



MARCHGLEN CARE CENTRE

*Care from the heart*

 ARIA CARE



*When choosing to become part of the Marchglen family, we are here to help you every step of the way.*



## WHAT MATTERS TO YOU, MATTERS TO US

Where residents are at the heart of everything we do.

At Marchglen we understand that having choices about where you live, and who you live with, makes you feel in control of your life. We enable those living with us to make their own decisions and help them on a pathway to living a more independent life. We are dedicated to providing a smooth transition into a home where care is a vocation and interaction with residents is paramount.

What matters most to us is the wellbeing of each of our residents, whatever their circumstances, whatever their needs. Some residents come to us in good health, looking to connect with new friends and build their connections in the local community. Others have specific care and nursing needs.

It's very important that these individual requirements are met with dignity and respect in a safe and friendly well-managed home. Surrounding everyone with familiarity, security and stimulation, we make our residents' experience with us as fulfilling as it can be.

Located in between the villages of Fishcross and Tillicoultry, Marchglen is a purpose-built home for up to 37 residents across four houses.

Each provides the highest levels of care for people living with a learning disability, complex needs and those who require specialist nursing support.

Marchglen is unique in the services it provides in the local area, with its specialist provision of complex care and support as well as interaction with the local community for those who are able. Marchglen uses technology that helps people to live as independently as possible, with en-suite bedrooms throughout, set in secure gardens and beautiful views of the hills.

Every person is part of the Marchglen family. Our highly skilled nurses and carers take the time to get to know all of our residents. We know their stories because we know how to listen, and because it is so important to us, it defines the services we offer.

By connecting with our residents in this way, we can ensure that they feel comfortable and happy. We are not here to take over lives, we are here to help live them, and we are always on hand with discreet assistance when required.

*"What matters most to us is the wellbeing of each of our residents and their families, whatever their needs."*

Marchglen, Home Manager





## GIVING A HELPING HAND

Where discreet assistance is readily available.

For many people who want to live independently, getting the right care and support is just as important as finding the right home. Our dedicated and highly skilled team works with everyone to provide a holistic range of services to achieve a fulfilling life, centred on their choice and control. Most people wish to look after their own daily needs, but those living with a neurological condition, acquired brain injury, spinal injury or higher level learning disabilities will need more care than others. In all cases, to know that the utmost professional support is there at all times is greatly reassuring.

Our services are supervised by our experienced manager, chosen for their knowledge, skills and positive caring attitude. Residents appreciate our open and friendly manner, accompanied by a cheery smile. Care is given intelligently with warmth and respect, by Nurses, Carers, Physiotherapists and an Occupational Therapist who, over time, can become friends.

We sensitively tailor our services to meet a person's changing requirements. Their detailed individual care plans take into account care or nursing needs as well as

lifestyle routines, personal preferences, background histories and future aspirations.

Our approach to rehabilitation is managed through clinical and professional multi-disciplinary teams, where expertise and emphasis is placed on maximising quality of life, reablement and independence. Our OT often works with an individual or group to develop or maintain skills. Residents receive physiotherapy and reflexology according to assessed needs in the first floor gym or in individual rooms at Marchglen.

With a focus on outcomes, our goal-setting therapeutic rehabilitation packages are personalised to make the most of each resident's potential, and are integrated with care from NHS colleagues and partners. Our range of services means that we can work with individuals at all stages of their rehabilitation.

We find that the emotional and moral support offered by carers is an invaluable part of care home life. We invite family and friends to volunteer with companionable activities such as accompanying a group on a visit or helping with an activity.

*From life histories to future aspirations, likes to dislikes and hobbies to interests, we take time to understand our residents and their families because what matters to you, matters to us.*

*"To know I'd have my independence and be cared for by people that are patient and loving makes a difference."*

Marchglen Resident

WHAT MATTERS TO YOU,  
MATTERS TO US



## MY WORLD

### Helping residents to live well.

ABERFOYLE HOUSE supports six people living with a learning disability and additional needs who require nursing support, including those who may have previously exhibited challenging behaviours. Residents are assisted with independent living, five rooms include a separate small kitchen and lounge area.



DUCHRAY HOUSE supports ten elderly residents over 65 who require nursing care, some of whom may be living with a learning disability. We are also able to support people who may have previously exhibited challenging behaviours.



