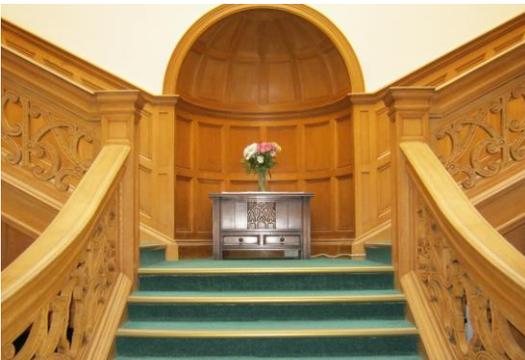


## *A Warm Welcome...*

Lennel house is a beautiful listed building, with stunning views, set just outside the Scottish Borders town of Coldstream. We provide care for up to 37 nursing, residential, and dementia clients. The home has extensive grounds and a feature Italian garden. The house has an extensive history including a stay by Beatrix Potter where she was understood to be inspired to create Peter Rabbit.

The home is beautifully decorated throughout with a stunning hand carved solid oak staircase greeting you on arrival with spacious and unique rooms. We have four lounges for the residents to use to allow for the change in a daily routine. All the bedrooms are single occupancy unless it is specifically requested. Residents are encouraged to personalise their room with personal belongings.

The staff are committed to the wellbeing of our clients and give 100% to the care provided. They are friendly, polite and will do anything to help and make residents and relatives feel at ease. Staff development is an ongoing process to ensure the excellent standards we give are maintained. We have a keyworker and named nurse system in place to ensure the resident's needs are met.



## *Your Care...*

Every person in our care homes is a unique individual and it is our privilege to support them at a vulnerable time. All our efforts are tailored towards ensuring that our residents feel valued, supported and respected even at a time when there may be no easy answer.

Our staff are here to help and to provide support every step of the way. They receive extensive and ongoing training to ensure our residents time with us as fulfilling as it can be. Every resident is given the opportunity to gain additional support with the allocation of a key worker. Care is just as much about some ones mental state as their the physical well-being and their key worker will take that extra time to get to know them and provide the personal touches which can be easily missed.

Detailed care plans are developed to ensure we meet the needs and preferences of each individual. Residents and their families are encouraged to fully participate in the writing and reviewing of these plans.



## *Our Commitment...*

Placing a loved one into a care home is not a decision taken lightly and often follows a stressful period of decision making.

Here at St Philips Care we take our commitment very seriously. We imbue into our staff a culture of training & development to ensure our standards are maintained. This is further supported by an extensive internal audit procedure and unique monitoring tool designed by St Philips Care.

Our commitment to you is summarised by our mission statement.

'To provide a quality service that meets the needs of the whole person by promoting independence and carefully monitoring a safe environment'.

Helping each other to ensure your loved one settles as quickly as possible has to be a shared commitment. Please support us in this by providing items to help personalise their room and to share with us some of the memorable life experiences of your loved one to help them feel more comfortable during their stay with us.



## *Your Dining...*

At St Philip's Care we are passionate about food and believe in having the very best ingredients for our catering team to create and display a well-balanced, nutritious and appealing food for a wide range of palates. We know a good diet helps contribute to our residents' quality of life in a number of ways. We are also committed to working with suppliers and try to ensure that our food is of an excellent quality and is sourced locally, seasonally and sustainably.

Making sure that our residents get the opportunity to eat and enjoy appetising and nutritious food is one of the most important aspects of our care. Our staff have a key role to play in ensuring that residents' mealtimes are seen as an important part of their care, where they can enjoy the social as well as nutritional benefits of eating in a relaxed and welcoming atmosphere.

## *Activities...*

The life story of each of our residents reflects a rich tapestry of experience spanning many decades. Understanding their experiences and interests allows our activities colleagues the opportunity to arrange and develop appropriate events and activities to fulfil their wishes.

We at St Philips Care understand how important daily activities can be to both stimulate and allow an individual to integrate within the home. We see evidence every year of how our staff engage with our residents to overcome the uncertainty in the change of their surroundings and to integrate them into the community offered by the home. If we provide the right environment a care home can be a great place to make new friends and acquaintances.



## LENNEL HOUSE COLDSTREAM

### **Lennel House Care Centre**

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