

Etive House

CARE HOME



T: 01631 720278

E: admin@etivehousecare.com



You can trust in our care...

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Welcome

Etive House is a purpose built Care Home that provides a superior standard of accommodation. The Home is designed to promote small group living providing accommodation for 62 residents. Although equipped with every modern comfort, Etive House nevertheless retains an air of unhurried tranquillity, a welcoming atmosphere and a sense of family that ensure residents feel relaxed and at home.

To make guests truly at ease requires dedicated staff. We have such a team of staff who have an intuitive understanding of Etive House Care Home's tradition of care, hospitality and service and our residents are entrusted to them, certain that they practice these old-fashioned values in relaxing comfort.

Whilst staying with us you will enjoy charming surroundings and from the moment you walk through the door of Etive House Care Home you will find a very warm welcome.

Our aim is to welcome everybody into the home, both family and friends. We will try and make the transition into the Home as welcoming as possible, and hope that our residents find it an enjoyable and happy place to stay.

Members of Staff

We recognise the importance and value of our staff, and ensure they have the skills necessary to carry out their respective jobs. You can be confident that the number of staff on duty at all times will be sufficient to provide full support and meet your care needs.

Our uniformed staff all wear badges identifying them by name and designation.

Our Care Home Manager has many years' experience working within Care Homes and has overall responsibility for the day-to-day management of the Home and for general resident welfare. If you have any queries or suggestions we would welcome the opportunity to discuss these matters with you.

Senior Care Staff are responsible for carrying out all nursing procedures and ensuring an excellent standard of care is received by all residents.

Care Workers are responsible for meeting the personal and social care needs of our residents in a way which respects their dignity and independence.

Our Head Chef is responsible for menu planning, food preparation and food hygiene; catering staff are all experienced

and home baking is a speciality. All baking and meals are freshly prepared on the premises for your enjoyment.

Our Activity Coordinator is responsible for coordinating and planning our extensive programme of recreational activities and outings.

Domestic staff are responsible for cleaning within the Home and ensuring that the required high standards are maintained, and laundry staff are responsible for laundering all personal clothing.

Our Handyemen are responsible for the day-to-day repairs and maintenance of the building, while local gardeners maintain the lawn and landscape gardens to provide an attractive, colourful setting.

“Working with you to make our resident’s stay with us as comfortable as possible.”

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Accommodation

Accommodation throughout the Home is of the highest possible standard with carefully selected furnishings to give a sense of quality and attention to detail.

At the main reception area of the Home you will be received by staff who pride themselves on the enthusiasm and genuine warmth with which they welcome visitors. A visitors' book is left at reception for signing when anyone enters or leaves the Home to comply with statutory requirements.

Our lounge and dining areas are very bright and sunny and provide an excellent location for meeting friends. They are tastefully decorated and furnished.

The gardens of Etive House Care Home are landscaped with lawned areas, trees, shrubs and flower beds. Residents are encouraged to sit and enjoy the views in a tranquil setting. There is also paved access to allow for excellent mobility of wheelchairs.

The bedrooms offered at Etive House are of a high quality. Each is spacious, have an attractive outlook and are decorated and furnished to a very high standard. All our bedrooms have en-suite facilities and furnishings are regularly renewed to maintain 'as new' standard. To reflect your own individual tastes we would encourage you to feel free to have any articles of furniture, framed pictures and photographs in your room.



Our Services

At Etive House we provide 24 hour supported care for our residents.

Our Care Home Manager is supported by our Deputy Manager, each of whom have a particular interest in care of the elderly and are experienced in caring for those with physical disabilities, those who are terminally ill, those with high dependency needs and those who become infirm.

Residential care is delivered using a method known as Key Nursing. Each resident is allocated a carer who will soon become a familiar face and will answer any queries or anxieties you or your relatives may have. Your Key Carer will be responsible for assessing your needs and preparing a care plan, as well as delivering and evaluating the care you receive.

Etive House also operates using teams of care staff, one of which will be appointed to care for you. The team will support you during your initial settling in period as well as ensure the delivery of a more individualised and personal service.

