

The logo consists of a dark blue vertical rectangle with the lowercase letters 'ca' in a white serif font centered within it.

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Caledonia Care Home  
7 Sidney Street,  
Salcoats, Ayrshire,  
KA21 5DB

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## *Welcome*

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In a quiet cul-de-sac near to the town centre in Saltcoats you'll find Caledonia Care Home, which offers high quality nursing care to elderly members of the community, including those needing specialist dementia care. Our experienced, well-trained management and staff are friendly and courteous. We know how to provide the best standard of care, treating residents with dignity and respect.

Caledonia has a reputation for providing excellent care and accommodation. Recently built, with ample gardens and spacious rooms, there are a whole range of communal areas for residents to enjoy including lounges and quiet areas – each decorated for a unique look and feel. Meanwhile our well-appointed bedrooms offer privacy and comfort. Individual care and the personal touch are important to us and people from all cultural, religious and ethnic backgrounds are welcome. From care plans to the daily menu, from activities in the home to the décor, we listen to the wishes and requirements of all our residents.

Caledonia provides a safe and secure environment. Frail and elderly residents are given assistance and support wherever and whenever it is needed, and there is wheelchair access throughout the home and its gardens. Our ongoing links with churches, schools and societies in Saltcoats help make Caledonia special and the local community plays a large role in life here. We have a reputation in the area for providing high quality, progressive care for all our residents.

We welcome visits from friends and family and encourage input in helping make decisions around the home, in addition to the individual care we provide. There are plenty of opportunities for participation in our extensive activities programme and to continue supporting and caring for loved ones while they are with us.

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## *Accommodation, Care & Facilities*

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Caledonia Care Home ranges across two floors of 45 bedrooms, and residents each have a spacious single room with en suite wetroom/shower, wash basin and toilet. The ground floor has three nursing care units for frail and elderly patients, while on the top floor we have a further three units providing nursing care for those suffering from dementia. Each of the six units has a manager and a dedicated team including nurses, senior carers and care assistants. Our staff have specialised training and experience in the challenging task of working with people suffering from dementia and other mental conditions.

Each unit has a lounge, a quiet area and a dining room and residents can move around on their floor finding their own favourite places to sit and socialise. One of the quiet rooms has been decorated like a library, and there are various themed areas throughout the home. Each wing has a large specialist bathroom with all the equipment required for those who need help washing.

One of the most stunning aspects of Caledonia is the view across the Firth of Clyde to the Isle of Arran. Residents can sit in our lounges, or on the decking which runs all the way around the home, and watch the Arran ferry arriving and departing. Our staff assist residents with mobility both inside and outside the home. When the weather is good or when a breath of fresh air is desired, our residents can enjoy the secure patios and gardens at their leisure.

*“Staff at Caledonia are passionate about what they do & aim to provide the highest possible standard of care”*

Staff at Caledonia are passionate about what they do and aim to provide the highest possible standard of care. Our team consists of registered nurses, senior carers and care assistants who are trained to meet the needs of frail and elderly people, and those with dementia. The excellent chef and kitchen staff cook up delicious and nutritious meals on a daily basis, taking into account the dietary requirements of each individual resident. Meanwhile the housekeeping, domestic and laundry teams ensure every inch of

