

# WESTERTON CARE HOME



## WELCOME BROCHURE

Westerton Care Home is founded on the ethos that everyone deserves to live an enriched life, and our professional team takes pride in providing a caring and supportive atmosphere in which everyone can live an independent and meaningful life each and every day.

For those who have higher care needs, we aim to ensure you make the most of your day by providing the right amount of support where necessary.

Best wishes,

**Westerton Care Home Team**

# YOUR A TO Z GUIDE

## **24 HOUR CARE**

At Westerton Care Home we provide twenty four hour nursing care for our residents.

Our experienced staff are trained to the highest standard, enabling us to care for the elderly, frail, those with dementia, physical disabilities, terminal illness or high dependency needs. We also have a Nurse Call System fitted throughout the building, including your bedroom and bathroom, should you require the assistance of a nurse at any time of the day or night.

## **ACTIVITIES**

Our Activity Coordinator arranges a weekly and monthly programme of daily entertainment and activities in consultation with our residents.

Typical activities are pet therapy, games, discussion groups, exercise, music workshops, art and craft classes and outings.

Outings are encouraged as we know the importance of getting out and about in the local area to be part of the community. We also travel further afield to bring back old memories and create new ones too.

## **BIRTHDAYS AND SPECIAL OCCASIONS**

Birthdays and special occasions are always celebrated in a personal way at Westerton Care Home. To celebrate, our chef will organise a delicious cake to be enjoyed along with a small gift and card from all at Westerton Care Home.

## CARE PLANS

On arriving with us at Westerton Care Home, we will work with you and your family developing a Care Plan entirely focused on you. This will take into consideration all your needs, wants, likes, dislikes, individual requirements and positive outcomes. Your Care Plan is continually updated throughout your stay.

## CAR PARKING

There is private car parking available at the back of the building.

## COMMUNAL AREAS

Within Westerton Care Home we have comfortable and relaxing lounges and seating areas for you to enjoy, many with beautiful views. There are lovely dining room's available where you can have your meals. If preferred, your meals can alternatively be served in your own room.

## COMPANY VALUES

The infographic is divided into two main sections. The left section, titled 'COMPANY VALUES', features five colored squares, each with a white icon and text. The top row contains three squares: 'KIND' (orange, hands holding a heart), 'PASSIONATE' (pink, two hearts), and 'TRUSTED' (teal, thumbs up). The bottom row contains two squares: 'RESPECTFUL' (green, two hands shaking) and 'INCLUSIVE' (purple, a person with a circular arrow). Each square includes a short description and the CCG logo. The right section, titled 'our PURPOSE', has a large 'our' in blue and 'PURPOSE' in bold black. Below is the text 'Our caring teams support our residents to have enriched and happy lives.' At the bottom are five small icons corresponding to the values. On the far right, a vertical banner reads 'WE ARE KIND • PASSIONATE • TRUSTED • RESPECTFUL • INCLUSIVE' with the CCG logo at the bottom.

**WE ARE**

**KIND**  
We are focused on others, considerate, friendly and thoughtful.  
— CCG

**WE ARE**

**PASSIONATE**  
We go above and beyond, are enthusiastic, and do a great job.  
— CCG

**WE ARE**

**TRUSTED**  
We are dependable, reliable, truthful, competent and consistent.  
— CCG

**WE ARE**

**RESPECTFUL**  
We show consideration for others, are courteous and polite.  
— CCG

**WE ARE**

**INCLUSIVE**  
Everyone is welcome; all people belong as part of our family.  
— CCG

**our PURPOSE**

Our caring teams support our residents to have enriched and happy lives.

WE ARE • KIND • PASSIONATE • TRUSTED • RESPECTFUL • INCLUSIVE

CCG

## **DENTIST**

We have a dental care pathway in place to ensure all your dental needs are met.

## **DOCTORS**

We have a close working relationship with the local medical practice's. As a resident of Westerton Care Home we will apply for you to be registered with a local GP.

