



# Fidra House

a Randolph Hill Nursing Home





# Our care

“Fidra House is part of the Randolph Hill Nursing Home 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** RGN RMN DN  
Director of Nursing



# Welcome

Fidra House Nursing home opened in 2008, is situated in the scenic coastal town of North Berwick and provides high quality nursing care for older people in a community setting. I have been managing the nursing home since 2019 and, together with my dedicated team of qualified nurses, trained carers and ancillary staff, am passionate about providing premium care.

Our aim is to enable our 60 residents to enjoy the later stages of their lives to the full. Our facilities and purpose built accommodation at Fidra House are excellent and our residents feel warm and comfortable in a home from home environment with companionship and support whenever they need it. There

is professional nursing care 24 hours a day and an events programme with plenty of variety to keep mind and body active.

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 Fidra House and why it might be just the perfect place for you or your relative.

A handwritten signature in black ink, appearing to read 'Akbar Mir'.

**Akbar Mir**

BSc Nursing, MBA, Level 3 E&T, Manager







# An overview of Fidra House

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

## **Accommodation**

We have 60 single bedrooms with spacious ensuite shower facilities, arranged over three floors. There are two lifts which access each of the three floors. The freshly decorated bedrooms have telephone and Internet access, wall mounted TV and a nurse call system, for prompt assistance.

Each floor has its own comfortable open plan lounge with wide screen TV, and dining area with a fully-fitted pantry.

The communal lounge on the ground floor has doors that open out onto our grounds – always a popular place to sit with a cup of tea, or for gardening activities when weather permits.

## **Keeping active**

Events and activities are hugely enjoyed at Fidra House 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 choose where to eat.

Some people like the privacy of their own room, whilst others enjoy eating together in the dining room, with its windows looking out onto the garden.

## **Nursing care**

Our round-the-clock registered nursing care means that many medical conditions can be treated at Fidra House. Medical cover is provided by the local GP practice with whom we have an excellent relationship.

## **Family and friends**

The use of email, phone, Skype and video call are 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 Fidra House; visitors can drop in for a coffee and a chat pretty much at any time.



# Our facilities

We are very lucky at Fidra House to enjoy a specially-designed building, completed in 2008. Accessibility, light, a sense of space, fresh decor and beautifully landscaped gardens make this an ideal place for older people.

We have 60 single bedrooms arranged over three floors. Our home has several areas and lounges for residents use and the ground floor, accessed by stairs or a passenger lift, is home to a large communal area used for activities and film nights.

Rooms can be personalised by the resident with their choice of wall colours and soft furnishings, and we encourage personal mementos and even furniture, if space allows.

We also have a beautifully landscaped garden, which provides the perfect place to sit and enjoy a cuppa in the summer sunshine.

Each bedroom has an ensuite shower room. There is a nurse call, TV (including Sky) and a telephone and Internet point in every bedroom, with WiFi available throughout the home. Eight of the ground floor bedrooms enjoy a window view of the garden.

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.

We have a hair salon in the home and regular visits from an aromatherapist – we believe that looking your best is important, and even more so for older people. We also understand that maintaining a sense of privacy and dignity is fundamental to enjoying life at Fidra House.

That's why we take something as simple as laundry so seriously; fresh towels are supplied after each use 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.

## **We offer:**

- 60 bedrooms with ensuite 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
- Fully wheelchair accessible
- Drop down cinema screen
- Internet café
- Sky TV including Sky sports and movies

## **Each room has:**

- Ensuite shower room
- 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 Fidra House 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 Fidra House 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' 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 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 Fidra House.





# 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. 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.

Residents at Fidra House enjoy attending events in the local community. We also have strong links with our local church, so residents can attend services, if they so wish. 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 Fidra House, with a single week seeing as much as 120 hours of scheduled activities.

We have a number of activity co-ordinators and the planned weekly programme 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.

Our own minibus means activities are not limited to events and classes within Fidra House but also 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 Fidra House itself residents can watch films on the big screen in the lounge – there are regular screenings – and there are various 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 Fidra House 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 leaving 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, Fidra House 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.

Fidra House strives to deliver the highest quality service and much of this is due to the performance of our staff. Many have worked here for a number of years, which provides essential continuity of care and contributes to the family atmosphere. Our staff are often faced with a number of day to day challenges however at Randolph Hill, we are very passionate about rewarding them for the difficult job that they do to help retain and recruit the best staff.

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 Fidra House we employ domestic staff, kitchen staff 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 and 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



Fidra House 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.

With over 30 years history, 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; all exceed the Social Care and Social Work Improvement Scotland

(SCSWIS) standards 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



## 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



## 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



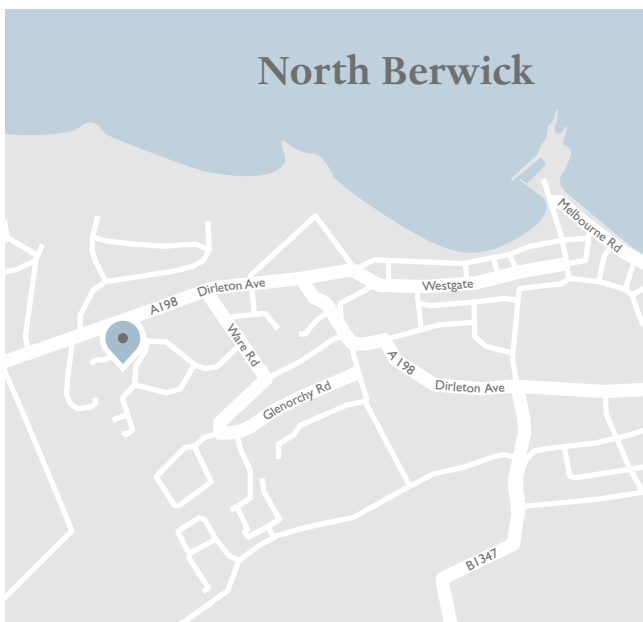
## Randolph Hill

Perth Road  
Dunblane  
FK15 0BS

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



# Next steps



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

**01620 897 600**

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



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