



# Muirfield

a Randolph Hill Nursing Home





# We care, the way you care.

“Muirfield is part of the Randolph Hill Nursing Homes Group and, like all our homes, displays the highest level of care; has compassionate, experienced staff and facilities designed to suit the different needs of our residents.

We take a holistic approach to caring for older people; we believe in celebrating life to the full and focusing on what individuals can do rather than what they can't.

The homes evolve by listening to the wishes of residents and their families; with privacy, dignity and choice always at the core of what we do.

Residents with dementia, including Alzheimer's disease, are cared for with respect, understanding and imagination.

Our staff are highly trained and aim to manage these conditions with sensitivity and the right kind of practical support.

We also have specialist knowledge and extensive experience of looking after those with a terminal illness.

We make sure that residents are comfortable, reassured and dignified in their last days.

As Director of Nursing I ensure that our managers and staff work as a close-knit team, enabling our residents to get the most out of their later years, whatever their individual needs and however long they stay with us.

Every resident is treated with respect, kindness and professional nursing expertise, and I am proud of the excellent reputation enjoyed by all our homes.”

*Ingrid Neville*

**Ingrid Neville** RGN RMN DN  
Director of Nursing





# Welcome

“Set in the pretty village of Gullane, East Lothian, Muirfield is a much-loved nursing home at the heart of the community.

Housed in a beautiful, fully equipped new build, the atmosphere at Muirfield is homely and comfortable.

I have been manager at Muirfield since early 2014, and have many years' experience of providing care for older people.

Together with the fantastic team of qualified nurses and carers, we make sure our residents live the later stage of their lives to the full.

Muirfield is outward looking, part of the community, where local people hand in homemade produce; drop in for a friendly chat or often spend time entertaining the residents.

Our residents can enjoy being 'home from home' but with companionship and support whenever they need it.

I trust this brochure gives you the information you need; please do come and see us or contact me at any time if you'd like to know more about Muirfield Nursing Home.”

**Heather Franklin**

RGN RMN BSC PALLIATIVE CARE  
Manager





# An overview of Muirfield

Life at Muirfield is made all the better by the high standards we insist on. We offer a wide range of services to suit individual needs, from creating a comfortable homely environment for residents, to giving intensive one-to-one care for those who need it.

## **Accommodation**

Our new, state of the art building is equipped with new technologies to help our residents enjoy their time here.

Our new home offers residents the choice of beautiful standard, premium, and deluxe rooms which all come with a range of en-suites and wet rooms.

Our rooms come fully equipped with individual TVs, telephones, internet and a nurse call system for prompt assistance.

Our lounges are a great additional space for residents to socialise and enjoy the picturesque views of Gullane. All areas of the home are wheelchair friendly.

We also enjoy music, dancing and socialising in our Art Deco Ballroom complete with parquet dance floor which is on the top floor of the home.

## **Keeping active**

At Muirfield we have a structured focus on supporting residents who are interested in working on improving their strength and balance. Some of our many activities help residents to do this. See pages 12-13 for more information about our activities.

## **Nutrition**

Our excellent chef and kitchen team offer nutritionally-balanced, freshly prepared meals. The menu changes on a four-weekly cycle and we try to accommodate different tastes and diets as far as possible.

Residents choose where they eat. Some people like the privacy of their own room, whilst others enjoy eating together in one of our dining rooms.

## **Nursing care**

Our round-the-clock registered nursing care means that most medical conditions can be managed at Muirfield. Medical cover is provided by the local GP practice and nurse practitioners with whom we have an excellent relationship.

## **Family and friends**

The use of email and phone is a great way to keep in touch, and residents are encouraged to use the Internet in the garden room.

Families are encouraged to get involved in life at Muirfield; visitors can drop in for a coffee and a chat pretty much at any time.



# Our facilities

Our beautiful new, state of the art home is well equipped to cater to the needs of our residents. Our tastefully furnished rooms make the transition from resident's own homes to Muirfield much easier.

Our rooms come in a range of sizes from standard to premium and deluxe, all of which are accompanied by Porcelanosa ceramic en-suite facilities, furnished with Farrow & Ball colours. Rooms can be personalised by the resident including choice of wall colour and soft furnishings to make the moving in process as comfortable as possible.

Muirfield also has a choice of charmingly furnished lounges where residents can relax and unwind in. Our lounges have Sky TV and we have a drop down cinema screen in the garden room for residents to enjoy movie nights and sporting events.