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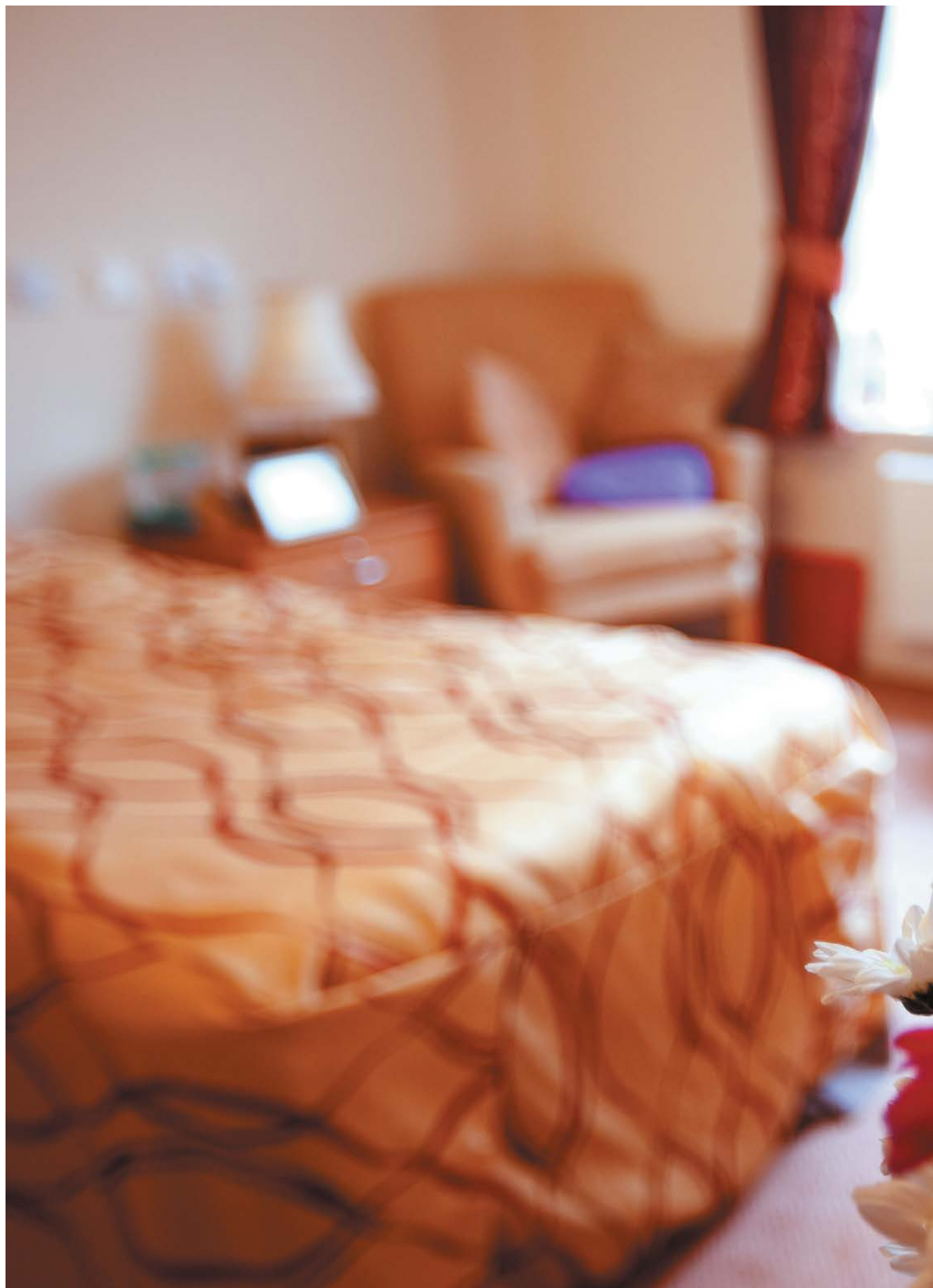
the home is clean and hygienic. The building is maintained and kept secure by the maintenance staff, who can also help residents change the décor of their rooms. Our activities coordinators plan a whole range of exciting and stimulating sessions, in addition to excursions outside of the home, to ensure that residents live life as fully as they are able. Our managers running the home make sure professional standards are met – and exceeded – while keeping a close eye on everybody’s wellbeing. Staff training takes place on an ongoing basis, with carers regularly completing their update courses according to national guidelines. Many of our staff take additional courses and extra training to advance their careers and improve their contribution to Caledonia.

Teamwork is what underpins our approach. Everyone works together as a team, and alongside external professionals such as doctors and district nurses, to ensure that the needs of each individual patient are met. We are committed to protecting the rights of every resident in our care, ensuring their dignity, privacy and choices are respected.













## *Eating, Activities & Entertainment*

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No matter how young or old you are, food is one of life's great pleasures. We make sure that residents at Caledonia receive meals that are nutritious, delicious and enjoyable to eat. All our meals are prepared fresh on the premises.

