

At Guardian Care we are committed to providing person centred care to all our residents, ensuring we deliver the highest possible standards throughout all our services. We constantly review and monitor the quality of care provided recognising the on going initiatives from the Social Care Sector.

Our Operations team are experienced clinicians who have vast knowledge of the care sector. Within this team we have a Quality/Training Manager who regularly audits our homes to ensure standards are maintained and focus on any areas of improvement. Our chefs ensure that the food is of the best quality along with our housekeeping staff who ensure the highest standard of the homes environment.

Listed below is a sample of some our Quality Initiatives:

- 🌀 Person Centred Care
- 🌀 A team audit approach
- 🌀 Activities which are specific to a person's needs
- 🌀 A comprehensive complaints procedure, displayed in all our homes
- 🌀 Six monthly customer satisfaction survey, issued to residents and relatives
- 🌀 An in depth staff training programme including NVQ's and SVQ's
- 🌀 A menu based on nutritional advice and incorporating the MUST tool
- 🌀 Individual person centred assessment and care plans
- 🌀 A constant review of all policies and procedures

🌀 Comprehensive Audit Tool

For more details contact the Manager:

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## Our Home

Belmont House in Stranraer on Scotland's scenic South West Peninsula has far-reaching views of the town and the port. It is a purpose built residential care home which specialises in caring for older people with dementia.

All Staff within our dedicated team are friendly, appropriately qualified and attentive to individual needs. A Key-Worker system has been developed to ensure liaison with families and external agencies is consistent and that care planning & provision is in tune with individual needs and preferences. Choice is the main focus of the homes philosophy and residents meetings are held regularly where relatives are actively encouraged to become involved.

## About Belmont House

Our staff are welcoming, friendly and trained to deliver a standard of care that achieves the best possible outcome for our residents.

As well as creating a beautiful backdrop for our home, our gardens are very important to our philosophy of care. In addition to lawns and flower beds we like to maintain vegetable plots wherever possible and residents are encouraged to tend to them if they wish.

Our home offers services such as chiropody, optician, dentist and hairdressers. Doctors and district nurses visit on request.

Overall Belmont House offers a peaceful and relaxing atmosphere for residents and their families to feel welcome.



## Our Food

Here at Guardian Care Homes we choose reputable suppliers who, where possible, try to source products locally.

We have fresh fruit, vegetables and meat delivered three times a week and fresh milk is delivered as many times as each home requires.

We consult with our residents and their families before we put menus into place.

Our meals are carefully planned offering choice matched with individual taste and all special diets are catered for. In addition snacks with hot drinks and juice are available throughout the day.

## Our Activities

We run a wide range of activities at Belmont House which are designed to suit individuals and their abilities.

Some of our daily activities include bingo, indoor golf, skittles and painting. Whenever possible we enjoy celebrating birthdays, anniversaries and special occasions



## Our Accommodation

Belmont House consists of 27 Single bedrooms, 15 with en-suite facilities and one double bedroom especially for couples.

The home provides a cosy and well furnished environment. Our aim is to create a home from home atmosphere and residents are encouraged to personalise rooms with their own furniture, photographs and personal possessions.