply being someone they can rely on. It's incredibly rewarding. Everyone here is so lovely and supportive. The working environment is fantastic, and there's plenty of training and help available.

Management is really approachable, and I feel genuinely happy to be part of the team. Outside of work, I'm very much an outdoors person. I grow my own food, love camping, and spend as much time in nature as I can. Health and fitness are a big part of my life. I feel fortunate to be doing work that matters, in a place where people genuinely care. Quarry House is more than just a workplace, it's a community.

WEDNESDAY 1ST

10:30am

One-to-one music
reminiscence

All floors

2:15pm

Entertainment by It
Takes Two

Main lounge



THURSDAY 2ND

10:30am

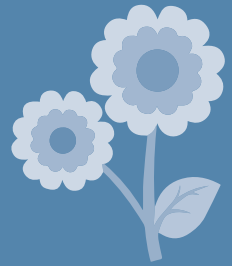
Day trip to M Shed
Museum/One-to-one
quiz and proverbs
Bristol/Rooms

2:15pm

Armchair exercise session
Garden lounge



FRIDAY 3RD



10:30am

Autumn flower arranging
Main lounge

2:15pm

Memory Lane trolley
All floors

SATURDAY 4TH

10:30am

Celebrating World Smile
Day
Garden/Meadow

2:15pm

Celebrating World Smile
Day
Ocean/Sky



MONDAY 6TH

10:30am

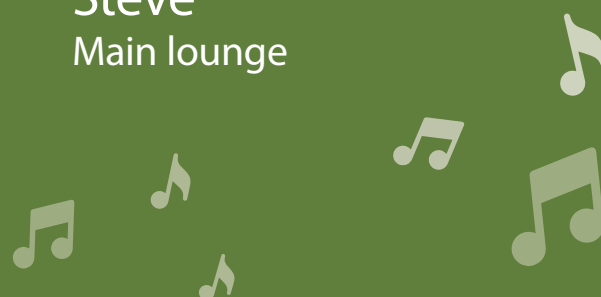
One-to-one life stories
and surveys

All floors

2:15pm

Music & Magic with
Steve

Main lounge



TUESDAY 7TH

10:30am

Visit to Saint Joseph's
Pre-school/Pamper
morning

Fishponds/All floors

2:15pm/2:15pm/4:00pm/6.00pm

Short trip to Mokka
Café/'How it's made' on
big screen/One-to-one
pamper session /One-to-
one social engagement

Downend/Main lounge/Rooms/
All floors



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WEDNESDAY 8TH

10:30am

One-to-one 'Famous
people through History'
All floors

1:45pm

Choir and prayer group
Main lounge



THURSDAY 9TH

10:30am

Trip to Tenpin for
bowling/One-to-one
'Autumn Reminiscence'

2:15pm

Entertainment by Claire
Stacey
Main lounge

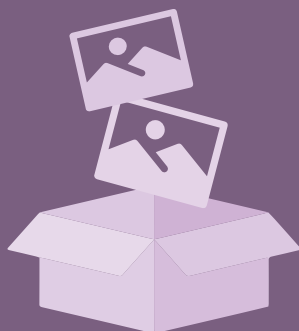


FRIDAY 10TH

2:15pm

Our World in Pictures

Main Lounge



MONDAY 13TH

10:00am/10:30am

One-to-one variety sessions with Louisa/ Wellness Weekly

Rooms

2:00pm

Rehearsals for Christmas Show

Main lounge



TUESDAY 14TH

10:30am

Day trip to Bristol
Harbour/One-to-one
aqua painting

Sky/Meadow

2:15pm/2:15pm/4:00pm/6:00pm

Short trip to local
café/One-to-one TV
reminiscence/One-to-one
aqua painting/Well-being
and engagement

Fishponds/Rooms/Garden and
Ocean/All floors



© Bristol live



WEDNESDAY 15TH

10:30am

One-to-one gentle
exercise

Rooms

2:15pm

Rock & roll with Frankie
Johns

Main lounge



THURSDAY 16TH

10:30am/10:30am

Day trip to Aerospace
Museum/One-to-
one sports & hobbies
reminiscence

2:15pm

Sports & ball games
Main lounge/Main lounge



FRIDAY 17TH

10:30am/11:30am

History of Bristol/Bristol
MET School music
performance
Main lounge

2:15pm

One-to-one 'Bristol
Landmarks'
Rooms



SATURDAY 18TH

10:30am

One-to-one resident-centred activities
All floors

2:15pm

Entertainment with
Johnny Smyth
Main lounge



MONDAY 20TH

10:30am

Coffee morning for
Chef's Appreciation
Main lounge

2:00pm

One-to-one pet therapy
with Melissa
Rooms





© Tripadvisor

TUESDAY 21ST

10:30am/10:30am

Holistic therapy with Tracy/Short trip to Page Park

Rooms

2:15pm/2:15pm/4:00pm/6:00pm

Day trip to Iron Acton Garden Centre/Flute entertainment by Anna/Reading group/Wellness & engagement

Bristol/Main lounge/Meadow/All floors

WEDNESDAY 22ND

11:00am

Art workshop with Amy
Main lounge

2:00pm

Singing for the Brain
Main lounge



THURSDAY 23RD

10:30am

One-to-one life stories
and surveys/Day trip to
Cadbury Garden Centre
All floors/Congresbury

2:15pm

Personalise your room
Rooms



FRIDAY 24TH

10:30am

One-to-one Halloween
reminiscence
All floors

2:15am

Picture Bingo Fun
Main lounge



SATURDAY 25TH

10:30am

Pamper session
Rooms

1:30pm

Documentary on
Wildlife
Main lounge





MONDAY 27TH

10:30am

One-to-one 'Oomph-on-demand'

All floors

2:00pm

Rehearsals for Christmas Show

Main lounge



TUESDAY 28TH

10:30am/10:30am

Bus tour around Bristol/
One-to-one virtual train
journey

2:15pm/2:15pm/4:00pm/6:00pm

Day trip to Alpaca Farm/
Men's Club with Ken/
One-to-one wellness
weekly/One-to-one
social engagement

Main Lounge/All floors/Rooms





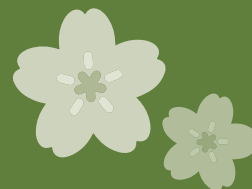
WEDNESDAY 29TH

10:30am

One-to-one walking pals
Garden

2:15pm

Drumming session with
Alive
Main lounge



THURSDAY 30TH

10:30am

Day trip to Bristol
Aquarium/One-to-one
virtual wildlife sessions
All floors

2:15pm

Coffee afternoon for
November planning
Main lounge



© Bristol Live

FRIDAY 31ST

10:30am

One-to-One Poems &
Spooky Stories

All floors

1:30pm

Cinema Afternoon
'Halloween special'

Main lounge



Activity suggestion slip

?



If you have any ideas for new activities we could offer, please write them below and post the slip in the suggestions box.
