



# Blenham House

a Randolph Hill Nursing Home



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<b>Welcome</b>	<b>2</b>
<b>An overview of Blenham House</b>	<b>4</b>
<b>Our facilities</b>	<b>6</b>
<b>Settling in</b>	<b>8</b>
<b>Life story</b>	<b>10</b>
<b>Keeping active</b>	<b>12</b>
<b>Our team</b>	<b>14</b>
<b>Randolph Hill Nursing Homes Group</b>	<b>16</b>
<b>Our other homes</b>	<b>18</b>
<b>Next steps</b>	<b>20</b>





# Welcome

“Blenham House, opened in 2006, is situated in the bustling neighbourhood of Sighthill, Edinburgh, which our residents love, as there’s always lots going on. We provide high-quality nursing care for older people in a warm, friendly community setting.

I have been managing the nursing home since 2007 and run Blenham House with professionalism, compassion and most importantly a sense of humour. I have a superb team of qualified nurses, trained carers and ancillary staff alongside me.

Our aim is to enable our 60 residents to enjoy the later stage of their lives to the full. Blenham House was purpose built ensuring a focus on quality of care from the start. Our facilities and accommodation are excellent, making Blenham House a very comfortable place to be – ‘like being in a nice hotel’ according to one resident.

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

*M Rogers.*

**Mandy Rogers** RGN  
Senior Manager





# An overview of Blenham House

Life at Blenham House is made all the better by 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, a 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 and also an extra-quiet lounge.

The conservatory on the ground floor has a door out into the garden – 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 Blenham 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.

## **Nursing care**

Our round-the-clock registered nursing care means that many medical conditions can be treated at Blenham House. 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 Blenham House; visitors can drop in for a coffee and a chat pretty much at any time.





# Our facilities

We are very lucky at Blenheim House to enjoy a specially-designed, contemporary building. Accessibility, light, a sense of space, fresh decor and maintained gardens make this an ideal place for older people.

We have all the advantages of being in a central urban setting and Blenheim House has been designed to allow residents wonderful views of the city and the Pentland hills.

Our 60 bedrooms are arranged on three floors, with residents choosing which lounge and dining room they wish to spend time in. This makes for a warm and friendly atmosphere and we are pioneering a 'small group living' approach. 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.

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

Each bedroom has an ensuite shower room. There is a nurse call, underfloor heating, TV (including Sky), a telephone and Internet point in every bedroom, with Wi-Fi available throughout the home.

The urban landscaped garden is safe, secure and a lovely place to watch the world go by or just enjoy a spot of sunshine. All areas are wheelchair friendly and specifically designed to support people living with dementia. Residents enjoy a choice of beautifully decorated lounges for activities and relaxation.

We have a hair salon in the homes. We believe that relaxing and looking your best is important, even more so for older people. We also understand that maintaining a sense of privacy

and dignity is fundamental to enjoying life at Blenheim 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. Dropping in is very easy with the unrestricted parking enjoyed at Sighthill.

To make visitors welcome there are small kitchens where you can make your own tea and coffee. Our chef loves to bake, and there's usually an array of homemade treats for visitors too!



## 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
- Full wheelchair access
- 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 Blenham 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 late 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 Blenham 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 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.

