



# Randolph Hill

a Randolph Hill Nursing Home



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# Welcome

“Situated in the heart of the green and leafy town of Dunblane, Randolph Hill provides high quality nursing care for older people in a community setting.

I have been employed by Randolph Hill for 16 years during which time I have progressed from staff nurse, and senior roles, to my current position as manager. With a BSc Nursing qualification, I have also recently completed SVQ 4 in Health & Social Care. I have a fantastic team of registered nurses and skilled care staff who deliver high levels of person centred care. Together with dedicated ancillary staff, we ensure that our residents are at the core of everything we do and our aim is to enable our residents to enjoy the later stage of their lives to the full.

Randolph Hill was purpose built ensuring a focus on quality of care from the start. Our accommodation and facilities are excellent, making Randolph Hill a very comfortable place to be – with a bespoke menu and ensuite bedrooms, it’s not unlike a very nice hotel.

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

We make sure that Randolph Hill is a safe, friendly, reassuring haven for a new resident; a place where anxieties and difficulties experienced in their own home, no longer need be a worry.

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 Randolph Hill.

**Pauline Wilson** BSc  
Manager





# An overview of Randolph Hill

Life at Randolph Hill 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 person-centred care.



## **Accommodation**

We have 60 single bedrooms with spacious ensuite shower facilities, arranged over two floors. A lift and a lovely central staircase provide access to the first floor. The freshly decorated bedrooms have telephone and Internet access, wall mounted TV and a nurse call system for prompt assistance.

All of the lounges have wide screen TVs and there are pantry kitchens off every dining room. We encourage families to make themselves at home and put the kettle on.

Two of the ground floor lounges lead into our newly developed garden room. Its large patio doors open out to the residents' garden, where pretty, winding paths lead you around the well-maintained lawn and attractive flower beds. Residents can also access a patio area from the first floor, enabling the residents to enjoy the outdoors & admire the gardens without coming downstairs.

## **Keeping active**

Events and activities are hugely enjoyed at Randolph Hill and our dedicated team, full calendar and the availability of our own minibs 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 Randolph Hill. 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 Randolph Hill; visitors can drop in for a coffee and a chat pretty much at any time.





# Our facilities

We are very lucky at Randolph Hill, Dunblane to enjoy a specially-designed building, completed in 2006. Accessibility, light, a sense of space, fresh decor and beautifully landscaped gardens make this an ideal place for older people.

Our 60 rooms are arranged in units of ten, with each group of ten residents sharing their own lounge and dining room. 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, TV (including Sky) and a telephone and Internet point in every bedroom, with WiFi available throughout the home. All areas are wheelchair friendly and specifically designed to support people with dementia.

We have a hair salon in the home and regular visits from an aromatherapist – 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 Randolph Hill.

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. Our chef is a very accomplished baker 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
- Fully wheelchair accessible
- Drop down cinema screen
- Home iPad where residents can skype family
- 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 Randolph Hill 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 Randolph Hill 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.

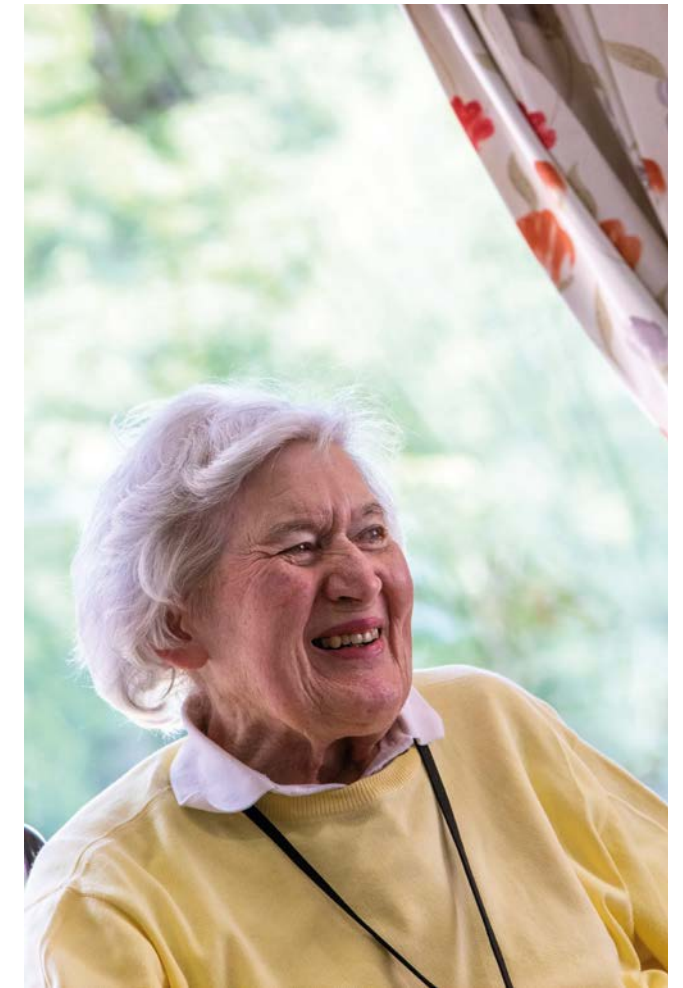
Each resident is cared for by a named nurse and key worker helping ensure continuity of communication with families and the resident.

