

# Highlands Borders Care Home

*A Better Choice*

Inspected and rated

Good



CareQuality  
Commission



## About us

*Highlands Borders care home aim to be more than just the residential and care homes for those living with us. We would like our resident to feel happy and at home here. Above all, our care and support is based on the needs of individuals, their dignity and choice.*

# A home, a comfort home

Highlands Borders care home is a residential home for elderly people often with mild to moderate dementia. We are located in a friendly and residential community Heavitree, Exeter where our resident can easily have access to local amenities.

We are here to help our residents to enjoy their life. The quality of care we provide, along with the health, safety, well-being and happiness of our residents, and staff is always our top priority.

We prepared this guide to provide support for you and your family to understand what to expect when moving your loved one into our home.







# Before Admission

Choosing a care home for your loved one can be under pressure and time consuming. At Highlands Borders we have a very clear admission process.

We will carry out an assessment first, it could be either via telephone or a visit whichever suit you and your loved one most. Making the correct decision is difficult therefore we are offering one free day care for your loved one to meet our staff, join in with our residents and to explore the experiences, as you get to know us, we get to know you. The Covid-test will be carried out in our home in line with government guidelines for the safety and well-being of residents and staff.



# Personalized care plan

*After the initial assessment if both you and your loved one are willing to move into our care, we will work with resident and family to create an individual care plan which is then reviewed on a regular basis. There is never a one size fits all plan of care, we believe everyone is different and unique. The care plan provides details on every element of day-to-day life, choice and preferred routines in order to help our staff understanding your needs and preferences and to respond to you as individuals.*

# Moving into our care

Our staff will work with you to agree the best possible day to move in and we will help you with every step of the way. We will provide guideline on all the information to make the movement as seamless as we can and we are always here to answer your question. We understand the first day can be stressful, your family are welcome to stay with you, your key worker will be available to assist and welcome you. Our residents enjoy a four week trial at the start of their stay to enable a settling in period and make sure that you and your family are happy at Highlands Borders.





# Finance

We accept both social services or self funding. If you are not sure about your funding, please check with local council. The council will carry out a care needs assessment. If this concludes you need care in a care home, they will carry out a means test to work out whether you qualify for help with the cost. Don't forget we are always here to help if you are in doubt, even we are not your final choice.

# Daily life

We believe social interaction and creative expression are an important part of physical and mental wellbeing and can improve general health. We are offering group and individual activity daily. These include connecting with communities, celebrating national and international events, exercises and religious services. We are even offering live entertainment within our gardens during Covid period. Activity plans are reviewed and prepared regularly to make sure our residents are all participate in and enjoying their time. We are so proud to celebrate two 100th birthdays and one Diamond Wedding anniversary.





**Food is not only necessary for life, but is also a source of great pleasure, with important social cultural and religious functions**

## Dining at Highlands Borders

A good diet can help prevent potential health problems and play a key part in ageing well. We understand a healthy diet is one based on a variety of foods eaten. At Highlands Borders our meals are prepared from fresh on the premises. Our residents are offered with their choice of food at all meal. Our menu are reviewed regularly to make sure seasonal food or celebration are not missed. We will meet any special dietary requirements. Our residents are welcome to have their meals in their private room or comfort quiet lounge if they preferred. Family and friends are welcome to join with your loved one to have meal together when it is safe to do so.

# Visiting your loved one

We understand the importance of socialization and always keep residents connected with their loved ones. Therefore we offer a wide choice of visiting options in line with government guidance. For residents and family and their friends to be able to spend time together, we built a visiting suites which can be accessible internally by resident and externally by visitor. Residents are able to see their friends and family through a glass divider and clearly communicate in a living room with warm and welcoming environment and comfortable furnishings. Garden visit have no restriction on who can visit and some visitors and residents preferred afternoon tea together. After participate in the testing programme, you can visit your loved one in their bedroom. Our visiting policy is reviewed regularly to ensure it is aligned with the latest government guidance.



# Making decision

Highlands Borders has all the facilities and services you would expect.

Residential, respite, dementia and palliative care.

28 bedrooms with en-suite facilities, telephone point, 24 hour call bell.

Key worker system

Assisted bathroom, shower room, hair-dresser room.

Home-cooked freshly prepared food daily with specific diets.

Weekly hairdresser and chiropody services.

In-house laundry services.

Communal areas- 2 TV lounges, separated quiet lounges on each floor for you to relax or family visiting, dining room and garden.

Special occasions celebrated including birthdays and anniversaries.

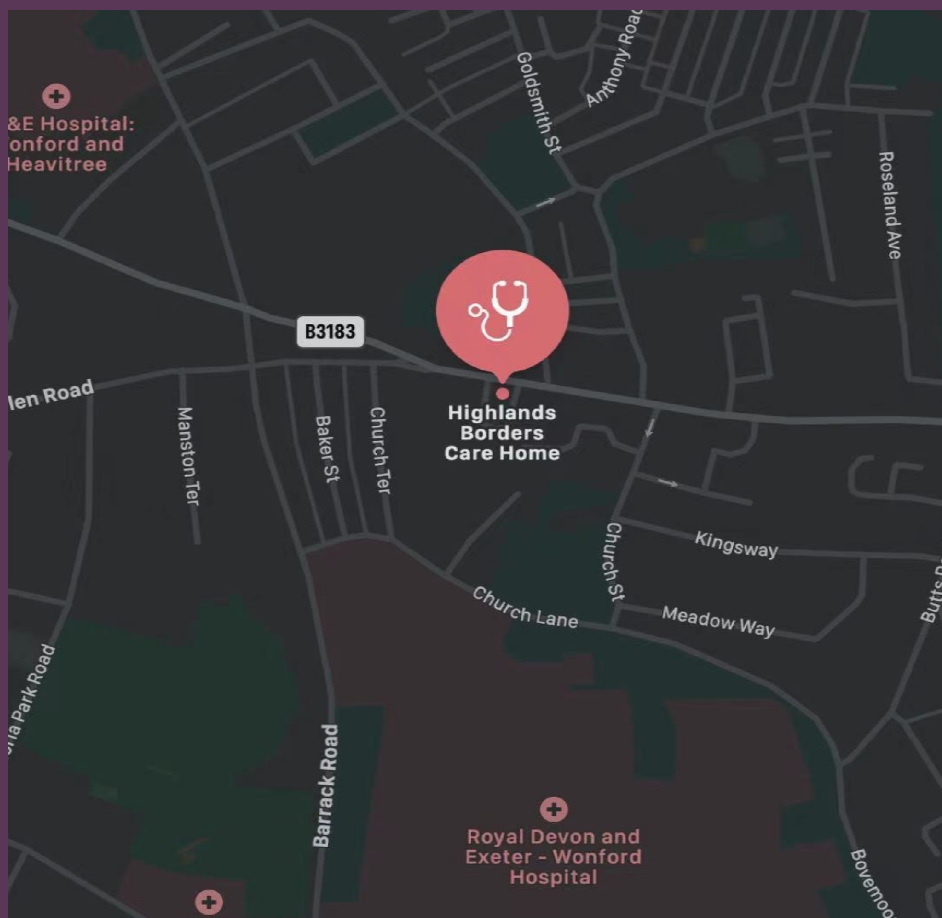
Indoor and outdoor daily activities.

Weekly visit from Local GP.

Family and friends are welcome at any time.

*It is usually a good idea to visit as many care homes as you can as they are all different. You will have to make sure whatever the home you choose will be able to meet the long term needs in order to avoid a later move.*

# Contact us



## Highlands Borders Care Home

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