

MOSSVALE

CARE HOME



Let life
flourish

www.mossvalehome.com

Welcome

Situated in the secluded suburbs of Glasgow's East End, Mossvale Care Home is an impressive custom built facility with 61 beds over two floors, including a 34 bed wing specialising in Dementia Care.

Our experienced staff are trained to the highest standard, enabling us to care for the elderly and frail, those with dementia, those who may have physical disabilities, those who are terminally ill or those with high dependency needs. We also offer respite care, for when temporary care is required, as it's important that loved ones are in safe, expert hands.

You can feel safe and secure in the knowledge that Mossvale Care Home meets all the relevant fire, health and safety, anti-discriminatory and risk management practices.

All of the Home's policies and procedures are available at all times for your perusal.

Custom built to
meet your every need

About Mossvale Care Home

Designed to the highest standard, Mossvale Care Home is spacious, bright and offers a sense of openness. Both floors feature three comfortable lounge and dining areas, each with floor to ceiling windows with attractive outlooks: perfect for enjoying the view, watching the world go by or an excellent location to meet and chat with friends and family.

Our positioning means that we not only have views towards the conservation area surrounding Hogganfield Loch, but are close to bus routes, local shops and amenities. In addition to our attractive surroundings, our Home also features large open gardens to the rear and to the side. Our secure garden areas are accessible to our residents and offer a tranquil place to enjoy a walk in privacy or to simply to enjoy summer days with family and friends. For the safety of our residents, the gardens are fully secure, and the Home has also been fitted with CCTV security cameras.

Accommodation

Mossvale Care Home has been custom built to provide the highest standards of accommodation for our residents. Every aspect of the design and furnishings has been carefully selected to create a sense of quality and attention to detail.

Each of the 61 bedrooms available at Mossvale Care Home has a spacious en-suite facility, and we are fortunate to have two sets of adjoining rooms for couples who wish to stay together at Mossvale Care Home.

Each room is tastefully decorated and fully furnished, including a new bed, wardrobe and storage facilities, however we do also encourage residents to bring any articles of furniture, framed pictures and photographs with them to create a more personalised environment – a true home from home.



Management Team

At Mossvale Care Home, we recognise the importance and value of our staff and ensure that they each have the skills necessary to carry out their respective positions. You can be confident that the number of staff on duty at all times will be sufficient to provide full support and meet your care needs.

Our Head of Care, Margaret Wilson, is a qualified nurse with 30 years of industry experience, with over 10 years' experience as a care facility manager. She is responsible for overseeing the day-to-day management of the Home and for general resident welfare. If you have any queries or suggestions she would welcome the opportunity to discuss these matters with you.

Everything you could ask of a
home with the warmest of welcomes

Our Approach

From the very first moment you first arrive at Mossvale Care Home, our dedicated staff will do everything possible to ensure that your stay is welcoming and comfortable, and that your admission is relaxed and hassle-free.

Prior to admission, our Head of Care will be delighted to have a full consultation with you, to discuss your needs and requirements, and tell you more about Mossvale Care Home. For those who so wish, we are pleased to offer a four week trial stay period for you to assess our services. If you are happy, and wish to extend your stay, you will be invited to enter into a formal agreement. All fees are agreed on an individual and confidential basis prior to admission, and our team will be delighted to offer advice on access to public or voluntary funds related to your personal circumstances.

Whilst you settle into your new surroundings, your friends and family are very welcome to remain with you to help you familiarise yourself with your new home. A nurse will be allocated to look after your every need, and following a consultation with you and your relatives, will be responsible for your nursing care and treatment during your stay.

We encourage a level of independence for our residents, as well as offering them the chance to pass on their feedback about their experiences within the Home. We realise the importance of their input when making decisions for the Home and use all feedback to improve the Home for the better.

Our approach is a personal one tailored to each individual client: please do contact us to chat further; we welcome all calls and enquiries.

Our Services

At Mossvale Care Home we are proud to provide the highest standard of care for all of our residents.

Nursing Care

At Mossvale Care Home we provide 24 hour nursing care for our residents.

Our experienced and dedicated staff enable us to nurse those who are elderly, frail or those who may have physical disabilities, those who are terminally ill, those with high dependency needs, and those who become infirm. We also offer respite care services for those who require short-term care.

The manager is supported by professional qualified nurses and care assistants. Nursing care is delivered using a method known as Key Nursing. Each resident is allocated a nurse who will soon become a familiar face and will answer any queries or anxieties you or your relatives may have. In the absence of your nurse, another member of staff known as a Key Worker will care for you.

Dementia Care

Within Mossvale Care Home, we have a 34 bedded Dementia Care facility, providing specialist care for individuals with dementia.