AVONDHU HOUSE supports ten people living with physical disabilities who require nursing support. Avondhu is fully equipped to support people living with a range of dystrophies, Huntington's disease, Melas Syndrome, Multiple Sclerosis, Stroke disease, and other debilitating physical conditions.



MENTEITH HOUSE supports those living with an acquired brain injury and complex needs requiring nursing support. The Care Team has the skills to care for residents who may have tracheostomy or require support of a ventilation system. Some of the rooms have piped oxygen and suction.



ABERCROMBY COURT Our day centre links the four houses, providing a range of activities, therapies and resources for all residents.



As well as ongoing training in their particular field, every team member receives our specialist training relating to Learning Disabilities including those on the autistic spectrum. Our comprehensive programme covers mental health illnesses as well as strategies for managing behaviours that challenge.

Marchglen has a comprehensive training program for both mandatory and home-specific topics. Home-specific training includes QUELA (Quality End of Life Care) at Strathcarron Hospice, Palliative Care, Autistic Spectrum Conditions, Acquired Brain Injury. Staff also receive regular updates to maintain the specialised clinical skills required.

Whatever their needs, everyone at Marchglen is given appropriate care and stimulated to enjoy their life to the best of their abilities. Our residents have every opportunity to continue with the daily activities that are such a formative part of their lives, and which make them feel fulfilled and happy.

As well as shared sitting rooms in each unit, our day centre Abercromby Court is designed

specifically for communal activities across all four specialised units. The quiet sitting room provides an area where family can meet and make refreshments and stay overnight when required. Additionally, we have specific communal rooms for entertainment and activities, and all en-suite bedrooms can be decorated to meet our residents' individual tastes. Residents are also encouraged to bring in their own furniture to make their bedroom and living area their own

In addition to the gym and therapy rooms, Menteith House incorporates a sensory corner with a range of sensory equipment designed specifically to provide specialist stimulation and contribute to enriching the lives of our residents living with an acquired brain injury.

Kitchen areas in each lounge are filled with the ephemera of home life, from dusters and foodstuffs to crockery and cutlery. With our assistance or together with family members residents can prepare drinks, snacks and meals, and carry out everyday living activities to support their independence. Of course, they are also encouraged to participate in all organised activities in the home, too.

*"Staff keep me up to date – I have no concerns."*

Marchglen relative

WHAT MATTERS TO YOU,  
MATTERS TO US



## TYPICAL ACTIVITIES AT MARCHGLEN

### *Monday*

*Boccia  
Tuck shop  
Cinema visit*

### *Tuesday*

*Ice cream van  
Bingo  
Hydrotherapy  
Hairdresser*

### *Wednesday*

*Therapet visit  
Oomph!  
Reflexology*

### *Thursday*

*Cuppa and catch up  
Outing to local attraction  
e.g. Kelpies*

### *Friday*

*Cash & Carry trip  
Arts & Crafts*

### *Saturday & Sunday*

*Church service  
Disco  
Quiz and a cocktail*

MARCHGLEN  
CARE CENTRE

## FOR A LIFE LESS ORDINARY

We recognise a person's routine is an important part of daily life.

Living at Marchglen, 'everyday' for a resident stays just as they like it, maintaining the continuity of recent times. We include individual interests in each person's care plan, so we can understand how to make a difference to their day.

As a home offering varied levels of care across four houses we recognise everyone is individual, and we celebrate that, which is why we offer such a wide and diverse programme with differing levels of engagement. Dependent on a resident's needs there are a number of enhancements we offer which can add to the quality of life.

Our daily selection of lifestyle choices, including some physical or social activities led by our enthusiastic co-ordinators, is just the tip of the iceberg. They want to make sure residents can be as active or sociable as they like, and are able to find like-minded people to share with.

We find people are happiest when stimulated and favourite activities at Marchglen are the regular Oomph! exercise to music sessions,

resident discos and movie afternoons. Entertainment, trips, events, and activities are all regularly available for any residents wishing or able to take part. Residents are encouraged to maintain past hobbies and we enable such pastimes as swimming, sailing, gardening and internet browsing, as well as trips on a local barge, outings to the races, botanic gardens, and theatre or to visits hear a favourite band live.