## **FINAL WISHES**

We respectfully consult with you and/or your family as preferred, to ensure that this topic is covered with dignity and respect. This sensitive information is then adhered to and stored in your Care Plan for reference.

## **FOOD**

A highlight of the day is the delicious and appetising meals provided by our catering staff, using fresh local produce. Our multi choice menus are on display, but we are also able to cater for individual dietary requirements. Healthy snacks, fruit and home baking are always available along with hot and cold drinks.

Friends and family are welcome at any time to dine with you, and we have private dining room's available for you to enjoy quality time together.

## **HAIRDRESSER**

We have an in-house hairdresser who visits regularly to ensure everyone looks their best.



## **INSPECTION**

Westerton Care Home is subject to an annual inspection by the Care Inspectorate.

Copies of the inspection are available online at:

[www.careinspectorate.com](http://www.careinspectorate.com)

## **LAUNDRY**

We have a dedicated team of in house laundry staff who will undertake all your laundry requirements. We ensure that all items of clothing are identifiable by your name/room number. Clothing should also be suitable for machine washing/tumble dry cycles.

## **MAIL**

You can use our postal service for both receiving and delivering post. If you need additional support or have a POA/guardianship in place we will seek consent and instruction from them.

## **NEWSPAPERS**

Your favourite newspaper can be delivered to your room each day.

## **OPTICIANS**

The Optician makes regular visits to the Care Home for routine eye tests. They also carry out repairs, adjustments and emergency call outs in a timely fashion.

## **PETS**

Your friends and family are welcome to bring your favourite pets along at any time, as long as they are on a lead and kept within designated areas of the care home.

## **PODIATRIST (FOOTCARE)**

Our staff are trained in basic nail care. A Podiatrist visit can be arranged for a fee.

## **POLICIES**

In keeping with sound business practice, we have introduced a set of transparent policies and procedures designed to meet statutory care requirements. These may be accessed at any time and many shall be explained in detail, such as our Complaints Procedure.

### **If you wish to make a complaint:**

- Please approach a member of staff with your concerns.
- If possible, it would help if you put your complaint either in person, by letter, by telephone, by email or via the Care Homes website.
- The staff member should do their best to resolve the complaint at the time they hear of the complaint.
- If the staff member is not able to resolve your complaint, they will discuss this with you and let you know that they will contact the Manager or if they are not available then the most senior person available. We will write to you to let you know we have your complaint, and we will keep you informed of what is happening with your complaint. If at any part of the process, you wish you may ask to be supported by independent advocate.

You can feel safe and secure in the knowledge that Westerton Care Home meets all the relevant fire, health and safety, anti-discriminatory and risk management practices.

## **SMOKING POLICY**

There is a designated smoking area outside.

## **SAFETY & SECURITY**

For the safety and security of our residents we have a keypad entry system. Visitors and staff are required to sign in and out and the signing-in book is located at the front door.

## **SPIRITUAL CARE**

All faiths and beliefs are supported and respected at Westerton Care Home. Church services take place on a regular basis and Ministers/Priests and church visitors are always welcome in the home and visit regularly.

Alternatively, you may wish to attend your own church with family or friends.

## **STAFFING**

The Care Home Manager is supported by our dedicated team, going above and beyond to make every resident's experience as enjoyable and fulfilling as possible.

Each resident is allocated a Key Worker who will soon become a familiar face and will answer any questions or queries you may have.

Our caring and highly experienced staff undertake an ongoing programme of mandatory and needs led training.

## TELEPHONES

Many of our residents have mobile phones, but if you would like a landline installed in your room, this can be arranged at your own expense.

## VISITORS

Visitors are welcomed at any time, except protected mealtimes between 08.00am - 10.00am, 12.30pm - 1.30pm and 4.30pm - 5.30pm.

## WIFI

We have complimentary wifi throughout the home for your convenience including individual bedrooms.

*This information is subject to change in line with current Covid-19 restrictions.*

## CONTACT DETAILS



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