Cooked breakfasts, cereals, toast and fruit are available every morning. The main meal is served at lunchtime each day, with a choice of two dinners from the menu. Our meals are rotated on a 28-day basis, and residents take part in a menu group that meets regularly to plan which meals will go on our menu. Good home fare is what residents tend to like. Local favourites like stews, soups, pies, haggis, and mince and tatties are all popular and appear regularly on the menu. The evening menu contains lighter hot and cold options. Mid morning and afternoon teas are served every day, offering a selection of drinks as well as biscuits, cakes and portions of healthy fruit.

Our chef takes into account the specific dietary requirements of each resident. These might be down to a condition or allergy such as diabetes or wheat intolerance, they might be due to culture or religion, or purely based on an individual's tastes. Mealtimes present the opportunity to socialise, however anyone who wants to eat in the privacy of their room is free to do so.

Residents are encouraged to continue their hobbies and interests when they move to Caledonia. Our dedicated activities coordinators lead a variety of exciting and stimulating sessions both for fun and for wellbeing. In fact, the list is exhaustive, however favourites include armchair exercises, relaxation groups, pampering sessions, bingo, fundraising evenings, knitting club, gardening club, crosswords, quizzes and live musical events. Our Karaoke fish and chips nights are particularly popular. Twice a month we have pet therapy, one of our staff brings in her two Jack Russell terriers for residents to pet and play with.

The care home is very close to the seaside in Saltcoats, and just two minutes from the town centre. The beautiful Ayrshire coastline provides plenty of destinations for excursions further afield such as Largs and the Clyde Muirshiel Regional Park. In the summer, we plan a holiday away for our residents to places like the Isle of Arran.

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Caledonia holds a regular activities forum which involves residents, family and staff in the choice and planning of our activities, events and excursions. Our activities coordinators will also gear activities towards individual residents depending on their hobbies and interests. Everyone is treated as an individual.











**ARDROSSAN 1.25 MILES**  
**ARRAN FERRY 1.5 MILES**



## *At the Heart of the Community*

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Caledonia Care Home is situated near the centre of Saltcoats and plays an important role in community life. We have a reputation within the local community for offering a progressive care setting for our residents. All the key local amenities are within a few minutes' walk of the home including parks, shops, cafes, pubs and doctors' surgeries.

The local advocacy service will provide an advocate from the community for any resident who no longer has family to represent them. This advocate will represent them on an independent basis when decisions about the resident's care need to be taken, putting their needs first.

Some may enter the home when they are still quite independent and continue to participate in their clubs, societies and other groups. Nearby schools are a large part of our interactions with the community. Pupils regularly visit the home and perform in music and singing afternoons. They enjoy talking to residents about subjects such as World War II, which assists them with their history projects. When the home opened we held a competition for school children to suggest their own names for one of our wings and we chose a winner.

All faiths are respected at Caledonia and churches of all the main denominations are within easy walking distance. Roman Catholic, Protestant and Church of Scotland services are held regularly in the home for members of those religions. The Salvation Army also visit on a frequent basis. Relevant ministers, elders and priests of other faiths will be invited to the home according to the individual needs of any resident.

*“Caledonia strives to bring fulfilment and excitement to the lives of our residents”*

Staff and residents here are very pro-active and we hold plenty of events which engage the local community. We organise raffles, fetes and coffee mornings for our neighbours and relatives of people in the home. The local radio station sends a DJ/presenter down to provide the music for our summer fete. Meanwhile

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the local press takes a great interest in events at the home and regularly reports on our activities.

Caledonia strives to bring fulfilment and excitement to the lives of our residents. Our activities both inside and outside the home help us to promote the dignity and independence of those living here, enabling them to continue to contribute to and benefit from the local community.







## *Friends & Loved Ones*



We encourage relatives and friends of people living at Caledonia to play as full a role as possible in the life of the home. Family and friends can visit at any time, day or night. Arrangements can also be made with staff for residents to leave the home to visit with friends or relatives. Theme nights and celebrations in the home are also a fantastic opportunity for family to share in life here at Caledonia, and many of our residents enjoy going out for coffee, lunch or dinner with their families.

Our manager has an open door policy and is always willing to discuss the needs of residents with their relatives. Relatives meetings are held every eight weeks and are well-attended. They offer us the opportunity to share news on the home with relatives, and listen to their comments and opinions. We also have regular manager's surgeries, and a relatives' notice board that displays upcoming events and updates on the home. Relatives are also invited to take part in our menu and activities forums, helping us plan ahead and make improvements.

