



**Glens Care Home**  
Passionate about care



**Balhousie Care Group**  
sharing your care

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

“ This is a great place to be,  
I’m relaxed, cared for and  
have a great time.”

Resident at Balhousie Glens Care Home

# Come in! Make yourself at home

It’s my pleasure to introduce myself, **Elaine Dickson**,  
and also to introduce you to our home at The Glens,  
where I am the Manager.



**Thank you for your interest in our warm and welcoming home. Beautifully restored, this ex-hotel has been expertly converted in order to provide a spacious, relaxing and comfortable environment in which our residents feel safe, secure and, most importantly, at home.**

Here, our care team provide an excellent level of care and support, promoting enablement and quality of life.

We offer single occupancy accommodation in 31 tastefully furnished bedrooms, each with a private en-suite bathroom.

All rooms can be decorated with personal furniture and mementos, making your new home unique and comfortable for you.

There are also telephone and television points in every room and many enjoy views over our extensive landscaped gardens. Full lift access and wheelchair-friendly access make it easy to move around throughout the home.

The great achievement, for me, is creating a home that focuses on residents and provides them with a warm, homely, secure and stimulating environment. With its friendly atmosphere, The Glens is an enjoyable environment in which to live and work.

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

**To arrange a visit, or to find out more about the care we provide, please call me on 01356 648888.**



“ The food is nice here,  
we always get an option  
and it's good quality.”

Resident at Balhousie Glens Care Home

## Home from home

**Glens care home is a community of caring people – staff, residents and relatives alike – all working together to provide a warm, compassionate and comforting environment.**

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, surrounded by stimulating company and a wide range of activities, but also with the knowledge that, if and when you need support, professional and caring people are here for you.

## Passionate about care and well-being

**The prime focus for the entire team is creating an environment based on respect and dignity and providing a holistic approach to individual care needs.**

We understand that everyone is unique, with different likes; dislikes; needs and wants. We therefore tailor our approach and service based entirely on each person. Before moving in, we'll conduct

an individual assessment and create a care package that meets your needs; 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

**Events, day trips and activities play a big part of life at The Glens. We always work with residents and staff to identify new activities that will appeal to people.**

We regularly hold classes and offer activities suitable for all abilities. These vary and can include seated exercises, entertainment with regular shows, quizzes and concerts; hobbies, such as arts and crafts, flower arranging, painting and card making; and games.

We know that activities help improve overall physical strength and mental well-being which is why we have dedicated activity champions, who deliver a full calendar of meaningful activities, which family and friends can also participate in; so there's bound to be a lot that appeals.

## Person-centred Care

The most important aspect of care is the people who deliver it and I take pride in knowing that every member of my team is determined to deliver the best possible care and support, which promotes your independence, whatever your needs.

Here at Balhousie The Glens, we can cater for the individual needs and requirements of those needing residential, nursing, respite and palliative care; and residents with particular needs associated with Alzheimer's and dementia care.

Our residents are able to enjoy a modern, warm and happy atmosphere, while being looked after by a genuinely enthusiastic and caring team. My team is fully trained to meet the requirements of residents with specific care needs and undergo regular development programmes. Our approach is to improve the quality of life for the resident and to reduce the natural worry, anxiety and concern of family and friends.

If you would like to discuss your care needs please contact me:  
[elaine.dickson@balhousiecare.co.uk](mailto:elaine.dickson@balhousiecare.co.uk)



## Keeping in touch

**Balhousie The Glens 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 visit, participate in activities and can join you for lunch or an evening meal. They may be interested in joining our feedback group, where your experience can help us continually improve our offering and the overall enjoyment of all residents.

Our internet corner is very popular, and is ideal if your family live further afield. 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 on the home via our quarterly newsletter.

## Community and environment

**Our approach of inclusion and community engagement helps provide an overall feeling of wellness and purpose for our residents. Working with others of all ages, supports our intergenerational activity and offers an opportunity for people to work together and enhance our residents' lives.**

Residents also have a choice of a quiet lounge, conservatory, and two spacious dining areas where we can all gather together to enjoy meals. Our chef prepares seasonal menus that cater for your specific dietary requirements, delivering healthy, appealing and nutritious meals that reflect nutritional needs and resident wants.

## 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, activity programmes and general home and service improvements.





## Angus

The area around Dundee records more sunshine hours than any other part of Scotland, and in the warmer weather our residents enjoy sitting in the secure, enclosed and beautiful gardens.

These can also be enjoyed from the conservatory.

### **Balhousie Glens Care Home**

18-20 Church Street, Brechin, Angus DD9 7TQ

tel: 01356 648888 email: [enquiries@balhousiecare.co.uk](mailto:enquiries@balhousiecare.co.uk)