To maintain independence, develop or renew everyday living skills residents take responsibility for cleaning, cooking and shopping, personal care and managing their medication. We also support people to become part of the wider community, accompanying them to the bank, shops, to dentist appoints and meetings with friends, encouraging them to use public transport independently where appropriate.

We are proud to be part of the Fishcross community, with links to clubs and day centres that our residents enthusiastically participate in to establish new friendships. We consider ourselves the local care home engaged with local people.

*"Our activities change regularly as our residents and their families are encouraged to give feedback about the things they love to do."*

Activities Team Leader

WHAT MATTERS TO YOU,  
MATTERS TO US





## A TYPICAL WEEK'S MENU SELECTION

### *Lunch*

#### *Soup:*

*Yellow split pea, Potato and leek, carrot and lentil*

#### *Main:*

*Stuffed baked potatoes  
Breaded cod bites with salad  
Tomato and fresh basil pasta  
Homemade Scotch pies  
Omelettes  
Mushroom/onion/potato gratin  
homemade quiche and salads*

#### *Cold dessert:*

*lemon mousse, fresh fruit salad  
chocolate pots, gateau*

### *Tea*

#### *Main course:*

*Pork and tomato casserole  
Cumberland sausage with red wine gravy  
Breaded scampi and salad  
Roast chicken with all the trimmings  
Cauliflower, broccoli and pasta bake  
Savoury mince with vegetables and potatoes  
Breaded/poached haddock  
Minced beef bolognaise*

#### *Hot dessert:*

*chocolate sponge, apple pie  
crumble, rice pudding*

## HOSPITALITY ON A PLATE

### Customer services delivered with a smile.

Mealtimes are an event much anticipated and sure to be savoured by residents and visitors to Marchglen. Some people eat three square meals and some eat little and often. Residents can start the day with breakfast in bed followed by lunch and dinner in a dining room, or receive a cooked meal or hot snack in their room, at any time of day.

Our Home Manager leads a customer-focused team, and Marchglen holds the Hospitality Assured accreditation, a standard that recognises exceptional customer service. We encourage residents to invite friends to join them for lunch, by appointment.

Our chefs work with our care team and residents to deliver outstanding choice and quality, resulting in delightful culinary dishes that focus on each person's health and nutritional needs. Our Head Chef sources seasonal and local produce for our daily menus and there are always plenty of tasty options to choose from.

In addition to this she is the homes' Nutrition Champion. Occasional themed menu nights are enjoyed by all, as are regular tasting sessions to augment the extensive menu.

We cater for all dietary requirements, working closely with Dieticians and Speech and Language Therapists to create suitable meals and menus. Hydration, nutrition and weight are monitored and recorded in care plans where appropriate. Our Occupational Therapist assesses each individual for adapted equipment to promote independence and dignity.

Soft drinks, tea and coffee are available in the lounges outside conventional meal times. Delicious home-made cakes and biscuits are also included and guests in the company of residents can help themselves too.

A concierge service will also provide residents with additional support in organising their day from delivering post, to ordering flowers and arranging dry cleaning.

*"We always celebrate birthdays and anniversaries with a cake to make the day extra special."*

Head Chef



*"I could not find another home with the care and dignity that is shown to my husband and our family, from the Marchglen staff. We as a family call it our second home. I am kept up to date with all his care. There is always someone to talk to, even for his grand kids."*

**Marchglen Relative**







## CARE FEES AND FUNDING

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Our range of fees is determined depending on individual needs. Fees quoted are per week and include medications management, retained GP services, weight, hydration and nutrition monitoring, plus wellbeing support, care and nursing in line with assessed needs\*.

At Marchglen 20 of our 37 beds are contracted and jointly funded by Health and Social Services. The remaining 17 beds are funded depending on individual assessment and needs. When you visit the home please ask about the allowances and how we may help you request any funding entitlements.

In Avondhu and Menteith complex care units our residents are assessed by the complex care team and then referred to us. Admission to these beds is via the Complex Care Panel only. Social Services may fund resident places in Abercromby and Aberfoyle units. Residents who are privately funded may be entitled to free personal care if they are considered to require residential care. If they are assessed as requiring nursing care, they may be entitled to receive free personal and nursing care.

If you are considering private funding, we recommend that making the decision on how to fund a care home placement is ideally done with the support of a professional adviser.

We understand that finance plays a large part in most people's decision so we can help you find accredited industry specialists who can provide reassuring independent advice.

