



Crofthead Care Home

Welcome

to Crofthead

Thank you for your enquiry regarding Crofthead Care Home.

Our goal is to provide each of our residents with the very best facilities and care in beautiful and luxurious surroundings. We aim to promote individuality and independence, and encourage our residents to exercise choice in all aspects of their care.

We hope you find this brochure useful, whilst you make this important decision for yourself or your relative.

We invite you to visit Crofthead to meet our dedicated and highly trained staff, view our wonderful home and feel the warm and caring atmosphere.

You may visit at any time, but if you call beforehand, we can arrange an appointment with either myself or another senior member of the care team.

If you have any queries, or would like any further information, please do not hesitate to contact me.

Thank you for your interest and I look forward to meeting you,

Yours Sincerely,

Marcia Stewart
Care Home Manager



Your Home








Crofthead Care Home is a luxury, grand and majestic care home, tastefully decorated and registered to provide long and short term accommodation and care for up to 57 residents. We aim to provide first rate facilities and care in beautiful and comfortable surroundings.



Bedrooms

You are welcome to choose your bedroom from those available and you are invited to add your own personal effects including pictures and furniture to make the room feel familiar and reassuring. Several large bedrooms can accommodate couples wishing to share a room, and telephones or televisions can be arranged at the resident's request.

All of our bedrooms are single occupancy and boast the following features:

-  Bright, spacious and attractively furnished
-  En-suite toilet with hand basin
-  Telephone
-  Fitted locks and locked cabinets
-  Outside Views
-  Rooms are cleaned daily
-  High-tech nurse call system



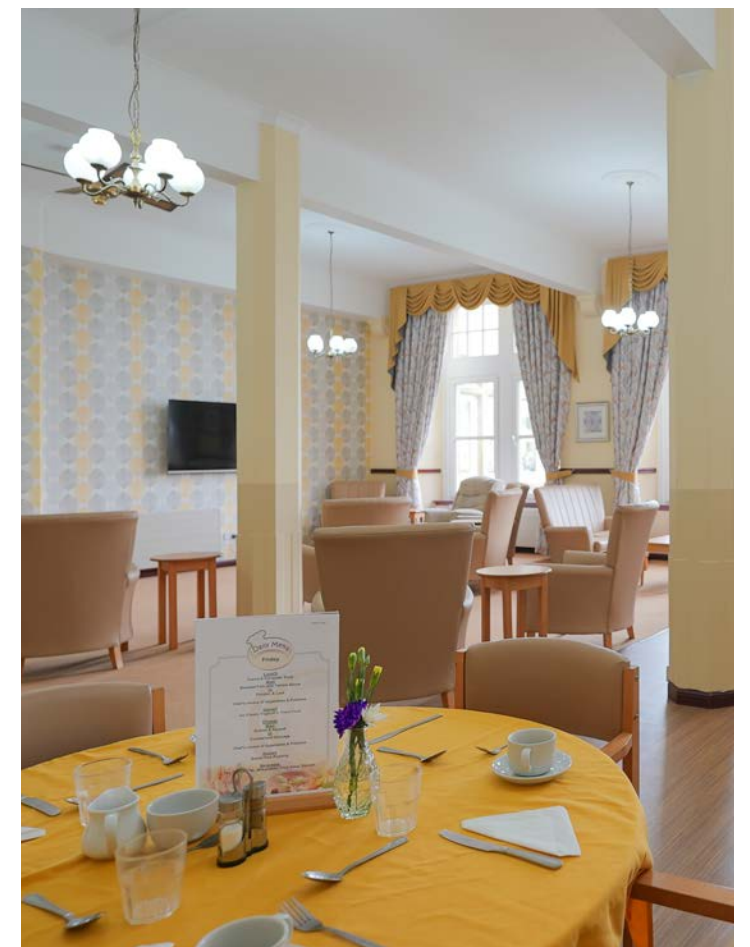
Very happy with my mother's care. Any minor issues promptly dealt with.

Son of Resident | September 2023

Lounges & Dining Areas

Crofthead Care Home is an imposing and spacious building. The large windows in our plush, restful and stylishly arranged lounge, allow unrestricted views to the picturesque garden. The display of lovely pictures, ornaments and flower arrangements add to the inviting and homely feel. A large flat screen television, DVD player, high quality sound system will provide you with recreation and entertainment.

Our two well appointed dining rooms are smartly arranged in restaurant style, so you can choose to dine with family or friends, or alone if you prefer.



Garden

Crofthead Care Home is surrounded by a well kept garden. Trees, shrubs, and gorgeous flowers are regularly tended by our skilled gardener. In all seasons, the grounds are kept neat and pretty and provide scenic and peaceful surroundings. The generous seating area at the rear of the home is particularly well-used and appreciated in warm weather by residents and visitors.



Communal Areas

All the communal areas of Crofthead are bright and spacious, spotlessly clean and attractively decorated. A maintenance person is employed to keep the home in perfect order. The home is suitably designed for easy wheelchair use. All doors are extra wide, a lift provides access to the bedrooms on the first and second floors and our off-street parking has level access to the home. The assisted bathrooms, all the en suite shower rooms and the corridors are fitted with handrails.

Poppy Unit

A separate, self contained dementia section caters suitably for some of our residents. All twenty single bedrooms are equipped with en-suite shower rooms. The Poppy Unit is all on one level, with large corridor areas, a spacious lounge, separate dining room, cafe area, hairdressing room and potting shed. The hallway is home to a window display of items from the fifties and sixties, a wonderful talking point for residents with memory issues.



Very happy with the care my dad's received at Crofthead. Lovely place and lovely staff. He is being very well looked after.

