



Balhousie Care Group  
sharing your care

## A Helpful Guide to Choosing the Right Care Home





We hope this information will help you make an informed choice and one that you (and most importantly your loved one) will be delighted with. These are just some useful guidelines that may help you ask the right questions to find the right care home, and we've provided some answers from a Balhousie Care perspective.

## Fees

**What's the weekly fee and what does it cover? Ask for a detailed breakdown.**

The amount charged every week can vary according to the location of the home, a resident's individual circumstances and your selected room. We will happily provide you with a complete and unambiguous understanding of the fees that we charge on request.

**What extras do residents pay for (such as televisions or phones in their room) and what do these things cost?**

If you choose to have "extras" such as a private telephone in your room, daily newspaper or hairdresser treatments these will be chargeable. Bringing your own television will not incur additional fees.

**If more or less care is needed in future, will the care home be able to provide this?**

Usually yes, but this depends on the resources available at the individual care home. Alternative or specialist care may also be available from another Balhousie home.

**How much notice should residents give if they intend to move out?**

Our standard terms require 4 weeks – 28 days' notice

**What fees are payable if a resident is in hospital or on holiday?**

In events such as these, full fees are still payable as the resident's bedroom is still allocated to them and more than likely still contains their personal items.

## Accommodation and Services

**How is medication managed and can residents keep their own GP?**

Medication is managed under tightly controlled and audited disciplines by the Senior Carer on duty. Residents may also to choose to self medicate but only if they are deemed capable. Residents are encouraged to keep own their GP if they live in the locality.

**Can potential residents stay for a day or a meal to see what the home is like?**

Of course. We actively encourage this before a decision is made to move in.

**Are meal times fixed and are special diets catered for?**

All diets are catered for, and we do have set meal times but residents can have their meal outside this if they wish.

**Can residents go to shops, a pub or a club as they please or by arrangement?**

Our residents who are able are actively encouraged to be out in the community shopping etc. They must however advise a member of staff who will register their "off-site" status. Some residents have to be accompanied and in some cases of course it may not be practical due to the health of the resident.

**What personal possessions are residents allowed to bring?**

Residents are invited to bring whatever personal items they wish, as long as their new room has enough space for it / them.

**How is personal laundry taken care of?**

All residents' personal laundry is looked after by our in-house laundry facility.

**What activities can residents take part in?**

A weekly / monthly activities plan is displayed in the home and is decided upon in consultation with the residents.

**What about being able to send a message to a resident by email?**

Emails with video / photo attachments can be received by each home, and will be either passed to or read to the intended recipient. Every Balhousie Care home also has an Internet Corner for residents' use – and many of our residents actively use this facility.

**Can the home accommodate varying religious beliefs and cultural needs?**

All cultural beliefs and needs are sensitively and respectfully accommodated.



## What is the Complaints Procedure? Is there a Residents' Committee?

Some homes do have a residents' committee. If you have any concerns or misgivings about the care your loved one is receiving at Balhouses please speak initially with a member of the care staff or with the care home manager.

They will be pleased to either clarify the aspect of care you're worried about or will take action to rectify or correct the cause of your concern. We would hope that any anxieties will be solved by taking this course of action. However, in the unlikely event that you're still concerned or unhappy, please use the contact section of our website to get in touch.

We will then write back to you within 21 days to advise you of our findings and any subsequent actions taken. We will ask you to confirm in writing that you are happy with our response and the remedial actions taken. In the unlikely event you are still not comfortable or satisfied with some aspect of the care we're providing, you can of course contact the Care Commission directly and ask them to investigate on your behalf.

## Culture of Care

When you visit a care home, you might take the opportunity to check whether residents appear alert and occupied.

Is there a positive, friendly atmosphere and a clean, fresh smell?

Are staff spending time talking to residents and encouraging them to do things for themselves?

Do staff take time to help frail residents eat and drink?

Are there signs of depression?

The charity Mind says you should check for residents with signs of insomnia, low energy, loss of appetite, poor concentration, feelings of guilt, hopelessness or an inability to enjoy activities.

Are there signs of malnutrition?

Age Concern says that signs can include weight loss (more than half a stone in the last three to six months), loose clothes or jewellery and ill-fitting dentures, recurrent infections, difficulty recovering from illness or an inability to keep warm.

Are all signs and notices up to date. Is someone obviously paying attention to detail?



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For help, advice or to request your free brochure, call us on

**01307 477 999**

or visit [www.balhousescare.co.uk](http://www.balhousescare.co.uk)

The goal of Balhouses Care Group is to be  
the leading and most admired provider of residential care in Scotland.

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