



## Dalnaglar, Crieff Care Home Sharing your care



**Balhousie Care Group**  
sharing your care

[www.balhousiecare.co.uk](http://www.balhousiecare.co.uk)

# Come in!

## Make yourself at home

It's my pleasure to introduce myself, **Pamela McAllister**, and also to introduce you to the beautiful care home here in Dalnaglar, where I am the Manager.



**Thank you for your interest in our home, where our focus is on residents dignity, respect and comfort.**

Our elegant 19th century home boasts a bright, airy Victorian style conservatory, elegant resident lounges and dining rooms, all providing panoramic views of the extensive gardens and surrounding Perthshire countryside.

We offer single and double occupancy accommodation in 39 bright, elegantly furnished bedrooms, each with a 24 hour call-alert system, telephone and flat screen television.

Rooms throughout can be decorated with personal furniture and mementos, making your new home unique and comfortable for you. All our residents' rooms enjoy views of the gardens and countryside.

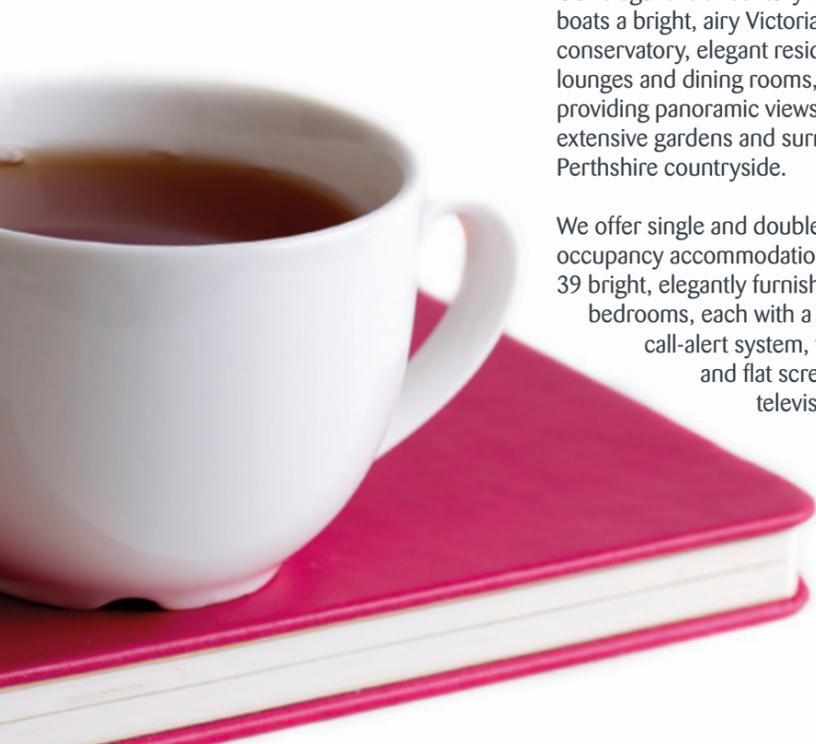
The greatest achievement, for me, is creating a warm, homely, secure and stimulating environment for our residents. With an elegant feel and friendly atmosphere, Dalnaglar Crieff is an enjoyable place to both live and work.

I would welcome the opportunity to let you see our home for yourself, in a personal tour...

**To view our home, or to find out more about the care we provide, please call 01764 655231 or email me: [pamela.mcallister@balhousiecare.co.uk](mailto:pamela.mcallister@balhousiecare.co.uk)**

“I am very happy and impressed with this nursing home. My mother has been treated by all the staff with dignity and empathy.”

Daughter of resident  
at Balhousie Care Home



“ My father settled in here very quickly. The care home is well run by a team of caring, professional people who take a genuine interest in the residents.”

Son of Resident at Balhousie Dalnaglar Care Home

### Home from home

We know that it can be a big decision to leave somewhere that has been your home for many years, but the team here are passionate about making this your home from home.

