



Westerfield

Westerfield Care Home
30 High Calside,
Paisley, Renfrewshire,
PA2 6BY

Welcome

Westerfield is a 62-bed home in Paisley offering 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.

In a serene cul-de-sac location, Westerfield has served Paisley well since the purpose built home opened in 2007. 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.

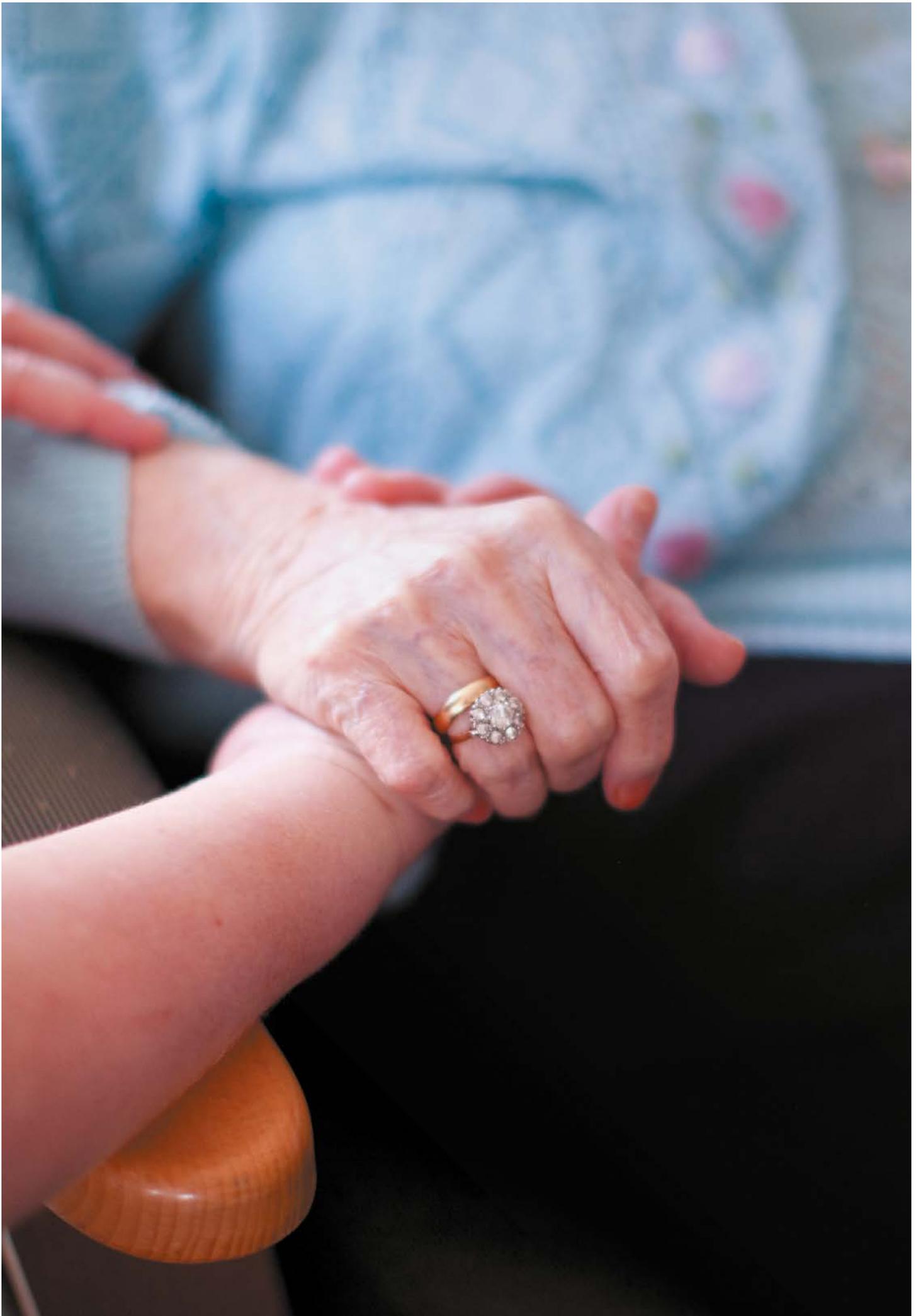
Meanwhile our well-appointed bedrooms offer privacy and comfort. Individual care and the personal touch are important to us and people from all cultural, religious and ethnic backgrounds are welcome. From care plans to the daily menu, and from activities in the home to the décor, we listen to the wishes and requirements of all our residents.