Our staff are fully trained to understand dementia, and we take pride on providing the highest levels of care and respect for every individual.

Nurse Call System

Should you require the assistance of a nurse at any time of the day or night, there is a call system fitted throughout the building including your bedroom and bathroom, so you will receive attention at the press of a button.

Medical Care

We make personal plans for each of our residents for actions in the event of a sudden illness or other emergency. This includes notification of your next of kin, or others as agreed and recorded in your Care Plan.

www.mossvalehome.com

Life is fuller at Mossvale,
with friends, family and activities



Spiritual Care

We encourage visits by Clergymen of all denominations to the Home to provide for the spiritual needs of the residents. Alternatively, you may wish to attend your own church with family or friends.

Hearing Loop

We have fitted a hearing loop system throughout the building which helps to amplify sound for those who have difficulty hearing and require a hearing aid.

Physiotherapy

If physiotherapy is medically prescribed, your Key Worker will be pleased to arrange this service for you, or if you prefer private arrangements can be made.

Chiropody

We have a private chiropodist who visits the Home and will be delighted to attend to your chiropody needs as regularly as necessary.

Optical and Dental Service

Our staff will make necessary arrangements should you require optical or dental treatment, inspection or advice.

Cuisine

A highlight of the day is the appetising meals prepared by our catering staff, using fresh local produce.

Good, nutritious food and drink are very important in keeping and improving your health. Our staff will soon get to know your food preferences, and any special dietary needs are recorded in your Personal Care Plan.

Our breakfast, three course dinner, high tea and home baking, combine to offer a splendid variety of choice.

- Breakfast is served between 8am – 11am in the dining room
- Lunch is served at 1.00pm in the dining room
- High tea is served at 5.00pm in the dining room

Beverages and snacks are served throughout the day in the lounge areas. Room service is also available.

Entertainment

Our Activities Co-ordinator is responsible for planning and directing most recreational activities.

Entertainment appealing to a wide variety of taste is provided regularly. There is a comprehensive daily programme of activities which are held within the Home: concerts are held regularly including Christmas, Easter, St Andrew's Day and other memorable occasions, not forgetting our national bard, Robert Burns.

Birthdays are celebrated, and each resident receives a complimentary birthday cake and gift. Private functions can also be arranged.

We're making every
day a fresh new day

Hairdressing

We have a onsite hairdressing salon and a hairdresser who visits weekly. Prices for this service are displayed on the notice board. You are free to have a hairdresser of your choice visit the Home or you may prefer to attend a local hairdressing salon.

Library

A wide selection of reading material can be found in our well-stocked library area. Large print books are available and changed regularly.



Cinema

We have a cinema room where you and your family can enjoy watching our wide selection of films and television shows on the big screen. We have regular movie evenings where we show a range of older as well as more recent films to suit a variety of tastes.

Computer Area

We have a communal computer available to allow our residents to keep in contact with their loved ones virtually and to stay up to date with current news online.

Bar Lounge Area

We have a range of spirits available in our Bar Lounge area and, provided there are no health issues preventing them, our residents are free to enjoy a tippie at their leisure. The area can also be used for functions or celebrations for residents and their families. If you would like to book the area for a particular date, our Head of Care would be glad to discuss this with you.

Newspapers

A wide selection of complimentary newspapers and journals are delivered to the home daily: arrangements can be made to have your own newspaper or journal delivered.

Mail

Incoming letters and parcels are delivered daily. Residents who are unable to post their own mail should discuss alternative arrangements with the Head of Care.

Telephones

If you require a telephone in your own room, arrangements can be made for a separate line to be installed.

Visitors

We welcome visitors at any time of the day. For reasons of security, it is helpful to know if any visitors are expected after 9pm.

Laundry

Personal items of clothing are laundered and returned to your room from our own in-house laundry. It is important that all clothing is marked clearly with your name prior to admission. Clothing should be able to be machine washed and tumble dried.

Smoking

The Care Home accepts without reservation the overwhelming evidence that smoking is a major cause of preventable illness and death, and that the adverse effects of smoking fall not only those who themselves smoke but also on non-smokers who are exposed in their working and domestic environments to the smoke of others. Therefore Mossvale is a non-smoking care home.

Pets

At Mossvale, we welcome visits from residents' pets and can accommodate some animals within the Home itself however, there are strict guidelines for this and we would ask that you discuss this with our Head of Care.

Visit us

We welcome visitors to Mossvale Care Home – and we're confident that it's the best way for all potential residents, and their families, to see the home, meet our team and to ensure that this is the home for you.

Please call us on 0141 774 7731 or email info@mossvalehome.com to find out more, and we would be delighted to meet you soon.



The best care in a warm
welcoming environment



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