

Our family
caring for yours

People make the difference at Parklands

Parklands has been caring for older people in the north of Scotland for more than 20 years. Our care homes offer independent living in a relaxed, friendly environment with professional, caring staff on hand day and night.

The Parklands Group has an award winning selection of residential care homes for older people across Moray and Highland, all providing 24 hour professional care. We provide around 250 care placements across the region and employ around 475 staff.

Parklands homes offer a range of nursing, personal and palliative care services, either permanently, for holiday breaks, short periods of respite care or to convalesce after a hospital stay. Specialist care is available for those with physical or mental disabilities. A number of care homes also offer day care services, where non residents can come for meals or a bath with specialised equipment. We also offer laundry services for those living at home.

Parklands Group is also pioneering new approaches to dementia care, working with academics and dementia specialists to develop new methods of care for elderly people living with the condition.

Our people

People make the difference at Parklands. Our staff are the key to our success - professional, committed and trained to the highest standard.

All of our staff are recruited locally and live within a short distance from the home at which they are employed.

Training is delivered in house, through our own dedicated SVQ training centre which provides SVQ 2, 3 and 4 level training. The industry training standard is SVQ 2; however Parklands is working towards a target of delivering SVQ 3 training as the minimum standard for all care staff.

Parklands was one of the first care home providers in Scotland to gain Investors in People Status, and was also one of the first care providers in the UK to implement the British Standard Customer Service Excellence.

In a sector dominated by large, national organisations, Parklands has made its mark by delivering the highest standards of quality care in homes that are setting new standards of comfort and luxury. With a string of awards to its name, including 'Most Outstanding Care Home Group', Parklands has developed a reputation for providing exceptional service.

“The manager and staff were caring and worked together to care for the residents in a warm and dignified way... The staff received good quality guidance and support.”

**Care Inspectorate Report,
Parklands Care Home,
December 2013**

Speyside Care Home, Aberlour

“We saw staff caring for residents with courtesy and humour... The building was welcoming and the home well integrated into the community, which helped residents to maintain their local contacts.”

Care Inspectorate Report,
Speyside Care Home,
October 2013



Speyside Care Home, located in the beautiful Highland village of Aberlour, occupies a modern building which stands in its own landscaped gardens, a short walk from the village centre.

The single storey building provides spacious accommodation, including a large lounge and dining area, quiet lounge, activity lounge, 36 en-suite bedrooms and four assisted living suites.

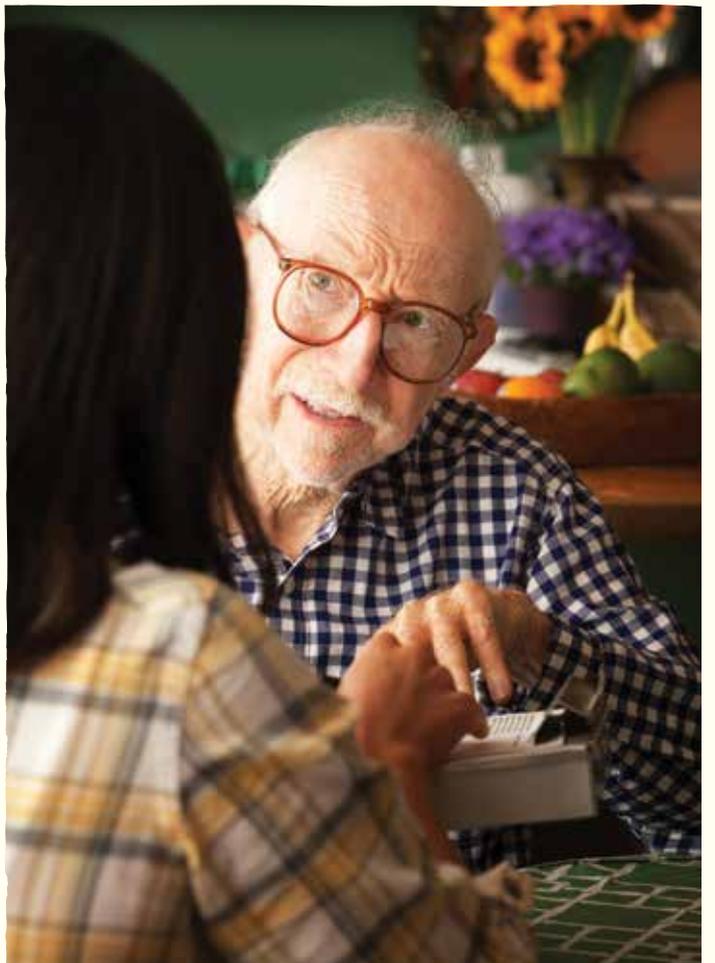
Speyside provides nursing and residential care.

About Aberlour

Aberlour is renowned as the home of Walkers Shortbread and is a popular stopping off point on the Malt Whisky Trail, with thousands of visitors arriving each year to sample the many distilleries the area has to offer. The picturesque village overlooks the majestic River Spey, a popular haven for fishing fanatics.