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 low in mood 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 Randolph Hill, Dunblane.





# 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 memory 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 our programme of activities at Randolph Hill, with a single week seeing as many as 120 hours of scheduled activities.

We have five activity co-ordinators and the planned weekly programme means that there's something for everyone – from singing and country outings to flower arranging and keep fit classes. Residents are gently encouraged to join in, whether they're pursuing a lifelong passion or discovering new interests.

Having our own minibus means that residents' activities extend beyond events and classes within Randolph Hill, Dunblane, to those taking place locally within the community.

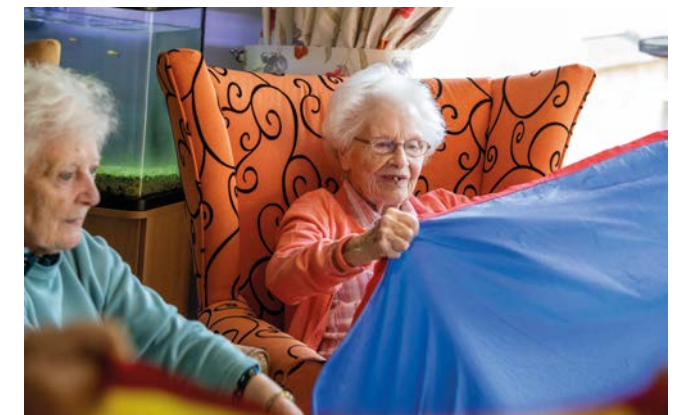
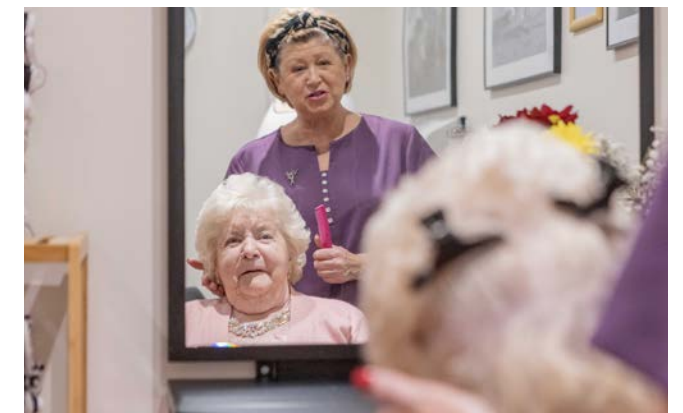
We organise outings which may include a visit to a stately home or perhaps a garden centre with a stop for coffee.

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

Within Randolph Hill 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 Randolph Hill 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, Randolph Hill, Dunblane 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.

Randolph Hill, Dunblane exceeds 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 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 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 Randolph Hill, Dunblane we employ registered nurses and care workers along with 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 kindness, 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



**Peter McCormick FCCA**  
Managing Director



**Margaret Campbell RGN**  
Operations Manager



**Katie Wood RGN RM BSc (Community Health) MSc**  
Director of Care Standards



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

## We care, the way you care.

Randolph Hill, Dunblane 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.

Randolph Hill, Dunblane 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

## EDINBURGH



### Ashley Court

33 Craighouse Terrace  
Morningside  
Edinburgh  
EH10 5LH

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



### Blenham House

3 Sighthill Court  
Edinburgh  
EH11 4EU

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

## EAST LoTHIAN



### Fidra House

67A Dirleton Avenue  
North Berwick  
EH39 4QL

Manager:  
**David Livingston** BA (Hons)  
01620 897 600



### Muirfield

Hall Crescent  
Gullane  
EH31 2HA

Manager:  
**Baalaj Khawaja** RGN  
01620 842 116

## WEST LoTHIAN



### Holmesview

2 Holmes Road  
Broxburn  
EH52 5JZ

Manager:  
**Janice Dickson** RGN  
01506 859 660



### Kirk Lane

8 Kirk Mews  
Livingston Village  
Livingston  
EH54 7FR

Manager:  
**Matthew McCanny** RGN BSc  
01506 539 651



# Next steps



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

**01786 825 362**

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

  
**Randolph Hill**  
a Randolph Hill Nursing Home

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