Westerfield provides a safe and secure environment. Frail and elderly residents are given assistance and support wherever and whenever it's needed, and there is wheelchair access throughout the home. Our ongoing links with Paisley's churches, schools and societies help make Westerfield 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. Everybody's involved in running this home which makes it just that – a home.







Accommodation, Care & Facilities

Westerfield ranges across three floors and residents each get a spacious single room with en suite wetroom/shower, wash basin and toilet. The top two floors are called Stables and Thistle and they house our frail and elderly nursing units. Qualified nurses are on these floors to assist residents 24 hours a day, alongside our carers and other staff. On the ground floor you'll find the Braes unit which provides nursing and dementia care. The nurses and carers working here have specialised training and experience in the challenging task of working with people suffering from dementia and other mental conditions.

On each floor there are lounges, quiet areas and dining rooms, and residents find 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 Westerfield including a sweet shop, mini pub, garden corner and music nook. The quiet lounge in Braes unit has been turned into a sensory room with subdued lighting and textured objects to help residents relax.

Each floor has 2 bathrooms with all the equipment required for those who need help washing, and 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 our secure gardens at their leisure.

“Staff at Westerfield are passionate about what they do”

Staff at Westerfield are passionate about what they do and aim to provide the highest possible standards 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. 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 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 nurses and 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 Westerfield.

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.