For more information, or to arrange a visit, call 01340 871640.

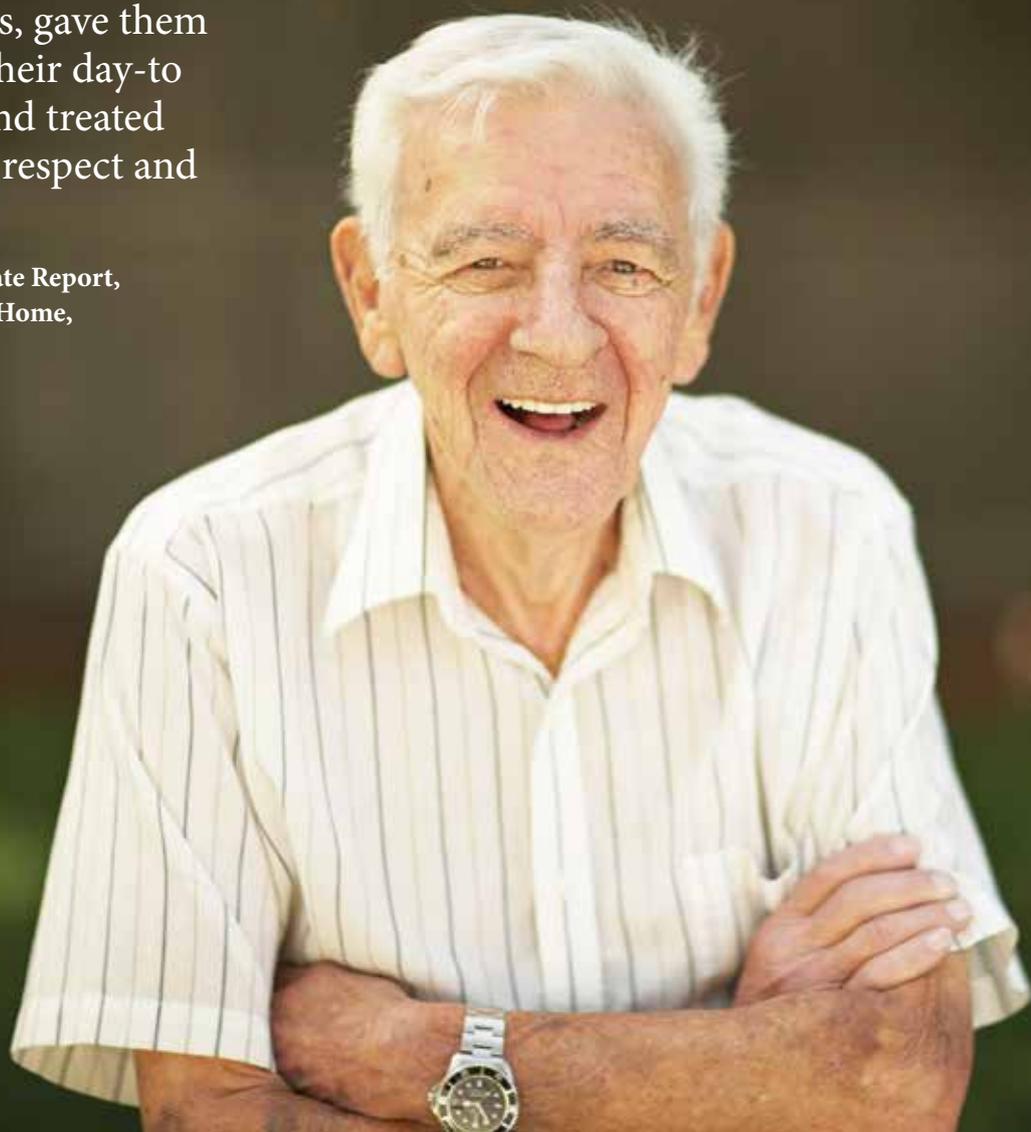






“Staff actively listened to residents, gave them choice in their day-to-day lives and treated them with respect and dignity.”

Care Inspectorate Report,
Netherha Care Home,
February 2013



Netherha, Parklands & Burnbank Care Homes, Buckie

“Our homes provide a warm and friendly environment that puts the residents and their families at the forefront of care and support. Staff go that extra mile to ensure we provide a comfortable place for residents to stay in their twilight years.”

Shona Conlin, Manager, Parklands and Burnbank Care Homes



Netherha Care Home

The coastal town of Buckie is one of our most favoured locations, with a choice of three modern care homes - Netherha, Parklands and Burnbank - designed specifically to cater for the needs of our residents. Each home stands in its own landscaped gardens, offering a quiet, relaxed setting for residents. All of our Buckie homes provide nursing and residential care.

Netherha's purpose built facilities include a dining room, lounge, sun lounge and 33 en-suite bedrooms. A day care service is also provided.

Parklands offers 27 en-suite bedrooms, a dining room, day room and TV lounge. Outside, a sensory garden provides a haven of relaxation.