Residents can now enjoy our beautiful Art Deco Ballroom with a parquet dance floor, and dining area for social occasions. We also have a residents' kitchen where residents are able to help out with baking and cooking activities.

As long as the layout gives us space to nurse in, we'll do our best to make rooms as comfortable and familiar as possible.

We have a hair salon in the home which is a big hit with a lot of our residents.

We also understand that maintaining a sense of privacy and dignity is fundamental to enjoying life at Muirfield. That's why we take something as simple as laundry so seriously; fresh towels are supplied after each use and we will label all clothes and make sure they are returned clean and pressed.

Our beautifully maintained gardens let residents enjoy the sun or become involved in seasonal gardening projects. Our gardens have been especially adapted for those with disabilities and six of our rooms have their own patio doors opening into this tranquil space. In the summer, there are places to sit and watch life go by, and keep in contact with local people.

Friends and relatives are encouraged to visit as often as possible. Our chef likes to bake homemade treats which our visitors can enjoy!





#### **We offer:**

- 60 bedrooms, all en-suite and in a range of standard, premium and deluxe sizes
- Art Deco Ballroom
- WiFi throughout
- 24-hour nursing care
- GP services
- Hair dressing salon
- Organised events and activities
- Beautifully-maintained private grounds
- Minibus for outings
- Traditional dining
- Laundry service
- Full wheelchair access
- Drop down cinema screen
- Internet access
- Sky TV including Sky sports and movies
- Nurse call system

#### **Each room has:**

- Porcelanosa bathroom fittings
- Tastefully furnished and decorated with Farrow & Ball colours
- Internet and phone access
- Flat screen TV with Sky
- Nurse Call System



# Settling in

We take the time to get to know our residents, both before they arrive at Muirfield and while they are with us. Good communication is key to a happy time with us and we like to find out as much as we can.

Our residents range in age, and we offer great flexibility in how we care for each individual. We believe in tailoring our care depending on a resident's individual preferences and capabilities.

Upon arriving at Muirfield we sit down with the resident, and ideally also with their relatives, in order to complete a personal care plan.

This plan helps assess the level of care required and is regularly updated; with a summary always available in the resident's room and a full copy at the nurses' station.

Each resident is cared for by a named nurse and key worker helping ensure continuity of communication with families and the resident.

It might sound obvious, but one of the first things we establish is how our new resident would like to be addressed. We tend to use first names but some residents prefer to be a little more formal. That's fine by us, and we make sure whichever title is appropriate goes on the doorplate so all our staff and any visiting practitioners are aware.

All our team find it gratifying that many residents improve so much after even a short time with us. Often it's because they find our chef's home cooking hard to resist thus putting on much needed weight after a spell of poor health.

Sometimes we find the wellbeing of people who have been perhaps anxious or depressed improves without the worry and responsibility of looking after themselves and their home.

The change can be dramatic and some residents really do have a new lease of life at Muirfield.







# Life story

A vital resource for us is the life story that we complete with our residents. This is hugely important information especially for someone with dementia and we note down their likes and dislikes, interests, family, background and history. It's something we all enjoy, and is a very effective way of connecting with our residents.

We take the time to talk to a new resident, and their family, to learn about all the key events in their life, important moments and achievements. The life story enables us to strike up a conversation or trigger a reminiscence which can be invaluable in making the resident feel included and valued.

On a more practical level we also like to get a feel for how a resident likes to spend their time; so we can try to reflect that in their daily life with us. Maybe it's an early morning cup of tea in bed with the newspaper; or we might discover that afternoon detective shows are their secret indulgence!

Our activity co-ordinators will try and accommodate a particular interest or talent. A love of singing may lead to the organising of an afternoon concert; a lifetime of breeding award-winning spaniels could result in regular visits from a dog and its owner.

The more we get to know a person, the more we can make their lives active, fulfilling and still full of fun.





# Keeping active

The happiness and wellbeing of our residents is vitally important to us. We promote keeping the mind and body active to maintain health and a degree of independence.

We pride ourselves on a programme of activities at Muirfield that excels in the care home sector. We have 3 full time members of staff dedicated to providing a schedule of varied activities and engagements with the local community. This means that there's something for everyone – from singing and trips to the beach to flower arranging and even pet therapy. Residents are gently encouraged to join in, whether they're pursuing a lifelong passion or discovering new interests.

Having our own minibuses means that residents' activities extend beyond events and classes within Muirfield, to those taking place locally within the community.

