



**Pitlochry Care Home**  
Sharing your care



**Balhousie Care Group**  
sharing your care

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

“ I cannot thank you enough for all the wonderful care and attention received by Mum.”

Daughter of resident at Balhousie Care Home Pitlochry

# Come in!

## Make yourself at home

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



**Thank you for your interest in our purpose-built home, which opened in 2010. It provides a modern, light and airy environment, where our focus is on resident dignity, respect and comfort.**

We offer single occupancy accommodation in 50 bright, elegantly furnished bedrooms, each with a large, stylish and private en-suite bathroom. In addition, we have a specially equipped and purpose-built dementia unit.

Rooms throughout can be decorated with personal furniture and mementos, making your new home unique and comfortable

for you. There is also a telephone point and flat screen television in every room and many rooms enjoy outlooks over our landscaped gardens.

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

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

**To view our home, or to find out more about the care we provide, please call 01796 473280 or email me: [angela.parnell@balhousiecare.co.uk](mailto:angela.parnell@balhousiecare.co.uk)**



“ We have so many wonderful characters caring for us and cheering us up, I whole heartedly thank you.”

Resident at Balhousie Care Home Pitlochry

## 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 and well-being

**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 Pitlochry, we offer a full range of caring support: residential; nursing; respite care; Alzheimer's & dementia care and palliative care.

Our residents are able to enjoy this purpose-built, modern and spacious facility which many visitors have compared to a smart and airy hotel, while being looked after by a genuinely enthusiastic and caring team. My team is fully trained to meet the requirements of residents with special needs. 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 care needs please contact me at [angela.parnell@balhousiecare.co.uk](mailto:angela.parnell@balhousiecare.co.uk)



## 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 individual needs.

Meals are generally served in one of our five dining lounges, all 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 rooms as we find the social interaction at meal times is an important element in the well-being of our residents.

## The community

**Our Care Home is situated in a quiet location edging onto natural woodland.**

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 five bright, comfortable communal sitting rooms and two 'quiet rooms' here, 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. Residents often enjoy outings to local coffee shops and other amenities.

## Keeping in touch

**Living in Balhousie Pitlochry 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, with notice, can join you for lunch or an evening meal. They may be interested in joining the feedback group mentioned, 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.





## Balhousie Pitlochry

Designed and built to exacting standards, Balhousie Care Home Pitlochry is a showcase for many of the latest influences and examples of best practice in care home construction today, which is reflected in residents' bedrooms, lounges, dining rooms and all common areas.

### **Balhousie Pitlochry Care Home**

Burnside Road, Pitlochry, PH16 5BP

tel: 01796 473280    email: [enquiries@balhousiecare.co.uk](mailto:enquiries@balhousiecare.co.uk)



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