We aim to provide the flexibility and comfort you've enjoyed previously, with the knowledge that, if and when you need support, you're surrounded by professional and caring people.

My team provide a caring environment that respects your needs, while balancing this with opportunities to enjoy stimulating company and a wide range of activities.

### Passionate about care

The prime focus for the entire team is creating a caring environment based on respect and dignity, and providing a holistic approach to the care of our residents.

We understand that each individual is unique, with different likes; dislikes; needs and wants. We therefore tailor our approach and service based entirely on each individual. Before moving in, we'll conduct an individual assessment of your needs and this is continually reviewed and re-assessed.

As well as any clinical needs, our review will also include learning about your existing hobbies and interests, and discussing new activities you may like to try.

### Activities

We know events help improve overall physical strength and mental well-being, and seeing residents blossom, as our approach brings out the best in them and for them, is an absolute joy.

Regular organised activities vary and include seated exercises; entertainment with regular shows; quizzes and concerts; hobbies; such as arts and crafts, flower arranging, painting and card making; and games.

Events are always optional, but our activity champions help deliver a full calendar of structured and meaningful activities. Family and friends can also participate; so there's bound to be a lot that appeals.

### Person centred care

The most important aspect of care is our people and I know that every member of my team here is determined to deliver the best possible care, which promotes your independence whatever your needs.

Here at Balhousie Dalnaglar, we offer a full range of nursing care and support including: residential; nursing; respite care; Alzheimer's & dementia care and palliative care.

If you would like to discuss care needs please contact me at: [pamela.mcallister@balhousiecare.co.uk](mailto:pamela.mcallister@balhousiecare.co.uk)





## The community

**Our Care Home occupies a quiet idyllic elevated position with an imposing elegant Victorian facade and sloping lawns. During fine weather our residents can enjoy outdoor café-style seating where they sit under large table parasols, drink tea, enjoy a snack, read a book or simply enjoy the surrounding scenery.**

With excellent access throughout the building, including full lift access to all floors, our approach embraces an overall feeling of wellness for our residents; right at the heart of the local community.

There are two bright, comfortable communal sitting rooms, each providing space to meet up with old and new friends alike. Coffee, tea and hot chocolate are available throughout the day, as is a range of tasty squashes and refreshing fruit drinks.

The location of our home also encourages strong interaction with the community. We invite people into our home for a 'pop-up' dining experience and take residents to the local coffee shops to enjoy an outing.

## Keeping in touch

**Living in Balhousie Dalnaglar offers a safe and supported continuation of the lifestyle you have been used to enjoying, and we welcome and encourage visitors.**

Family are always welcome to join in activities and, if we have notice, can join you for lunch or an evening meal. They may be interested in joining the feedback group, where your experience can help us continually improve the enjoyment for all residents.

If your family live further afield, our internet corner is very popular. The team is always happy to help you. We have residents whose family Skype regularly from overseas, and your friends and family can post videos and photographs at any time, which we'll always ensure you see. We'll also help you keep in contact by email, and provide regular updates via our quarterly newsletter.

## Listening

**Our open door policy promotes two-way communication. We are committed to listening to, and meeting the needs of, our residents.**

We consult with them on menu choices, activities programmes and general home and service improvements.

Our professional chef prepares seasonal menus that cater for specific dietary requirements, delivering healthy, appealing and nutritious meals that reflect nutritional needs.

Meals are generally served in one of our two dining lounges, both of which have a pleasant view over the garden. Residents can opt to take their meals in their own room, however we do encourage the regular use of the dining room as we find the social interaction at meal times is an important element in the well-being of our residents.

## Crieff

Crieff is the second largest town in Perthshire, situated in Strathearn on the southern edge of the Scottish Highlands. It is a beautiful town with a gentility about it even today.

### **Balhousesie Dalnaglar, Crieff Care Home**

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