We keep in touch with relatives overseas – in the US, Canada, New Zealand and South Africa, for instance – via email or Skype, sending them Caledonia updates. From time to time we hold information sessions for relatives on relevant issues such as dementia and guardianship of the elderly.

Relatives can also play an important role in the care being provided. Arrangements can be made for anyone who wishes to eat with their loved one, or help with their care. When care plans (see p23) are reviewed and changed, residents can have whomever they wish present and this often involves family members and, where relevant, social workers. We encourage close relatives to take the greatest interest in care plans and their development.

There are always opportunities for relatives to participate in the home, whether that is helping with the activities we run, joining in on social occasions, or assisting with fundraising. Relatives are a key part of the Caledonia family.

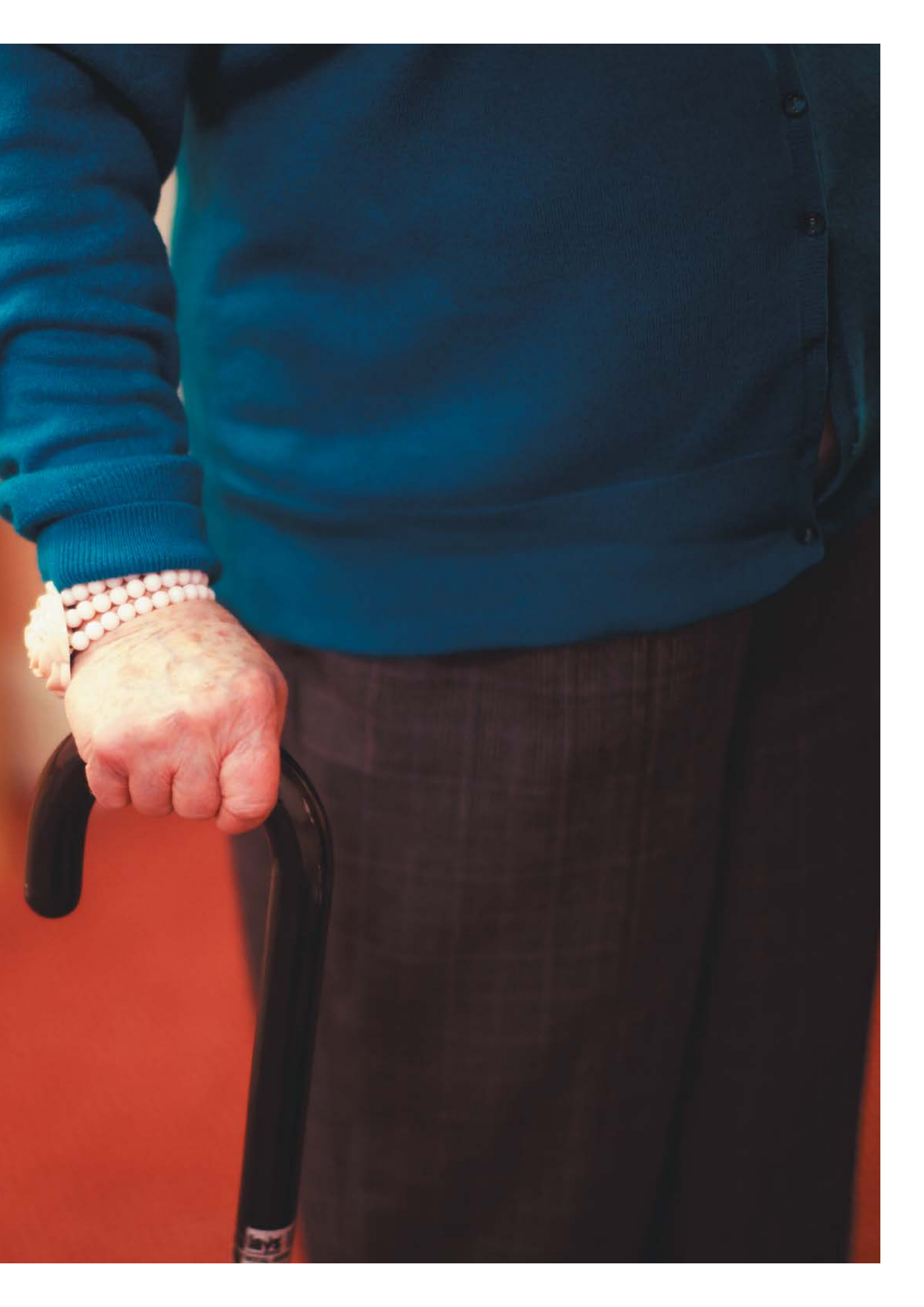


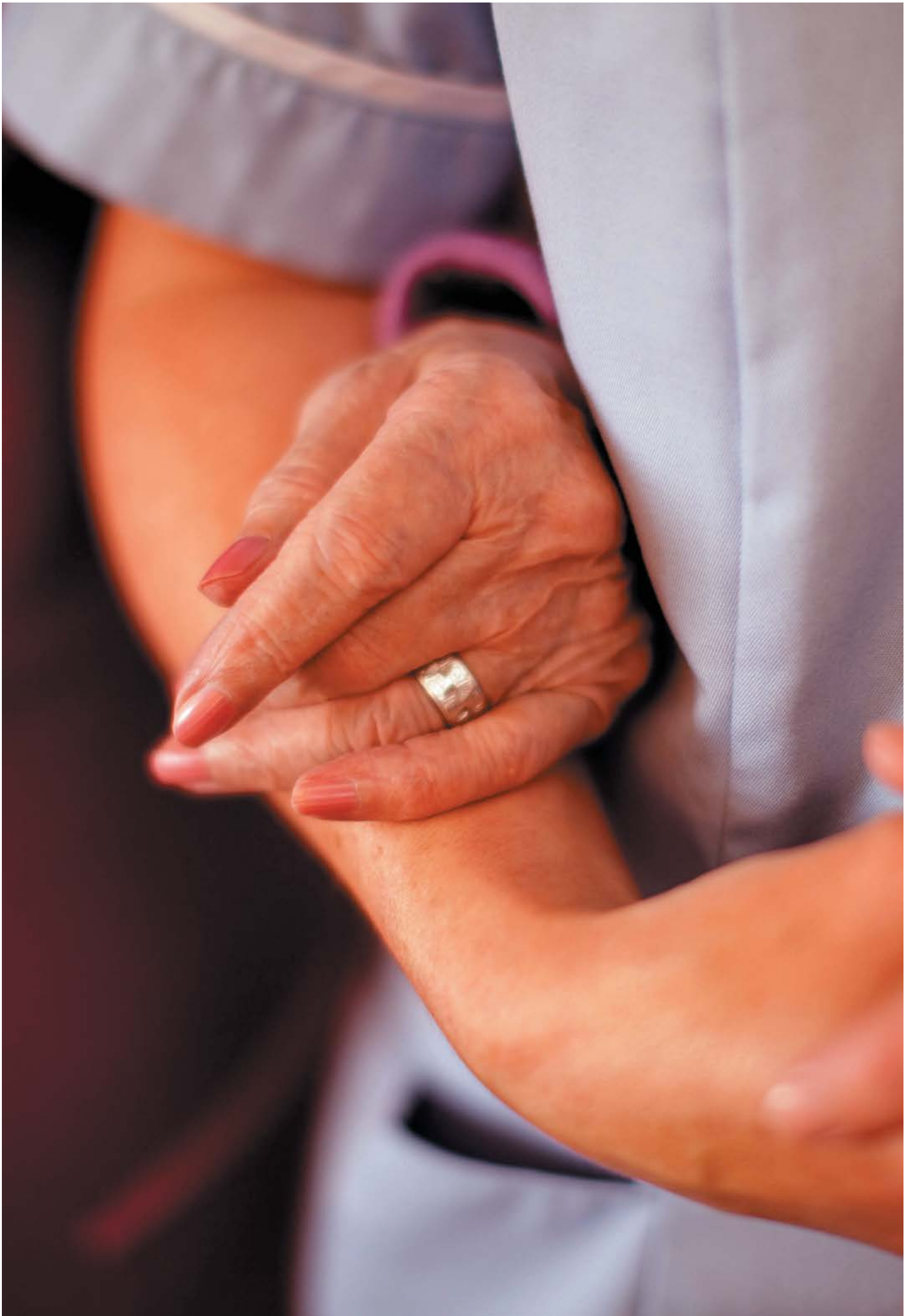












## *Individual Care*

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At Caledonia, providing individual care is one of our core values. The personal requirements, preferences and wishes of our residents guide us in everything we do, and because of this Caledonia has a truly homely and comfortable atmosphere.

