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Care is at the heart
of everything
we do...

Ashgrove
CARE HOME





You can trust in our care...

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Welcome

Ashgrove is a purpose built Care Home that provides a superior standard of accommodation. The Home is designed to promote small group living, providing accommodation for 65 residents.

Although equipped with every modern comfort, Ashgrove Care Home nevertheless retains an air of unhurried tranquillity, a welcoming atmosphere and a sense of family that ensure residents feel relaxed and at home.

To make guests truly at ease requires dedicated staff. We have such a team of staff who have an intuitive understanding of Ashgrove's tradition of care, hospitality and service and our residents are entrusted to them, certain that they practice these old-fashioned values in relaxing comfort.

Whilst staying with us you will enjoy charming surroundings, hand-prepared cuisine and quality care, and from the moment you walk through the door of Ashgrove Care Home you will find a very warm welcome.

Our aim is to welcome everybody into the home, both family and friends. We will try and make the transition into the home as welcoming as possible, and hope that our residents find it an enjoyable and happy place to stay.

Members of Staff

We recognise the importance and value of our staff, and ensure they have the skills necessary to carry out their respective jobs. You can be confident that the number of staff on duty at all times will be sufficient to provide full support and meet your care needs.

Our uniformed staff all wear badges identifying them by name and designation.

Our Head of Care has many years experience working within Care Homes and has overall responsibility for the day-to-day management of the Home and for general resident welfare. If you have any queries or suggestions we would welcome the opportunity to discuss these matters with you.

Registered Nurses are responsible for carrying out all nursing procedures and ensuring an excellent standard of care is received by all residents.

Care Workers are responsible for meeting the personal and social care needs of our residents in a way which respects their dignity and independence.

Our Head Chef is responsible for menu planning, food preparation and food hygiene; catering staff are all experienced and home baking is a speciality. All baking and meals are freshly prepared on the premises for your enjoyment.

Our Recreational Therapist is responsible for coordinating and planning our extensive programme of recreational activities and outings.

Domestic staff are responsible for cleaning within the home and ensuring that the required high standards are maintained. Laundry staff are responsible for laundering all personal clothing.

Our Handyman is responsible for the day-to-day repairs and maintenance of the building, and local gardeners maintain the lawn and gardens to provide an attractive, colourful setting.

“Working with you to make our resident’s stay with us as comfortable as possible.”

Accommodation

Accommodation throughout the Home is of the highest possible standard with carefully selected furnishings to give a sense of quality and attention to detail.

At the main reception area of the home you will be received by staff who pride themselves on the enthusiasm and genuine warmth with which they welcome visitors. A visitors’ book is left at reception for signing when anyone enters or leaves the home to comply with statutory requirements.

Our spacious lounge/dining areas are very bright and sunny and provide an excellent location for meeting friends. They are tastefully decorated and furnished. We also have four small sitting rooms, which can be used for private dining, family birthdays and special occasions.

The gardens of Ashgrove Care Home are landscaped with lawned areas, small trees, shrubs and raised flower beds. Residents are encouraged to sit and enjoy the views in a tranquil setting. There is paved access to allow for excellent mobility of wheelchairs.

For security, the gates to and from the rear garden area are locked and can only be opened using a code. This ensures all residents are safe and allows them complete freedom. Many residents and their families enjoy passing time in the garden.

The bedrooms offered at Ashgrove are of the highest quality. All have en-suite facilities are spacious have an attractive outlook and are decorated and furnished to a very high standard. Furnishings are regularly renewed to maintain ‘as new’ standard. To reflect your own individual tastes we would encourage you to feel free to have any articles of furniture, framed pictures and photographs in your room.

“Modern contemporary surroundings finished to very high standards.”

Our Services

Nursing Care

At Ashgrove we provide twenty-four hour nursing care for our residents.

Our Head of Care is supported by professional qualified nurses, each of whom have a particular interest in care of the elderly and are experienced in caring for those with physical disabilities, those who are terminally ill, those with high dependency needs and those who become infirm.

Ashgrove Care Home operates using teams of nursing and care staff, one of which will be appointed to care for you. The Team will support you during your initial settling in period as well as ensure the delivery of a more individualised and personal service.

