



Westerton CARE
HOME



A Place for Family and New Friends

www.westertoncarehome.com



Welcome

At Westerton Care Home, our mission is to provide the highest level of care for all of our residents in a comfortable, safe environment that truly is a home-from-home.

Privately owned and commissioned in February 2012, Westerton is nestled in a quiet hillside suburb of Bearsden and enjoys commanding views of Glasgow City and the Old Kilpatrick Hills.

Built over 3 floors and finished to the highest standard, featuring a library, cinema room, hairdressing salon and coffee areas throughout the building, Westerton is surrounded by landscaped gardens and boasts its own putting green and patio areas which can be enjoyed all year round, weather permitting.

Quality Care and Friendship

Our experienced staff take a holistic approach to care, and we are proud to provide a comprehensive, personal service from your very first enquiry.

Combining quality care and friendship with contemporary, homely surroundings, we work closely with our residents and their families to ensure that every need is catered for.

Accommodation

Careful thought and consideration has been taken to offer the highest quality of accommodation within Westerton Care Home.

All of our bedrooms are single and ensuite, each featuring specialised equipment including nurse call units, smoke detectors, temperature controlled gas central heating and telephone ports.

Each bedroom is decorated and furnished to the highest standard, each with their own flatscreen TV.

It is easy to make new friends at Westerton, and there is usually something enjoyable going on in one of our many lounge areas. Enjoy the companionship of others, or simply relax in the peaceful surroundings of your own room.

“From the first meeting we knew that we could rely on you to do the best for our Mum.”

Admission

From the moment you arrive at Westerton, our staff will do everything possible to ensure that your stay is welcoming and comfortable.

We will endeavour to make your admission relaxed and informal. Your family and friends are most welcome and may remain with you while you settle into your new surroundings.

A nurse will be allocated to look after your every need and, following a consultation with you and your relatives, will be responsible for your nursing care and treatment during your stay. A named keyworker will also be allocated to you.

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Modern, contemporary surroundings, custom built for our residents' needs



Nursing Care

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

Our experienced and dedicated staff enable us to nurse those with physical disabilities, those who are terminally ill, those with high dependency needs, and those who become infirm. We also offer Dementia Care.

Our Head of Care is supported by professional qualified nurses and care assistants. Nursing care is delivered using a method known as key nursing: each resident is allocated a nurse who will soon become a familiar face and will answer any queries or anxieties that you or your relatives may have. In the absence of your nurse, another member of staff known as a key worker will care for you.

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

In the event of either illness or an emergency, only your next of kin will be notified unless otherwise recorded in your personal plan: this can be discussed during your admission.

*Time and space for
family celebrations
and social gatherings*



Spiritual Care

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

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

Physiotherapy

If physiotherapy is medically prescribed, your primary nurse will be pleased to arrange this service for you. Alternatively arrangements can be made privately if preferred.

Dentist

If you choose we can arrange dental care for you, we are proud to be associated with Bearsden Dental Care, an award winning local dentist.

Podiatry

We have a private chiropodist who attends the home every 6 weeks and in between if necessary.

Optical Services

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

Cuisine

A highlight of the day is the appetising food prepared by our catering staff, made with fresh local produce.

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 special dietary needs are recorded in your personal care plan.

Our breakfast, three course dinner, high tea and home baking combine to offer a splendid variety of choice.

Breakfast is served between 9am – 10.30am in the dining room

Lunch is served at 12.30pm in the dining room

High Tea is served at 5.00pm in the dining room

After the evening meal, sandwiches, toast, yoghurts and fresh fruit are available all night.

Beverages and snacks are served throughout the day in the lounge areas.



*Catering for
your every need...*



*Every day is different
with a wide range
of activities and
entertainment*

Activities

Regular social events, entertainment and activities are organised to ensure that there is always something interesting and stimulating going on at Westerton.

Our activities organiser will support and encourage you with any hobby or reminiscence sessions and shopping trips, and individual therapeutic treatments can be arranged to suit your needs.

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

Hairdressing

A hairdresser is employed by the home and you are guaranteed a weekly appointment to suit you.

Library

A wide selection of reading material can be found in our well-stocked library. Large print books are available and changed regularly.

Newspapers

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

Mail

Incoming letters and parcels are delivered daily. Residents who are unable to post their own mail should discuss alternative arrangements with the manager: we will be delighted to assist.

Telephones

Every room has its own telephone line which can be activated on request. All residents are responsible for their own telephone bills.



Visitors

While 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.

We also have protected meal times, which we would ask visitors to respect.

Pets

Regrettably, for reasons of hygiene, we are unable to accommodate pets except on a visiting basis.

Alcohol

Residents may partake of alcohol in their bedrooms or communal areas unless medically advised to the contrary. Alcoholic beverages are looked after by staff and provided upon request.

Smoking

Smoking is not permitted in any areas of the home and we operate a no smoking policy within the home.

Fire Procedure

In the unlikely event of a fire, specific instructions are located in strategic positions throughout the building. All staff are trained to assist you to make a quick evacuation through emergency exits, should the need arise.

In the event of a full evacuation, procedures are in place to transfer all residents to a place of safety.

Passenger Lifts

Passenger lifts (suitable for wheelchairs) serve both first and second floors.

Personal Items

Residents may wish to bring personal effects from home, such as pictures and ornaments, to Westerton and are more than welcome to do so.

Please note residents are responsible for insuring personal belongings.

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Valuables

A safe is available for any valuables, documents or important items you feel it is essential to retain: alternatively, you may wish to make other arrangements with relatives or legal advisers. Personal inventory is itemised on admission.

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.



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.

Fees

Any potential new resident, or their appointee, should arrange an appointment with our administration team, prior to admission, and before the admission date is confirmed.

We require anyone coming into the home to sign all contracts, complete a direct debit mandate form and arrange for 4 weeks' advance payment 24 hours prior to admission. Please note that fees are set by our Head Office. Accommodation vacated for holidays, or hospital visits of more than 6-8 weeks, will be charged at 80% of the normal fee.



"I knew straight away this is where Mum should come. The facilities provided for residents comfort and convenience are first class and are something for other care homes to aim for. All the staff are so pleasant and helpful, and visitors are made to feel very welcome."

Location

Westerton is conveniently situated with easy access from the M8 and is well served by public transport: Westerton Train Station is situated just a stone's throw away.

Complaints

We will treat all concerns in confidence and attempt to resolve them as quickly as possible. Should you require independent advice, we will provide you with the name and address of the relevant authority upon request and advise the regulatory body supplied.

Ideas and Suggestions

Ideas and suggestions from residents and their families are greatly appreciated: our suggestions box is conveniently located in Westerton's front hall.



Moving to Westerton will feel like coming home...



If you want to find out more about Westerton and our services, please visit our website or call Adelaide Maynard, Home Manager on 0141 942 5834.

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Westerton CARE HOME

Live life to the full...

Contact us today to find out more and
arrange a private visit to Westerton Care Home.

116 Maxwell Avenue, Westerton, Bearsden G61 1HU
Call 0141 942 5834 Email info@westertoncarehome.com

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