



Ashley Court

a Randolph Hill Nursing Home



Our care

“Ashley Court 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

“Ashley Court Nursing Home, opened in 1994, is situated in the pleasant Morningside neighbourhood of Edinburgh.

We provide high-quality nursing care for older people in a community setting. I have been the Manager at Ashley Court since 2014.

It is a privilege and a pleasure to look after our residents, and I have a terrific team helping our residents enjoy the later stage of life. Ashley Court was purpose built and tastefully designed to fit in with

the neighbouring buildings. It is very convenient for both Edinburgh city centre and the countryside.

Our facilities are excellent and our accommodation is warm, welcoming and very comfortable.

There is professional nursing care 24 hours a day and a busy events programme plus our own minibuses, to keep mind and body active. I am proud of the quality of life we enable our residents to enjoy.

I trust this brochure gives you the information you need. Please do come and see us or contact me at any time to have a chat about Ashley Court, and why it might be just the right place for you or your relative.”

Carol Morrison

Carol Morrison RN
Manager



An overview of Ashley Court

Life at Ashley Court 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 and homely environment for residents, to giving intensive one-to-one care for those who require it.

Accommodation

We have recently undergone extensive renovation of a number of our bedrooms at Ashley Court. Residents can now choose from a range of room sizes from standard up to premium and deluxe. Each bedroom has a TV, telephone access, internet and a nurse call system for prompt assistance.

Keeping active

Events and activities are hugely enjoyed at Ashley Court and our dedicated team, full calendar and the availability of our own minibus ensures that the level of participation is high. 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 have the choice of two hot meals at lunch and dinner sitting but there is always the option to have a smaller snack from our lighter snack menu.

Residents choose where to eat. Some people like the privacy of their own room, whilst others enjoy eating together in the dining room, with its doors that open out onto the garden.

**Nursing care**

Our round-the-clock registered nursing care means that many medical conditions can be treated at Ashley Court.

Medical cover is provided by the local GP practice 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 by care home staff to use the facilities in their room. Families are encouraged to get involved in life at Ashley Court; visitors can drop in for a coffee and a chat pretty much at any time.



Our facilities

At Ashley Court we enjoy being part of the local community in a building designed to blend into the lovely Morningside neighbourhood. Accessibility, light, fresh decor and outdoor space set us apart from many other nursing homes.

Recent refurbishments have meant that Ashley Court now offers a range of rooms sizes from standard up to premium and deluxe rooms. Our standard rooms have en-suite facilities and our premium and deluxe rooms offer wet floor facilities, some of which are furnished with Porcelanosa ceramic tiling, Farrow & Ball paint and premium electrical brands.

Rooms can be personalised by the resident with their soft furnishing and personal mementos. We do our best to make rooms feel as homely and familiar as possible. There is a nurse call system in every room as well as a TV, telephone and internet.

Residents have access to comfortable lounges and public areas so they can enjoy a 'home from home' atmosphere. The lounges have Sky TV including the sport and movie channels, perfect for those chilly winter days. All levels of the home are wheelchair friendly and accessible from our two spacious lifts.

Our home has a beautiful garden where residents can indulge in light gardening. The spacious patio is the perfect place to simply sit and soak up the sun while enjoying a morning coffee.

We have a hair salon in the home and regular visits by our local hairdresser which is a big hit with our residents.

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

Friends and relatives are encouraged to visit as often as possible, and to make visitors welcome there are small kitchens so you can make your own tea and coffee. Staff are always on hand to assist when needed.

We offer:

- 56 bedrooms ranging from standard, premium and deluxe all with en-suite facilities
- WiFi throughout
- 24-hour nursing care
- GP services
- Hair and beauty salon
- Organised events and activities
- Beautifully-maintained private, secure grounds
- Minibus for outings
- Traditional dining
- Laundry service
- Full wheelchair access
- Drop down cinema screen
- Internet café
- Sky TV including Sky sports and movies

Each room has:

- En-suite bathroom
- Internet and phone access
- Flat screen TV with Sky
- Nurse call system
- High quality furnishings



Settling in

We take the time to get to know our residents, both before they arrive at Ashley Court 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 from those in their early 60s to over 100 years – 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 Ashley Court 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 in the nurses' office.

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 lapsing into poor eating patterns. 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 Ashley Court.



Life story

A vital resource for us is the life story that we complete with our residents. This is hugely important information especially for a person 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. Their 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 helping take care of our resident dog.

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 our programme of activities at Ashley Court, with a single week seeing around 120 hours of scheduled activities, double the recommended hours advised by the care inspectorate. We have a number of activity coordinators and the planned weekly programme means that there's something for everyone – from practicing Tai Chi, to a visiting library and even pet therapy (often involving our hugely popular visiting dog, Deeks).

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 Ashley Court, to those taking place locally within the community. We organise outings which may include a sightseeing tour or a lochside 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 Ashley Court itself residents can watch films on the big screen in the large dining room – there are regular screenings – and there are various gardening projects in the gardens.

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 Ashley Court 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, Ashley Court 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.

Ashley Court exceeds the Health & Social Care standards and this is in many ways due to the outstanding performance of our staff.

Many have worked at Ashley Court for years, which provides essential continuity of care 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 Ashley Court we employ managerial and administrative staff, domestic, kitchen and ancillary staff. Together we form a strong professional unit where every member of staff knows the name of every resident. We treat our residents with compassion, affection and above all, respect.





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.

We like to make a cake when a resident is celebrating a birthday, and often link special menus to events like Burns Night. There is plenty of flexibility if a resident has particular likes or dislikes.



Randolph Hill Nursing Homes Group



Ashley Court 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 28 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.



“Where people matter...”

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



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:
Hilary Forbes RGN RMA
01620 897 600



Holmesview

2 Holmes Road
Broxburn
EH52 5JZ

Senior Manager:
Margaret Campbell RGN
01506 859 660



Muirfield

Hall Crescent
Gullane
EH31 2HA

Manager:
Heather Franklin RGN
01620 842 116



Randolph Hill

Perth Road
Dunblane
FK15 0BS

Manager:
Jo Comrie RGN
01786 825 362

Next steps



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

0131 447 2345

Or go to www.randolphhill.com


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