



ERNSTELL HOUSE RESIDENTIAL & NURSING HOME

TOGETHER WE CARE





Amica
Care

Welcome to Ernstell House

Ernstell House, a part of Amica Care, a not-for-profit charitable organisation, offers high-quality nursing and dementia care in a warm and welcoming environment.

Led by our very experienced Home Manager, our specialist nursing and care teams work together to ensure that our residents lead a better quality of life by receiving outstanding levels of care, stimulation and social interaction that improves both their health and overall wellbeing.



Why Choose Ernstell House

Our stunning new nursing home in Plymouth offers an exceptional level of care, all from within a luxury environment.

Ernstell House offers spacious, en-suite bedrooms all appointed in a range of contemporary themes for comfortable and stylish living. Within our luxury care home in Plymouth you'll find the superb features which set our home apart from the standard nursing home, such as our wellbeing & beauty salon which offers hairdressing, manicures, pedicures and other luxurious treatments.

Our home has so many delightful and distinct areas to relax in - whether you prefer to socialise with fellow residents, or engross yourself into your favourite novel, you're sure to find the perfect spot. Ernstell House benefits from an elegant café where residents can sit down and enjoy a cappuccino any time. We have a number of light and airy living spaces on every floor - places to relax in comfort or enjoy a conversation with others - the choice is yours.

If you enjoy a good film, you'll be encouraged to take advantage of our deluxe cinema. We have a large library of films to choose from, from classic favourites to the latest hits.

Head down to our dining areas to see the kitchen team, who are always available to deliver menus of your choice. You can sit back and relax as our Chefs take care of all the preparation, so residents can experience all kinds of gourmet meals together.

Care and the Types We Provide



Residential Care

Amica Care provide compassionate, dignified care in a home-from-home environment. At the heart of our service is a genuine commitment to enhancing the lives of our residents and creating a homely environment in which they feel safe and cared for.

Nursing Care

Our homes offer residents a warm and nurturing environment with the additional support of high-quality nursing care. At the centre of our care is a commitment to kindness, respect and compassion. Your loved one will be given the support they need with an emphasis on making them as happy and comfortable as possible.

Dementia Care

Our homes for individuals with dementia offer a secure and nurturing home-from-home environment. We prioritise creating comfortable spaces where your loved ones can thrive, promoting their independence to the fullest. All of our homes have access to a safe outside space that residents can use independently.

End of Life Care

Our end of life care is focused on respecting and carrying out the personal wishes of each resident. We work closely with families and specialist healthcare professionals to ensure that comfort, choice and dignity are at the forefront of all care decisions.

Respite Care

Caring for an elderly or disabled family member can be extremely rewarding – yet at times, both physically and emotionally challenging. Our respite care service is ideal for those needing a short break either to recharge their batteries or to make necessary adaptations at home.

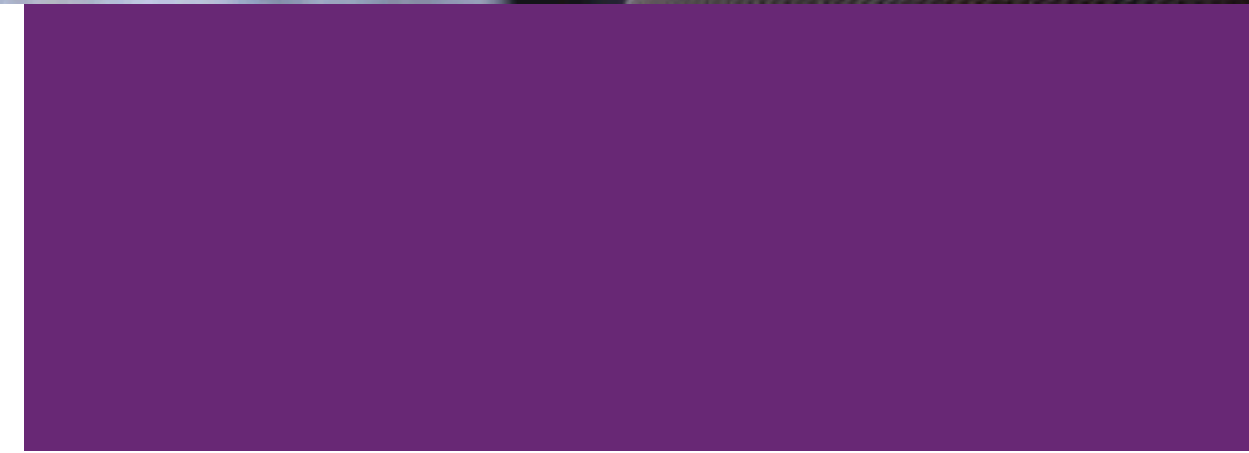
Day Care

If a brief change of scenery is required then our friendly day care service is a great solution for both you and your loved one. As a carer, daily errands may be easier to complete with a day of respite as well as any necessary adaptations to the home which cannot be done while your relative is with you.