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*All fees are individually assessed, whether funded privately or by Health and Social Services. Privately funded residents may be entitled to free personal care and/or nursing care, depending on assessment.*

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*"This is an excellent service that is providing a very high standard of care and support to people with a range of complex needs and life-limiting conditions."*

Care Inspectorate





- Specialised care for complex needs
- Excellent staff to residents ratios
- Assigned name nurses or key workers for every resident

## FREQUENTLY ASKED QUESTIONS

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### *What is the ratio of staff to residents?*

The number of care team members varies from unit to unit, depending on the level of care required and the time of day. For example, during the day, Avondhu has a ratio of 6 care team members for 10 residents, and Aberfoyle has 4 per 6 residents. At night, there are 13 care team members in total for 37 residents. One to one care can be arranged if necessary at additional cost.

### *Do I have to join in?*

No, it's your home. You can be involved in activities as much or as little as you like, though in our experience a little companionship is usually most welcome. With the number of staff at Marchglen there will always be someone to have a chat with or introduce you to someone they think you may enjoy the company of.

### *Do I have to pay extra for entertainment?*

We do charge from time to time for entertainment. We have our own bus and there are nominal charges for trips to cover the cost of petrol. We have a few members of staff who can drive the bus.

### *Can I bring my pet?*

Pets are welcome to visit for the day, but unfortunately cats and dogs are unable to stay permanently.

### *Do you offer Room Service?*

Yes we do and there is no tray charge for this service. Friends and family can join you whenever you wish and there is a small nominal charge.

### *Where do you get your inspiration for your menus?*

Our Head Chef and the team have many years of gastropub and fine dining experience. They craft their menus using local produce, are guided by the feedback provided to them from our residents during their monthly hospitality meetings together. Knowing that routine is important to residents, the chefs will change the menu daily and every 12 weeks, introducing seasonal meats, fish and produce accordingly. There are always alternatives available. Prior to changing the menus each season, the chefs invite the residents to tasting sessions and plan the menus round the views of the residents.

### *What are your visiting times?*

Family and friends are always welcome and are provided with a unique access code so they can pop in when it's most convenient.





## SERVICES & FACILITIES

A selection of services and facilities included in weekly fees

- Free Wi-Fi throughout
- Room cleaning (*including windows*)
- Hospitality Manager and team
- Laundry
- Organised hospitality events
- Chef and catering team
- Café/Lounge drinks (*tea, coffee, juice*)
- Café/Lounge snacks (*plus home-made cakes and biscuits*)
- Sensory area
- Outdoor patio with garden furniture
- Extensive secure landscaped garden
- Visitor parking
- Nurse call system (*all areas including bedrooms*)
- Minibus

A selection of additional services available at local cost

- International telephone calls
- One-to-one staff accompaniment to appointments
- Occupational therapy/chiroprapy/physiotherapy
- Optician and hearing specialists
- Visiting Hairdresser (*cuts and blow dries, colouring, perming*)
- Manicures and pedicures
- Personal daily newspapers
- Personal magazines
- In-house shop

The above lists represent selected items only. We would be happy to consider any other services or facilities which may enhance the daily lives of our residents here at Marchglen.



## COME AND VISIT

Don't just take our word for it.

Hearing our residents' stories in the home's tranquil surroundings is the best way to experience a snapshot of life at Marchglen. Meeting our Home Manager, and members of the team can provide further reassurance that this could be the right home.

### Find us

Located in the beautiful Ochil Hills near Fishcross, Clackmannanshire, our address is **2 Gannel Hill View, Fishcross, Alloa, Clackmannanshire, FK10 3GN**. We are conveniently near to Alloa and Stirling train stations and on local bus routes.

### Contact us

A relaxed and informal no obligation conversation will help answer any questions you may have. If you prefer, please call us on **0808 223 5522** between 8am – 8pm. Alternatively, you can make a discreet enquiry online via [ariacare.co.uk/marchglen-carecentre](http://ariacare.co.uk/marchglen-carecentre) or email us on [enquiries@ariacare.co.uk](mailto:enquiries@ariacare.co.uk)

WHAT MATTERS TO YOU,  
MATTERS TO US



*Some residents  
enjoy their own  
small kitchen  
and living area  
for more  
independent  
living*