Daughter of Resident | August 2023



Your Care

Crofthead is owned by Carewise Homes Group and is run by Home Manager, Mrs Marcia Stewart. Mrs Stewart is an enthusiastic, flexible and approachable manager with over thirty years' managerial experience in care. She is a registered nurse, holds a Registered Managers Award, SVQ4 and is passionate about her role in delivering exceptionally high standards of care. Our outstanding care team are also dedicated and highly qualified; most have completed SVQ levels 2 or 3.



Meet our Team

We insist on a high standard of care, so our employees are carefully selected, full induction training is provided and continuing professional development is undertaken by each member of staff. Attentive and compassionate carers are available twenty four hours a day to provide companionship and stimulation, as well as tending to your physical needs.

In addition to the care staff, Crofthead employs an activities coordinator, an expert cook, domestic staff, catering and kitchen assistants and a maintenance person.

Health & Wellbeing

The prime objective of our home is to promote and foster health and wellbeing. On your admission an assessment of need is performed by a senior member of the care team, from which a Care Plan is created. You and your relatives will be offered and encouraged to participate in the drafting of your Care Plan. A review is conducted monthly, unless changes in your condition necessitate more frequent reviews.

Residents will be registered with our local GP practice within Fauldhouse, visits and appointments can be arranged as required.

In case of illness, relatives are informed immediately and will be updated regularly on your recovery. If family members wish to be present whilst you are ill, we arrange suitable accommodation for them.

During your first few weeks at Crofthead, we will produce an account of your past, including your background and interests. We compile any information you give us, into a short story which you can treasure with family and friends. It allows us a glimpse into your life before you became a resident and helps us to provide you with care and recreation.



You are also invited
to benefit from:



Manicures



Dentist



Chiropodist



Music Therapy



Hairdressing



Activities



Optician



Mum feels secure and safe. She is well looked after and adaptations are made for her changing needs. She cannot always communicate but staff have learned to 'read' her body language. Communication is very regular and takes a variety of forms: email, phone, social media and of course face to face. The staff all know Mum by name.

Daughter of Resident | June 2023

Recreational Activities

At Crofthead, we offer you a varied and stimulating programme of entertaining activities and outings. Look and feel your best, after a visit to the hair dressing salon. Enjoy yourself in our varied and stimulating activities programme. This includes armchair aerobics, arts and crafts, bingo, music and dance, reminiscence sessions, board games, dominoes and card games. Singers and entertainers are invited frequently to the home and add excitement and inspiration to our routine.

We encourage you to pursue your own interests and hobbies, and staff are delighted to assist whenever necessary. DVD players, large flat screen televisions, a high quality sound system and daily newspapers will provide you with stimulation and diversion. Family members and the community are always welcome to volunteer with activities and events.



Special Events

Special events at Crofthead are meaningful indeed when celebrated together. Momentous occasions and birthdays are all marked with joyful festivities, whilst garden parties, barbeques and professional entertainment are planned regularly to enhance the cheerful atmosphere. Spouses are invited to a romantic Valentine's Day dinner, local children visit the Halloween party, whilst piped haggis, whisky, scottish music and bagpipes performances create a memorable Robert Burns Day. The popular Daffodil Tea at Easter provides a wonderful get together with residents of other care homes joining us to compete for the title of 'Best Easter Bonnet Creator'.

Religious representatives can visit Crofthead at your request and you are welcome to attend religious services if you wish. Trips are organised outside the home to places of interest such as museums, safari parks, and Heritage Centres, with hired transport. For those able to use it, public transport is easily accessible, with a bus stop right outside.



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In the current challenging environment, Crofthead Care Home has continued to look after my 90-year-old Mum very well, in particular, the staff and management are completely committed to her wellbeing which is very reassuring.

Son of Resident | August 2023



Dining & Cuisine

Crofthead is well known for its superb hearty and wholesome home cooked meals. Our two chefs' marvellous culinary skills translate into an extensive, nutritious menu providing variety and choices every day. You may request meals that are not on the menu according to your diet and tastes and we love to see our residents enjoying their meals. Snacks and drinks are served twenty four hours a day.

Meals are served in our elegant restaurant style dining areas and are always appetising and well presented. You may dine in your own room if you wish and can expect your meals to be hot, tasty and beautifully served. Assistance is always available at mealtimes for those who require it.

Visitors are welcome to join us for meals at no extra cost and we are happy to incorporate new suggestions into our menu.



The care home is excellent, with good food and no complaints. The staff are friendly, feel safe and supported by the brilliant staff.

Resident | June 2023



Your Family

Crofthead is not just a home, but a family too. Everyone is made to feel welcome and cared for, and we value each resident's individuality. Your privacy and confidentiality are ensured. Visitors are welcome at all times and we relish your furry friends too!

Philosophy of Care

At Crofthead we aim to provide an exceptionally high level of care and to ensure that you will be treated with utmost respect, your privacy protected and your dignity preserved. Our goal is to support individuality and independence and to encourage you to exercise choice in all aspects of your care.



Every member of staff made a great effort to settle my mum into the care home which was very reassuring for my family. The home had a friendly atmosphere and nothing was too much trouble. We were impressed with the level of excellent care she received throughout her short stay. I would highly recommend Crofthead Care Home.

Daughter of Resident | July 2022



Statement of Purpose

Crofthead produces a Statement of Purpose, which is regularly reviewed and can be read by anyone who is interested.

Please feel free to speak to the manager at any time.

The Care Inspectorate inspects the home regularly to ensure it complies with Care Standards. To view our report, please visit www.careinspectorate.com/index.php/care-services?detail=CS2014325018.

Residents' and relatives' reviews can be found on: www.carehome.co.uk/carehome.cfm/searchazref/20006033CROB#reviews-top.





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