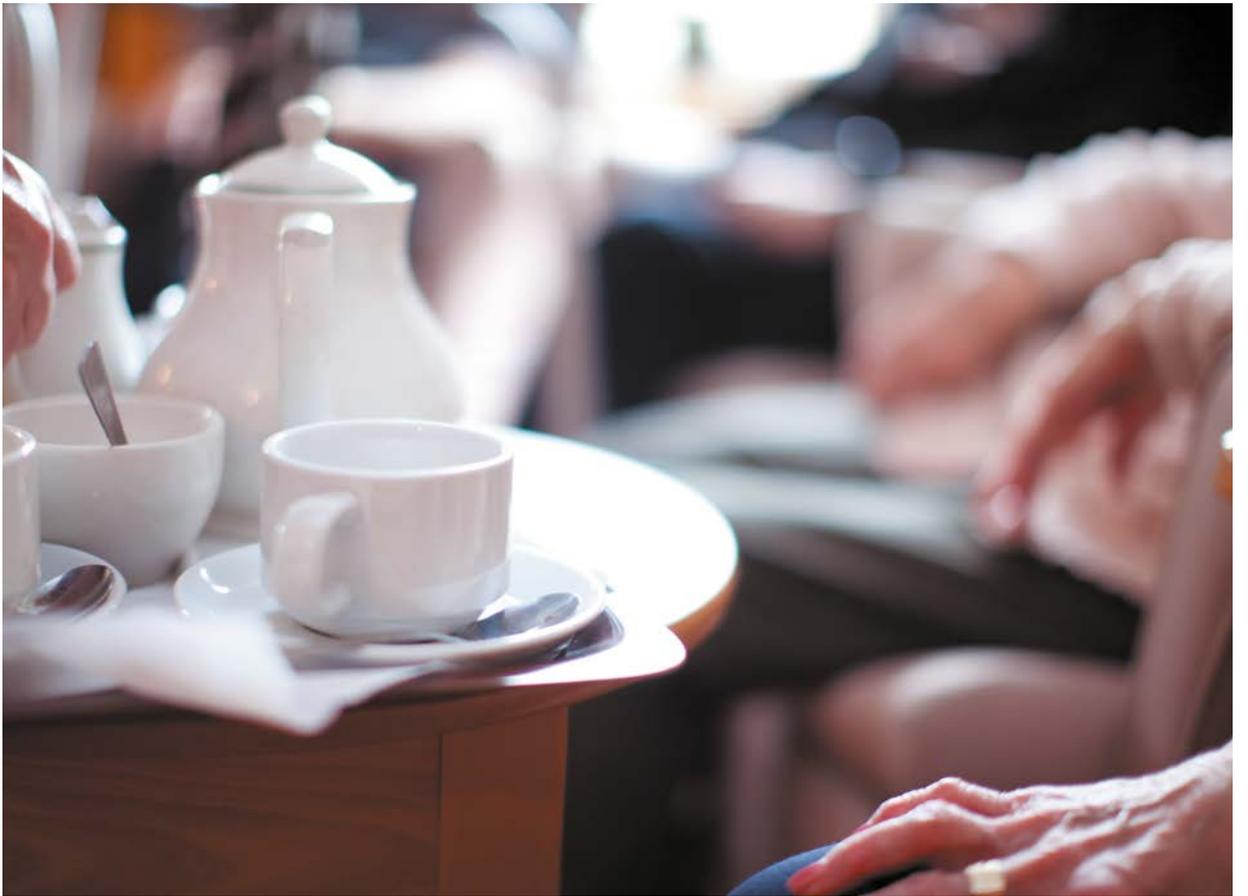
Eating, Activities & Entertainment

No matter how young or old you are, food is one of life's great pleasures. We make sure that residents at Westerfield receive meals that are nutritious, delicious and enjoyable to eat. Cooked breakfasts, cereals, toast and fruit are available every morning. Light lunches are served with hot and cold options – soup, sandwiches, pie, beans, burgers, rolls and pizza are favourite selections. The main meal is served in the evening, with a choice of two dinners from the menu, which are rotated on a 28-day cycle. Local favourites like stews, soups, pies, haggis, and mince and tatties are all popular, as are pasta and lasagne. The dinner menu changes in the summer to include lighter options such as cold meats and salads. 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 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. Residents play an active role in helping develop the menu at Westerfield, and it is regularly updated to reflect this. 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 Westerfield. Our dedicated activities coordinators lead a variety of exciting and stimulating sessions both for fun and for wellbeing. The bingo sessions on Friday afternoons are very popular, and there is a whole range of art and craft activities from card making to knitting. The ladies love to bake and make things for our fetes and fundraisers, and the gentlemen enjoy cards, dominoes, Velcro darts and tins of beer in the Rose and Thistle, our pub room.

The weekly Karaoke sessions result in plenty of fun, and every other month a visiting troupe comes to entertain us with singing, music, pantomimes, comedies and more. Special occasions such as Christmas and Easter are heartily celebrated alongside all the saints' days, Mother's Day, Father's Day, Burns Night as well as residents' birthdays. When the





weather is good we run bus trips to Largs and other places on the coast. There are also plenty of excursions in the local area. Residents enjoy trips into Paisley or Glasgow for a bit of shopping, and lunch in a pub or café. We have an activities forum which involves residents, family and staff in the choice and planning of our activities, events and excursions.











At the Heart of the Community

Westerfield is situated in the centre of Paisley and plays an important role in community life. All the key amenities are within a 15 minute walk of the home including shops, doctors' surgeries and the local hospital, the Royal Alexandria Infirmary.

We have a reputation within the local community for offering a progressive care setting for our residents. 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.

All faiths are respected at Westerfield 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. Relevant ministers, elders and priests of other faiths will be invited to the home according to the individual needs of any resident.

Community dentists, opticians and chiropodists all attend the home regularly, and Westerfield operates with three local GPs surgeries which are situated in the nearby Northcroft Medical Centre.

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. Local pubs often host our fundraising nights. Shops and businesses in the area also donate items and services that help us raise money for the residents' fund. We are part of a network of care homes in the area and we invite them to join in with our events, and attend theirs as well.

Westerfield 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.