From rising in the morning to retiring at night, residents make their own choices throughout the day. What is eaten at mealtimes, whether residents join in or opt for privacy, what is shown on the TV and all the activities available, everything is based on the wishes of everyone living in the home.

Residents are encouraged to personalise their rooms by bringing with them their favourite pictures, ornaments, keepsakes and furniture. Electrical equipment such as televisions, radios, CD players and computers can be brought to the home, and privately paid telephone and broadband lines can be installed. If a resident wishes, we can also help personalise the décor of their room – within reason.

Everyone who lives at Caledonia has a dedicated carer called a key worker. This member of our team will pay special attention to a resident's personal needs and wishes, helping them settle in the home and supporting them in a whole range of ways. From helping to remember relatives' birthdays through ensuring residents get the meals they want, and on to assisting with medical issues, key workers are a vital part of individual care.

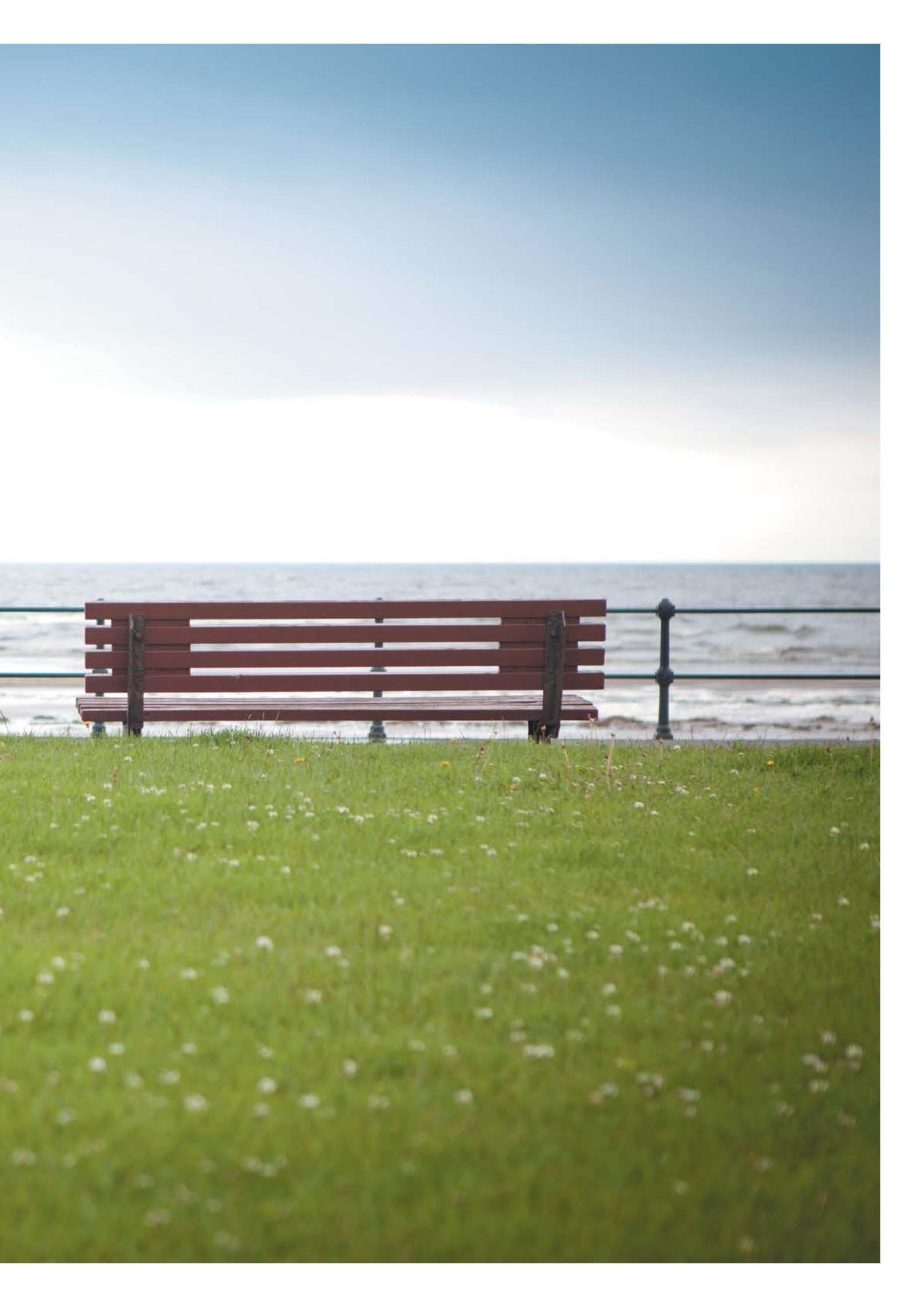
Every resident has a care plan, which is developed with the resident, their family members and input from social services, where relevant. This begins with an assessment before entering the home and continues after arrival. Any physical ailments or medical conditions are key elements in a care plan, but the personality of the individual is also very important. Learning about each resident's life experiences, family, career, hobbies, interests, friendships and beliefs helps us provide more personal care.