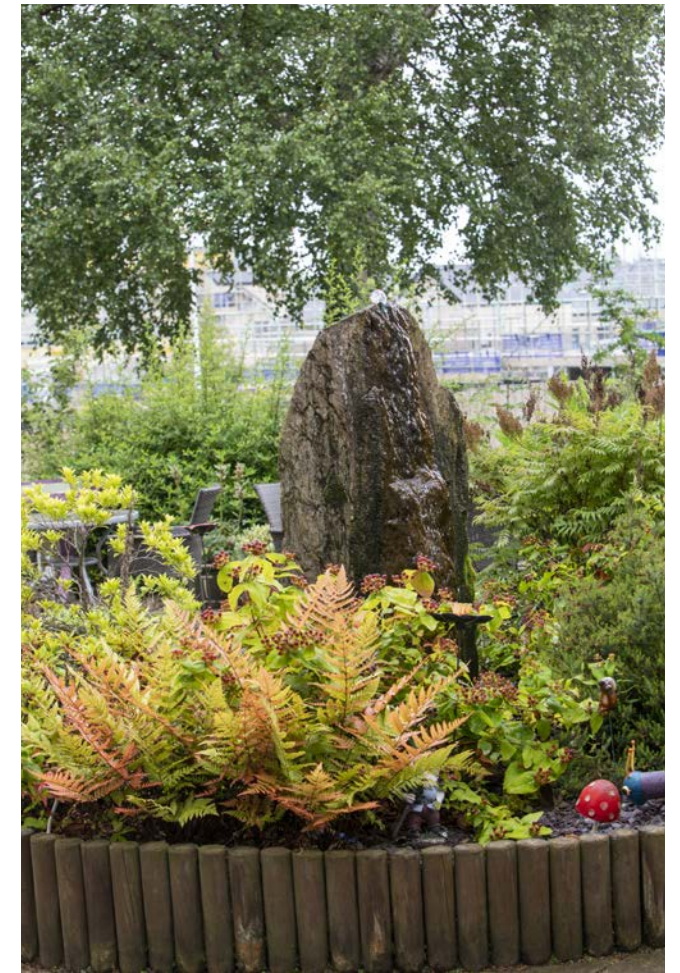
It might sound obvious, but one of the first things we establish is how our new resident would like to be addressed. We tend to use first names but some residents prefer to be a little more formal. That's fine by us, and we make sure whichever title is appropriate goes on the doorplate so all our staff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

Blenham House is lucky to have regular visits from a range of animals from rabbits to Shetland Ponies. These visits are very well received and is a great source of pleasure for our residents. 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 Blenheim House, with a single week seeing as many as 120 hours of scheduled activities.

We have four 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 purely social visits to the local pub.

Having our own minibus means that residents' activities extend beyond events and classes within Blenheim House, 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. Along with this, we have regular visits from the local nursery children for

Rhyme Time, singing and story telling with the residents. These visits are greatly appreciated by all residents and staff.

Other community-based activities run on a regular basis including going to church services, coffee mornings, tea dances and shopping trips. Residents are gently encouraged to join in, whether they're pursuing a lifelong passion or discovering new interests.

Within Blenheim House residents can watch films on the big screen in the sun room — there are regular screenings — and there are various gardening projects in the grounds.

We like to involve our residents in special personal events: for example a particular wedding anniversary once involved transforming a room with low

lights, candles and music. It delighted the couple, made them feel cherished, and everyone in the nursing home enjoyed being involved in the preparations. We also have a regular exercise class, and cheese and wine afternoon.

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 Blenheim 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 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, Blenham 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.

Blenham House exceeds National Care Standards and this is in many ways due to the outstanding performance of our staff. Many have worked at Blenham House for a number of 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 Blenham House 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



Blenham 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 3 decades of experience, our reputation for providing high quality accommodation, dedicated and knowledgeable 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.



**Peter McCormick FCCA**  
Managing Director



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



**Katie Wood RGN BSc MSc**  
Director of Care Standards



**Clare Allen RGN**  
Director of Nursing Homes Operations

## We care, the way you care.

Blenham House is part of the Randolph Hill Nursing Homes Group and, like all of our homes, displays the highest level of care, has compassionate and experienced staff, and provides facilities designed to suit the different needs of the people who live there.

We take a person-centred approach to caring for older people. We believe in celebrating life to the full, and focusing on what people can do, rather than what they can't.

The homes evolve by listening to the wishes of residents and their families,

with dignity, privacy and choice always at the heart of what we do.

People who live with dementia are cared for with respect, understanding and imagination.

Our staff are highly trained, and aim to provide support and care for all. 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 the later stages of life, and at the end of their life.

As Directors, we combine our knowledge and experience to support our managers and staff. We work closely together to enable people whose home is one of our homes 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 we are all proud of the excellent reputation our homes enjoy.



# Our other homes



## Fidra House

67A Dirleton Avenue  
North Berwick  
EH39 4QL

Manager:  
**Akbar Mir** BSC NURSING, MBA, LEVEL 3 E&T  
01620 897 600



## Holmesview

2 Holmes Road  
Broxburn  
EH52 5JZ

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



## Ashley Court

33 Craighouse Terrace  
Morningside  
Edinburgh  
EH10 5LH

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



## Muirfield

Hall Crescent  
Gullane  
EH31 2HA

Manager:  
**Heather Franklin**  
RGN RMN BSC PALLIATIVE CARE  
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 Blenham House,  
or to arrange a tour of our nursing home, please call:

**0131 458 9820**

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

  
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a Randolph Hill Nursing Home

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