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Friends & Loved Ones



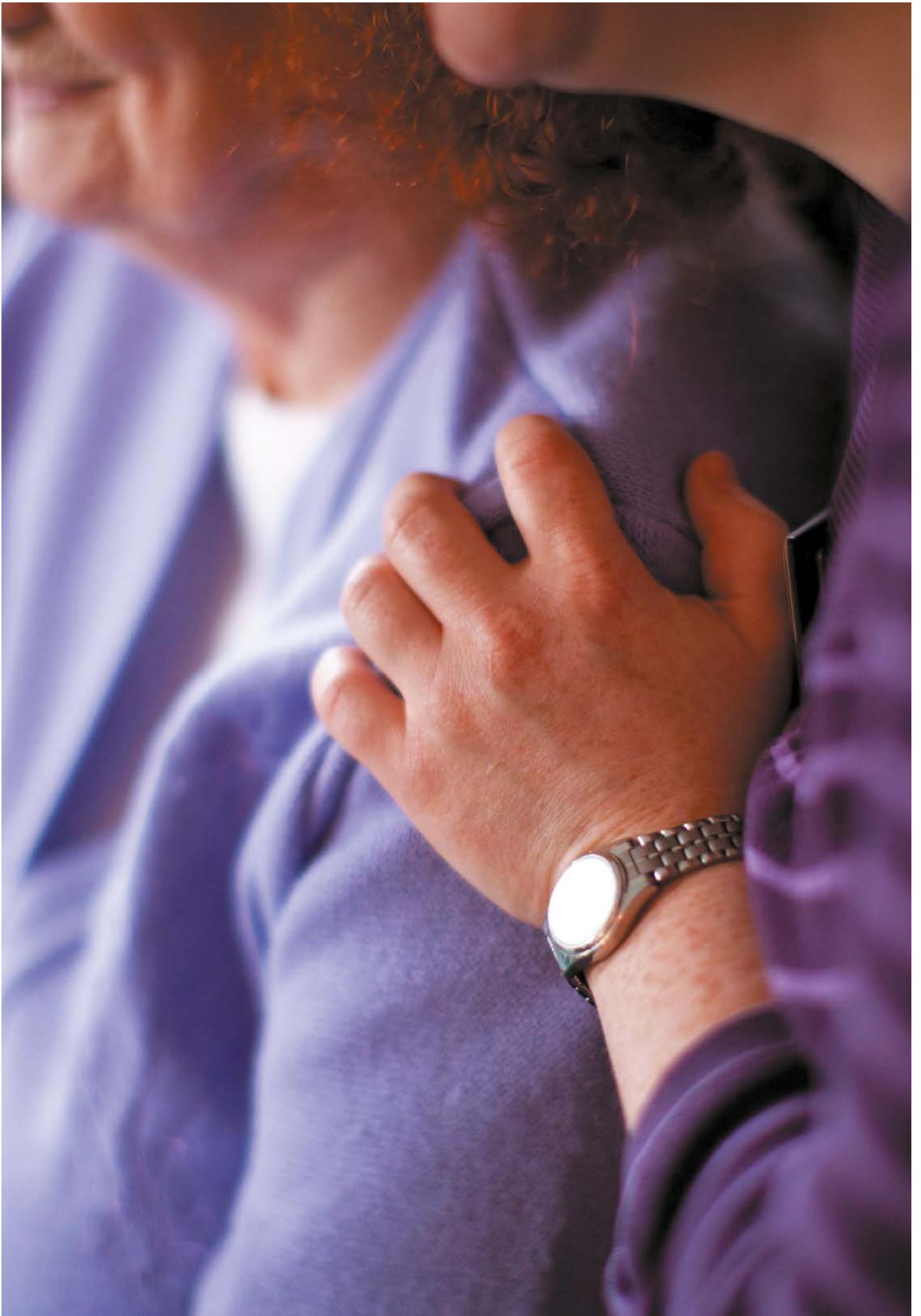
We encourage relatives and friends of people living at Westerfield to play as full a role as possible in the life of the home. Family and friends can visit at any time day, or night. Arrangements can also be made with staff for residents to leave the home to visit with friends or relatives. Theme nights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

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 six 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. The minutes of these meetings are distributed to all relatives whether they are able to attend or not. We keep in touch with relatives who live overseas – in the US, Canada and Australia, for instance – via email, sending them Westerfield 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 page 23) 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's helping with the activities we run, joining in on social occasions, or assisting with fundraising. Relatives are a key part of the Westerfield family.







Individual Care

At Westerfield, 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 Westerfield has a truly homely and comfortable atmosphere.