Nurse Call System

Should you require the assistance of a nurse at any time of the day or night, there is a call system fitted throughout the building including your bedroom, so you will receive attention at the press of a button.

Medical Care

We make personal plans for each of our residents for actions in the event of a sudden illness or other emergency. This includes notification of your next of kin, or others as agreed and recorded in your plan.

Spiritual Care

We encourage visits by Clergymen of all denominations to the care home to provide for the spiritual needs of the residents.

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

Physiotherapy

If physiotherapy is medically prescribed, nursing staff will be pleased to arrange this service for you, or if you prefer private arrangements can be made.

Chiropody

We have a private chiropodist who will be delighted to attend to your chiropody needs at least once every eight weeks and more regularly as necessary.

Optical and Dental Service

Our staff will make necessary arrangements should you require optical or dental treatment, inspection or advice.

“The comfort and care of our residents is our primary focus.”

Life at Ashgrove Care Home

At Ashgrove Care Home we believe in creating a true home-from-home environment: our dedicated staff are delighted to cater for your every need. We've highlighted some key information below on life at Ashgrove – however, if you would like any further information please don't hesitate to get in touch.

Cuisine

We pride ourselves on the high standard of appetising meals served, all prepared from fresh produce by our qualified catering staff.

Good, nutritious food and drink are very important in keeping and improving your health. Our staff will soon get to know your food preferences and any dietary needs which are recorded in your personal care plan. Menus are displayed daily and offer an extensive choice for each meal, including a vegetarian option. A full cooked breakfast daily, two course dinner, high tea, fresh fruit and home baking combine to offer a splendid variety of choice. Beverages and snacks are served throughout the day in the lounge areas. Room service is also available.

“A varied and appetising menu to suit every need and taste.”

Entertainment

Entertainment appealing to a wide variety of taste is provided regularly. There is a comprehensive daily programme of activities which are held within the home and Ashgrove Care Home has strong links with the local community. Concerts are held regularly including Christmas, Easter, St Andrew's Day and other memorable occasions, not forgetting our national bard, Robert Burns.

Birthdays are celebrated and you will receive a complimentary birthday cake. Private functions can also be arranged.

To add to the various services and activities already mentioned the home has its own mini bus to take residents out, which is fully equipped to accommodate residents in wheelchairs. Our Recreational Therapist is responsible for planning and directing most recreational activities.

Hairdressing

A qualified resident hairdresser visits the home twice weekly. Prices for this service are displayed on the notice board. You are free to have a hairdresser of your choice visit the home or you may prefer to attend a local hairdressing salon.

Newspapers & Journals

A wide selection of newspapers and journals are delivered to the home daily. Arrangements can also be made to have your own newspaper or journal delivered.

Mail

Incoming letters and parcels are delivered daily. Residents who are unable to post their own mail should discuss alternative arrangements with the Head of Care.

Telephones

If you require a telephone in your own room, arrangements can be made for a separate line to be installed.

Visitors

We welcome visitors at any time of the day. For reasons of security, it is helpful to know if any visitors are expected after 9pm.

Laundry

Personal items of clothing are laundered and returned to your room from our own in-house laundry. It is important that all clothing is marked clearly with your name prior to admission. Clothing should be able to be machine washed and tumble dried.

Smoking

The Care Home accepts without reservation the overwhelming evidence that smoking is a major cause of preventable illness and death, and that the adverse effects of smoking fall not only on those who themselves smoke but also on non-smokers who are exposed in their working and domestic environments to the smoke of others. Therefore Ashgrove Care Home has a specific designated smoking area.

Inspection Report

All care homes are inspected by the Care Inspectorate twice yearly to ensure that the National Care Standards are consistently met and sustained. The report detailing their findings and recommendations are available to all residents, families and staff, a copy being displayed on the notice board. A personal copy can be requested from the Care Inspectorate or online at www.careinspectorate.com

“We welcome family members and visitors and hope that they become part of our small community.”





Ashgrove

CARE HOME

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Ashgrove Care Home is part of the McKenzie Care group of homes