Call System

Should you require the assistance of a nurse at any time of the day or night, there is a call system fitted throughout the building including your bedroom, so you will receive attention at the press of a button.

Medical Care

We make personal plans for each of our residents for actions in the event of a sudden illness or other emergency. This includes notification of your next of kin, or others as agreed and recorded in your plan.

Spiritual Care

We encourage visits by Clergymen of all denominations to the Care Home to provide for the spiritual needs of the residents.

Alternatively, you may wish to attend your own church with family or friends.

Physiotherapy

If physiotherapy is medically prescribed, your Named Nurse will be pleased to arrange this service for you, or if you prefer private arrangements can be made.

Chiropody / Footcare

We have a private foot care specialist and chiropodist who will be delighted to attend to your foot care needs at least once every eight weeks and more regularly as necessary.

Optical and Dental Service

Our staff will make necessary arrangements should you require optical or dental treatment, inspection or advice.



“The comfort and care of our residents is our primary focus.”

Life at Etive House

At Etive House we believe in creating a true home-from-home environment: our dedicated staff are delighted to cater for your every need. We've highlighted some key information below on life at Etive House – however, if you would like any further information please don't hesitate to get in touch.

Cuisine

We pride ourselves on the high standard of appetising meals served, all prepared from fresh produce by our qualified catering staff.

Good, nutritious food and drink are very important in keeping and improving your health. Our staff will soon get to know your food preferences and any dietary needs which are recorded in your personal care plan. Menus are displayed daily and offer an extensive choice for each meal with a selection of home baking served daily.

“A varied and appetising menu to suit every need and taste.”

Our breakfast, three course dinner, high tea and home baking, combine to offer a splendid variety of choice.

Meals are served in our dining room. Beverages and snacks are served throughout the day in the lounge areas. Room service is also available.



Entertainment

Entertainment appealing to a wide variety of taste is provided regularly. There is a comprehensive daily programme of activities which are held within the Home and Etive House has strong links with the local community. Concerts are held regularly including Christmas, Easter, St Andrew's Day and other memorable occasions, not forgetting our national bard, Robert Burns.

Birthdays are celebrated and you will receive a complimentary birthday cake and gift. Private functions can also be arranged.

To add to the various services and activities already mentioned, the home has their own bus to take residents out which is fully equipped to accommodate residents in wheelchairs. Our Activity Coordinator is responsible for planning and directing most recreational activities.

Hairdressing

A qualified resident hairdresser visits the Home once a week. Prices for this service are displayed on the notice board. You are free to have a hairdresser of your choice to visit the Home or you may prefer to attend a local hairdressing salon.

Newspapers & Journals

A wide selection of newspapers and journals are delivered to the Home daily. Arrangements can also be made to have your own newspaper or journal delivered.

Mail

Incoming letters and parcels are delivered daily. Residents who are unable to post their own mail should discuss alternative arrangements with the Care Home Manager.

Telephones

If you require a telephone in your own room, arrangements can be made for a separate line to be installed. This arrangement is done privately through BT but staff would be happy to help if assistance is required.

Visitors

We welcome visitors at any time of the day. For reasons of security, it is helpful to know if any visitors are expected after 9pm.

Laundry

Personal items of clothing are laundered and returned to your room from our own in-house laundry. It is important that all clothing is marked clearly with your name prior to admission. Clothing should be able to be machine washed and tumble dried at high temperatures due to infection control policies. We cannot accept responsibility for clothing that cannot be washed at high temperatures.

“We welcome family members and visitors and hope that they become part of our small community.”

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Smoking

The Care Home accepts without reservation the overwhelming evidence that smoking is a major cause of preventable illness and death, and that the adverse effects of smoking fall not only on those who themselves smoke but also on non-smokers who are exposed in their working and domestic environments to the smoke of others. Therefore Etive House Care Home has a non-smoking policy.

Inspection Report

All Care Homes are inspected by the Care Inspectorate twice yearly to ensure that the National Care Standards are consistently met and sustained. The report detailing their findings and recommendations are available to all residents, families and staff, a copy being displayed on the notice board. A personal copy can be requested from the Care Inspectorate or online at www.careinspectorate.com



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