

## How to find us

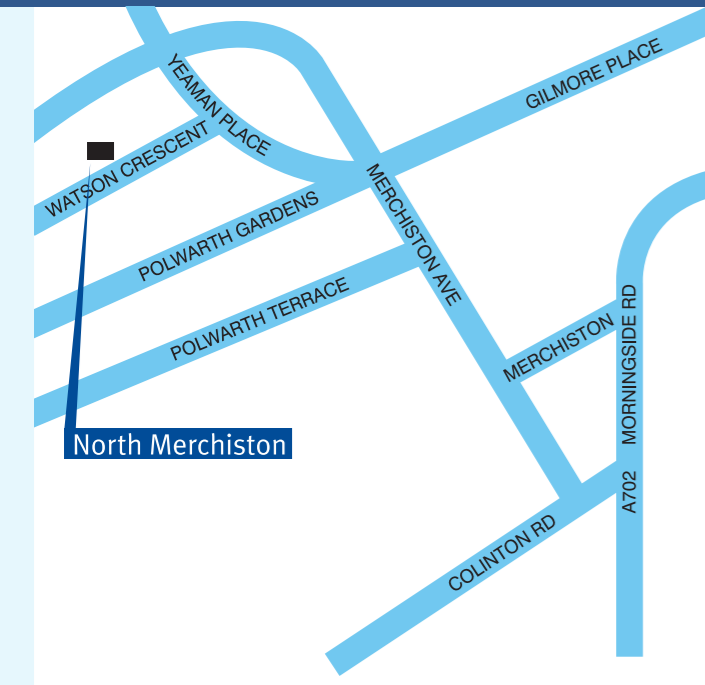
### From the A720

Take the exit towards the A703. At the roundabout, take the 2nd exit onto the A702 Biggar Road. Turn left at Merchiston Place and turn right at Merchiston Ave. Then turn right at Yeaman Place and left into Watson Crescent and the home is on the right.

The care home is easily accessible by bus.

The 34, 35 stops are on Angle Park Road and the 10, 27 stops are on Polwarth Gardens.

All are just a few minutes walk from the home.



### NORTH MERCHISTON CARE HOME

34 Watson Crescent  
Edinburgh  
EH11 1NF

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## FOUR SEASONS HEALTH CARE

Four Seasons Health Care is one of the largest groups in the UK predominantly devoted to the care of older people. Several specialised centres, including some catering for learning and physical disabilities, also form part of the group.

The Manager and staff in the individual homes have the support, advice and guidance from the experienced Four Seasons team to help them to run their home efficiently and effectively. The benefit to a resident and their family is knowing that the home and the staff are able to offer consistently high standards, are well trained and have the support and resources of a large company behind them.

If you ever have any comments or complaints about any Four Seasons home, then contact the Home Manager, or alternatively the Chief Executive, at the following address:

Four Seasons Health Care Limited  
Emerson Court, Alderley Road,  
Wilmslow, Cheshire SK9 1NX  
Tel: 01625 417800  
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## FOUR SEASONS HEALTH CARE



## NORTH MERCHISTON

CARE HOME

This Care Home is registered and regulated by the Care Commission

# Welcome

*North Merchiston is a purpose built home, providing nursing and social care, in a selection of differing rooms within small homely units.*

*Spacious individual bedrooms allow residents to bring in their own furniture and personal belongings and to make the space their own.*

*Four Seasons Health Care, the City of Edinburgh Council and NHS Lothian are working in partnership to provide high quality care in an environment specially designed to provide small group living and personalised space.*



## First Class Nursing Care

At North Merchiston, care is based around each person's individual needs. Some of our residents have only modest care requirements, and may simply enjoy living within a secure and caring environment, others need 24 hour nursing assistance. However, whatever the need, care is delivered with patience, kindness and understanding.

We prepare a personal care plan for each resident, which is regularly reviewed to make sure your needs are met. Residents, and where appropriate their families, are involved as far as is practical in the decisions regarding their care.

Emphasis on all aspects of care is the Manager's primary concern and, together with the experienced team of qualified staff, all adhere to rigorous standards with internal audits and checks.

Doctors from local practices visit North Merchiston on a regular basis or by individual appointment. Residents may choose to retain their own family GP, alternatively we can make the necessary introduction to a new practice.

We very much recognise the importance of personal, individual and resident focused care. To achieve this, good communication between all members of the care team, be they nurses, carers, relatives or doctors, is essential.



## Facilities

North Merchiston is tastefully decorated and features TV lounges and several quiet sitting rooms, there is access to a small pleasant garden.

Separate dining rooms, where residents can join the company of others at meal times, are also an important feature of the home.

The home is attended by an experienced hair stylist, a qualified chiropodist, and a range of complementary therapies can be arranged to suit individual requirements. All the laundry for our residents is undertaken by the home.

A varied programme of activities also takes place in the home and we have a highly skilled activities therapist.

Visitors are welcome at any time and in addition all our facilities are extended to close friends and family.





## Admission & Fees

Prior to admission, each new resident is encouraged to visit the home to satisfy themselves that the ambience is to their liking. Our Home Manager will also wish to discuss the personal preferences of each prospective resident and whatever care and other needs they may have. This is essential to confirm that we are able to provide the correct environment for each individual.

The fees are dependent upon the individual's requirements and needs. These will be discussed and agreed prior to admission as will individual arrangements for payment of fees.

Because all the places in North Merchiston are funded by the City of Edinburgh Council, the allocation of places is managed by the Council. The level of fees paid depends on the result of an individual financial assessment arranged by the social worker. The fee rates for people who fully fund their own care are included in the insert and depend on the type of unit - residential, general nursing or specialist dementia. The insert also includes details of other optional charges e.g. for hairdressing.

If you are offered a place and decide to move in you will be asked to sign a residency agreement. This lays out our obligations to you and your obligations to us.

## Choice of Food

At North Merchiston we place emphasis on nutritious, well presented food to meet all our guests' preferences.

Our Chef prepares a wide range of home cooked food based upon traditional cooking using fresh produce. Analysis of our menus is carried out to ensure that they are nutritionally balanced and special diets are catered for.

Meals are served to suit the convenience of residents and can be served in the privacy of bedrooms or at the table in our dining rooms.





### Listen to residents & their families

We want to hear the views of our residents and their families or representatives. We like to hear any suggestions for improving our service and we want to hear about any complaints so we can do our best to put things right. We encourage residents to make use of independent advocacy services and provide details as to how to make contact.

### Types of Stay

Most of our residents live permanently at North Merchiston.

We fully appreciate the stress associated with leaving home to live in a new location, and are happy to accept new residents for an agreed trial period at the end of which there would be no further obligation.



Caring for you...

personally, practically and professionally

## Ethos of Care

We are committed to providing a good quality of care to each and every person receiving our services.

We will listen to you to enable us to provide you with individual care and support based upon what you are telling us.

### Your Choice

We will keep you informed, respect your choices and value you as a person.

We will care for you using the most up to date information available to us.

### Your Care

We will care for you in an environment that is welcoming, comfortable and safe.

We are committed to continually developing our skills and knowledge.

### Your Home

We believe that we work in your home, not that you live in our workplace.

*This Ethos of Care has been produced in consultation with a number of residents, relatives and staff across the Four Seasons Health Care Group.*

