

## Carnoustie

Carnoustie is a small coastal town ten miles east of Dundee, famous for its championship golf course.

Our very welcoming home is situated off Maule Street in a quiet, leafy and highly desirable neighbourhood location. A variety of leisure facilities, places of worship, local shopping and the town centre nearby, enable many of our residents to remain part of and be in touch with the local community.

**Willowbank Care Home**  
Passionate about care

**Balhousie Willowbank Care Home, Carnoustie**  
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**Balhousie Care Group**  
sharing your care

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

“ I have worked at Willowbank for 19 years and I enjoy my work, I strive to provide good care and team work. Willowbank is friendly, has a great atmosphere and is a great place to work.”

Senior Carer at Balhousie Willowbank Care Home

# Come in!

## Make yourself at home

It's my pleasure to introduce myself, **Jan Robertson**, and also to introduce you to our impressive home here at Willowbank, where I am the Manager.



**Thank you for your interest in our sensitively converted, elegant Victorian-period residential home. It provides a comfortable environment where my care team provide a truly exceptional level of care and comfort to our residents.**

We offer single occupancy accommodation in 38 furnished bedrooms, each with a stylish and private en-suite bathroom. This includes 12 bedrooms in a modern central wing, added in 2005.

Rooms throughout can be decorated with personal furniture and mementos, making your new home unique and comfortable for you. There is also

a television and telephone point in every room and many rooms enjoy outlooks over our beautiful, secure gardens.

The greatest achievement, for me, is creating a warm, homely, secure and stimulating environment for our residents, where our impressive activity programme and community engagement really set us apart.

With an elegant feel and friendly atmosphere, Willowbank 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 arrange a visit, or to find out more about the care we provide, please call 01241 852160.**



“ I like the carers and having a chat with them all. My bedroom is big and nice and clean. I can join in activities if I want, or if I choose I can read my newspaper. I like the fact that there is plenty of room to walk about.”

Resident at Balhousie Willowbank Care Home

## Person-centred care

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

Here at Balhousie Willowbank, we cater for the individual needs and requirements of residential and respite residents.

Our residents enjoy this elegant care home and its warm, lively atmosphere, while being looked after by a genuinely enthusiastic and caring team. My team is fully trained to meet the needs of residents. Our approach is to improve the quality of life 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 at [jan.robertson@balhousiecare.co.uk](mailto:jan.robertson@balhousiecare.co.uk)



## Home from home

**Willowbank care home is a community of caring people – staff, residents and relatives alike – all working together to ensure 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 enhancing your quality of life and really making this your home from home.**

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

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

## 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 the care of 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 requirements, 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 a joy.**

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

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





## Keeping in touch

**Living in Balhousie Willowbank 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 can join you for lunch or an evening meal. They may also be interested in joining our feedback group, where your experience can help us continually improve the 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 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, our activity programme and general home and service improvements.

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

## The community

**Our approach embraces an overall feeling of wellness for our residents. Residents have a choice of four lounges; each with an adjoining dining room. These areas offer a relaxing, homely space to socialise with friends, family or other residents.**

A resident lift provides easy access from all bedrooms to the social areas.