Residents are involved in the choices made at Caledonia. They help decide how all our lounges are decorated and used, and with their feedback we regularly update the menu, adding favourite dishes as tastes change. The activities we do in the home are selected via our activities forum. People living at Caledonia can have their hair cut by the stylist, or go to the local barber or hairdresser they have always used. We can call in opticians, dentists, chiropodists and a range of other services as and when a individual resident requires them.

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## *In Summary*

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Type of service:	<i>Care Home with Nursing</i>
Registered organisation that provides care:	<i>H&amp;H Care Homes Limited (a Handsale Ltd subsidiary)</i>
Registration:	<i>Registered to accommodate a maximum of 90 older people, frail elderly and dementia.  May provide respite for up to 2 people at any one time in any 15 bedded unit</i>
Total Staff:	<i>105</i>
Activities Coordinators:	<i>2</i>
En suite bedrooms:	<i>90</i>
Nursing care:	<i>45 rooms</i>
EMI nursing care:	<i>45 rooms</i>
Total bath/shower rooms:	<i>6</i>
Assisted bath/shower rooms:	<i>4</i>
Lounges/recreation rooms:	<i>6</i>
Quiet Rooms:	<i>6</i>
Dining areas:	<i>6</i>
Hair & beauty salon:	<i>Yes</i>
Gardens:	<i>Yes</i>
Visitor parking:	<i>Yes</i>
Lift access to all floors:	<i>Yes</i>
Wheelchair access:	<i>Yes</i>
Pets allowed:	<i>Yes</i>
Visiting GP	<i>Yes</i>
Visiting Physiotherapist:	<i>Yes</i>
Visiting Chiropodist:	<i>Yes</i>
Visiting Dentist:	<i>Yes</i>
Visiting Optician:	<i>Yes</i>

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## *About Handsale*

Founded in 1988, Handsale has over 24 years experience in healthcare and currently operates eight care homes, all of which are located in the United Kingdom. Starting as a family business all those years ago, our core values have not changed to this day – we believe that everyone has the right to dignity, respect and choice. Handsale promises the highest quality individual care.

Each Handsale care home is exactly that – a home. They are all situated in carefully chosen areas where our residents can continue to lead fulfilling lives while feeling confident and secure. All of our homes are run with an ethos based on quality, trust and support. We pride ourselves on being an integral part of each of the communities we serve.

Clear, honest and easy communication is important to us in all our dealings. Our fully-trained professional staff play a crucial part in this. We currently employ around 600 people, all of whom provide our residents with the friendly, personal and compassionate care they deserve, whilst also providing an environment in which both residents and their families feel safe, secure and happy.

Our managers are all experienced, skilled and caring. Each of them has an open door policy should you have any questions or require further information.

But most importantly, we promise we will never let our standards slip. Here at Handsale we will never waver from our core values and will continue striving for better. That's what we'd want for our own loved ones, and it's no less than you should expect.