We organise outings which may include a sightseeing tour, a coastal picnic or perhaps visiting a garden centre with a stop for coffee.

Other community-based activities run on a regular basis including going to church services, coffee mornings, tea dances and shopping trips.

Within Muirfield itself residents can watch films on the big screen in the lovely garden room – there are regular screenings – and there are various seasonal gardening projects in the grounds. All our activities are inspired by our residents and we're always open to suggestions for new ways to keep the mind alert and body in shape.

Studies show that staying physically and mentally active can help to slow aspects of the ageing process.

At Muirfield we certainly find that quality and enjoyment of life increases for our residents if they take part in our activity programme. Even a little gentle, regular physical exercise can improve muscle strength leading to that all-important sense of wellbeing.





# Our team

Our experienced and dedicated staff provide the highest standards of individual care and support to our residents.



As a nursing home, Muirfield has a particularly high level of qualified staff, with nurses on duty 24 hours a day, providing peace of mind for residents and their families. Our care staff are equally committed; together nurses and support staff form a professional, compassionate team with the ability to make life fulfilling and full of laughter.

Muirfield reflects the Health and Social Care Standards, and this is in many ways due to the outstanding performance of our staff. Many have worked here for a number of years, which provides essential continuity of care for residents and contributes to the family atmosphere.

The assignment of a named nurse and key worker to each resident ensures that individuals feel cared for, and we find that a single point of contact is helpful for families who want to know how their relative is faring and discuss any aspects of their care.



At Muirfield we employ registered nurses and care workers along with managerial and administrative staff, domestic, kitchen and ancillary staff.

Together we form a strong professional, cohesive team.







## Meet our chef

A particularly important and popular member of our team, our chef is responsible for providing nutritious and appetising meals for our residents.

Mealtimes are an important social gathering for those who wish to eat in our dining rooms, and making food interesting, nutritious and tempting for those who need to put on some weight after a spell of being unwell or just need to maintain a healthy diet, is an essential part of our care programme.

The menu includes hot and cold meals, vegetarian options and the ever-popular puddings – take a look at our website to see a sample menu.

There is plenty of flexibility if a resident has particular likes or dislikes but our chef's legendary home baking rarely goes unappreciated (also much appreciated by visitors!).





# Randolph Hill Nursing Homes Group



Muirfield is part of the Randolph Hill Nursing Homes Group which was established in 1985 to provide high quality care for older people.

The philosophy of each of our nursing homes is to provide professional, skilled and empathetic individual care. We pride ourselves on our warm, inclusive approach to residents and extend this welcome to families and visitors.

Throughout our 35 years, our reputation for providing high quality accommodation, dedicated and experienced staff and proactive, hands-on management has contributed to our strong position in the Scottish nursing home market.

Our nursing homes across Scotland are given operational and administrative support from our head office in Edinburgh; and each one is subject to our own rigorous quality audits.

Security and peace of mind are vital when choosing a nursing home for yourself or a loved one, and with a Randolph Hill home you can be sure that there is a strong, sound business behind the superb provision of care.

Our future plans are to expand this provision and maintain our reputation for quality care.



**“We care,  
the way you care.”**

Introducing Peter McCormick, Managing Director and Ingrid Neville, Director of Nursing.

**“We are fully committed to providing  
professional and empathetic individual care  
for every single one of our residents.”**



# Our other homes



## Ashley Court

33 Craighouse Terrace  
Morningside  
Edinburgh  
EH10 5LH

Manager:  
**Carol Morrison** RGN  
0131 447 2345





## Blenham House

3 Sighthill Court  
Edinburgh  
EH11 4EU

Senior Manager:  
**Mandy Rogers** RGN  
0131 458 9820



## Fidra House

67A Dirleton Avenue  
North Berwick  
EH39 4QL

Manager:  
**Akbar Mir** BSC NURSING, MBA  
01620 897 600



## Holmesview

2 Holmes Road  
Broxburn  
EH52 5JZ

Senior Manager:  
**Margaret Campbell** RGN  
01506 859 660



## Randolph Hill

Perth Road  
Dunblane  
FK15 0BS

Manager:  
**Jo Comrie** RGN  
01786 825 362

# Next steps



If you'd like more information about Muirfield,  
or to arrange a tour of our nursing home, please call:

**01620 842 116**

Or go to [www.randolphhill.com](http://www.randolphhill.com)



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