Person Centred Care

Whatever type of care is needed, the level of service will be exceptional and tailored to personal requirements. Some of our residents require help from day to day, while others appreciate extra assistance or even specialist 24-hour nursing care.

Hence, everything we do is specific to the individual needs of each person. We ensure that we know as much as possible about our residents' lives including hobbies and interests, what they like as well as what they don't. Along with their medical history and personal requirements, this valuable information makes up their own personalised and detailed care plan. This means that every member of our team comes to know the person as an individual, and we can then plan their care, exactly to their needs. Naturally, we also constantly review and revisit every care plan to make sure we make it right every time. This means that you can be assured that your loved one is receiving the highest quality of care when they need it.





Activities and Lifestyle Support

Discover our comprehensive activities programme; Our Activities Team comprises qualified and inspiring professionals committed to assisting residents in maintaining the lifestyle they desire, both within the home and beyond.

At Erstell House, our Activities Team takes the time to get to know each resident, paying careful attention to individual preferences, dislikes, life stories, as well as the activities and pastimes that bring them joy. These conversations mark the initial steps toward crafting a personalised activity programme, a tailored plan designed to ensure residents lead fulfilling, meaningful, and joyful lives. Monthly reviews ensure that the personalised plans adapt to any changes in the care plan, supporting residents' confidence in mobility and abilities.

Moreover, within our Hairdresser and Beauty Salon, a variety of treatments are available to enhance relaxation. From hairdressing to manicures and pedicures, residents have the opportunity to indulge in self-care and treat themselves to a rejuvenating experience.

Elegant Dining

Our chefs use fresh, seasonal ingredients sourced from local producers to create nutritious, tasty dishes for our residents to enjoy.

Residents can choose from a delicious and varied gourmet menu to enjoy in our bright and airy dining spaces. Residents are encouraged to eat the meals they love, and to experience new taste sensations from our creative kitchen team. On our menus, you'll find a mixture of traditional favourites, seasonal specials and international cuisines. Every week you'll find different options that have been introduced by the experts in our catering team, or specially requested by residents.

We also create a bespoke nutritional profile and meal planning for each resident, as part of the care package.

If you're a relative who would like to keep track of your loved one's meals, you would be welcome to have access to our electronic care plans, which are updated in real-time.





NELSON FERREIRA
Home Manager

The Home Manager and Team

At the heart of it all is our quality team of nurses and carers that make the difference. Recruitment and training are key to creating a successful team.

We recruit, employ and retain the best and irrespective of their time in care, they all complete our mandatory training programme based on best practice techniques. This gives our team confidence to improve which in turn gives confidence to our residents, and their families, that they are being cared for by the best.

Home Manager Nelson Ferreira is the Home Manager at Ernstell House. Working alongside the Home Manager is our Deputy Manager, Senior Nurse, Senior Customer Liaison and Home Administrator. In their dedicated areas, each person ensures the smooth-running of the home.

Guidance and Support Throughout

From choosing care that is right for you and your loved one, right through to moving into a care home, our expert team is there to help and support you. We fully understand that moving a loved one into care is a huge decision to make, which is why we are here to help you with any concerns you may be feeling at this time, enabling you to concentrate on making the right decision for everyone involved. If you are unable to visit the home, our team will offer a virtual tour, take photos of the home and take them along when they visit to carry out an assessment of care needs prior to move-in day.

Our Maintenance Team will help you to personalise the room with treasured possessions ensuring that your loved one feels comfortable in familiar surroundings.


We value our relationship with our resident's families and provide support every step of the way, including monthly Newsletters and regular family meetings. This brings families together for support and to share experiences, which gives reassurance for all, just when you need it.




Get in Touch


Contact us for more information or to arrange a visit:

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