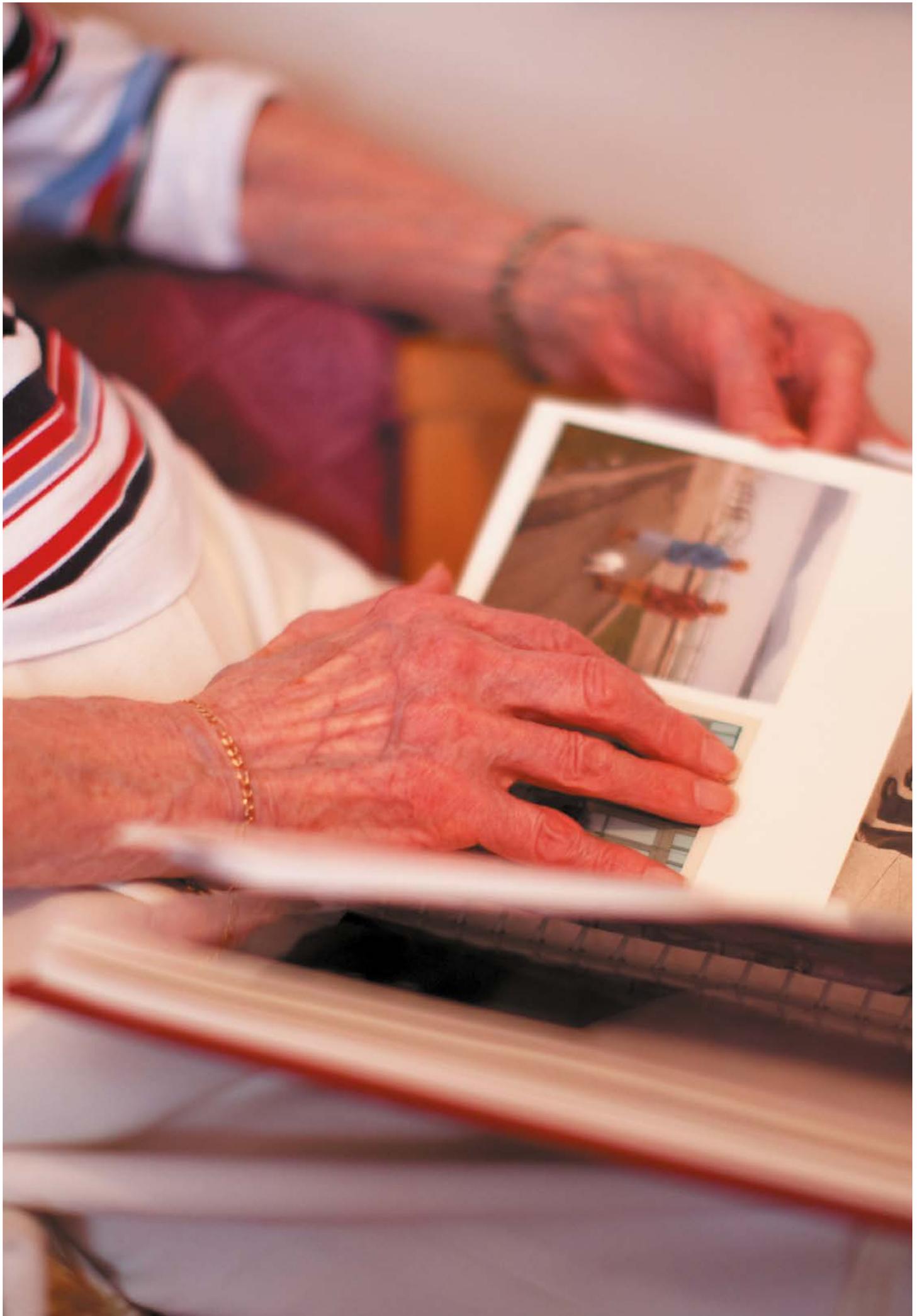
From rising in the morning to retiring at night, residents make their own choices throughout the day. What is eaten at mealtimes, whether residents join in or opt for privacy, what is shown on the TV and all the activities available, everything is based on the wishes of everyone living in the home.

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 Westerfield 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 Westerfield. They help decide how all our lounges and quiet areas are decorated and used and with their feedback we regularly update the menu, adding favourite dishes and removing unpopular ones as tastes change. The activities we do in the home are selected via our activities forum. Westerfield has its own pampering salon called Scissor Talk, so that residents





can have their hair cut and styled or perhaps enjoy a manicure from time to time. Alternatively, they can choose to visit their hairdresser or barber of choice in Paisley.

We can call in opticians, dentists, chiropodists, physiotherapists, reflexologists and a range of other services as and when individual residents require them.

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In Summary

Type of service:	<i>Care Home with Nursing</i>
Registered organisation that provides care:	<i>H&H Care Homes Limited (a Handsale Ltd Subsidiary)</i>
Registration:	<i>Registered to accommodate a maximum of 62 service users</i>
Total Staff:	<i>66</i>
Activities Coordinators:	<i>2</i>
En suite bedrooms:	<i>62 rooms</i>
Nursing care:	<i>42 rooms</i>
Dementia nursing care:	<i>20 rooms</i>
Total bath/shower rooms:	<i>6</i>
Assisted bath/shower rooms:	<i>3</i>
Lounges/recreation rooms:	<i>9</i>
Quiet Rooms:	<i>3</i>
Dining areas:	<i>3</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>With manager's approval</i>
Visiting GP	<i>Upon Request</i>
Visiting Physiotherapist:	<i>Upon Request</i>
Visiting Chiropractor:	<i>Upon Request</i>
Visiting Chiropodist:	<i>Yes</i>
Visiting Dentist:	<i>Yes</i>
Visiting Optician:	<i>Yes</i>

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.