Neighbouring **Burnbank** is one of our most modern care homes, opened in 2009, and offers 18 en-suite bedrooms and four assisted living suites, a dining room and spacious lounge, ideal for visiting friends and family. Residents also have access to a sensory garden.

About Buckie

Buckie is best known for its harbour and fishing, not least for its prized shellfish which is sold around the world. The town enjoys magnificent views overlooking the Moray Firth and is a popular location for dolphin watching. The coastal scenery is breathtaking at any time of year and the town is a perfect base from which to explore the Whisky and Castle Trails of Moray and Aberdeenshire.

For more information, or to arrange a visit, call Netherha Care Home on 01542 831055 or Parklands/Burnbank Care Homes on 01542 836000



Parklands Care Home



Burnbank Care Home





Glenisla Care Home, Keith

“I cannot praise the staff at Glenisla enough for the incredible care they give my mum... The staff are incredibly caring and mum always seems cheerful and happy.”

Family Member
Care Inspectorate Report,
Glenisla Care Home,
January 2013



Glenisla Care Home, in the picturesque Moray town of Keith, occupies a modern two storey building which stands in its own landscaped gardens in a quiet corner of the town.

This highly rated care home comprises a dining room, day room, TV lounge, and 42 en-suite bedrooms.

Outside, residents can relax in the home's picturesque gardens.

Glenisla provides nursing and residential care. A day care service is also available, providing support for up to 10 people a day.

About Keith

Keith marks the starting point of Scotland's Malt Whisky Trail and is home to one of the oldest distilleries in the north of Scotland, the charming Strathisla distillery. The town boasts many beautiful walks and is home to the annual Keith Country Show, one of the longest running agricultural shows in Scotland.

For more information, or to arrange a visit, call 01542 882925.



Urray House Care Home, Muir of Ord

“This bright, modern building has been designed according to Parklands’ exacting standards and boasts luxury accommodation and bespoke furniture with a contemporary Highland theme.”



Urray House is one of the latest additions to the Parklands Group, purpose built in 2014 and situated in the quiet Ross-shire village of Muir of Ord.

This bright, modern building has been designed according to Parklands’ exacting standards and boasts luxury accommodation and bespoke furniture with a contemporary Highland theme.

The building offers 34 rooms over three wings. Each room includes en-suite facilities and a Smart TV with integrated camera so that residents can Skype loved ones anywhere in the world. Each wing has its own dining room.

A coffee shop and family room are available for residents and visitors.

Outside, a sensory garden provides a haven of peace and tranquillity, particularly suited for residents with dementia.

Urray House provides nursing and residential care. Respite and day care services are also provided.

About Muir of Ord

Muir of Ord is a picturesque Highland village sandwiched between Inverness and Dingwall, close to the beautiful Moray Firth. The Black Isle Show, one of the largest agricultural shows in Scotland, is held nearby. The village boasts a fine golf course and is close to local distilleries, including the 5 star Glen Ord Distillery.

For more information, or to arrange a visit, call 01463 870516.





Innis Mhor Care Home, Tain

“We remind residents that when they come into care a new chapter in their lives is just beginning and their life is going to be rich and fulfilled.”

**Eileen Mackay, Manager,
Innis Mhor Care Home**



Innis Mhor is a new state of the art care home in Tain, purpose built in 2014 for Parklands Group.

Built overlooking the stunning Dornoch Firth, this bright, modern building has been designed according to Parklands' exacting standards and boasts luxury accommodation and bespoke furniture with a contemporary Highland theme.

The building offers 34 rooms over three wings. Each room includes en-suite facilities and a Smart TV with integrated camera so that residents can Skype loved ones anywhere in the world. Each wing has its own dining room.

A coffee shop and family room are available for residents and visitors.

Outside, a sensory garden provides a haven of peace and tranquillity, particularly suited for residents with dementia.

Innis Mhor provides nursing and residential care.

About Tain

Tain is Scotland's oldest Royal Burgh, with a charter dating back to 1066. The town boasts a fine architectural heritage and overlooks the beautiful Dornoch Firth. There are a number of fine walks in and around Tain and every year the town hosts a traditional Highland Gathering.

For more information, or to arrange a visit, call 01862 731180.





Live life to the full at Parklands Care Homes

“Residents enjoy a full and active social calendar, with events to suit all interests. A personal carer is always on hand and a mini bus is provided for days out - to the cinema, nearby visitor attractions, the beach, local ceilidhs, or for a spot of shopping.”

Parklands care homes are full of life. We aim to create a warm, family atmosphere where residents are made to feel at home. With the support and encouragement of staff, many of our residents are able to maintain an independent lifestyle.

Inclusive

We always seek to include our residents and their loved ones in the smooth running of our homes. Regular meetings are held with residents and relatives, and each home produces its own newsletter - these celebrate the lives and achievements of our residents and ensure they are kept fully informed of any issues that might affect them.

Meals

We pride ourselves in sourcing as much fresh, locally produced ingredients as possible and our chefs offer a range of meal options. Mealtimes are unhurried and relaxed with residents given plenty of time to eat and enjoy their food. Mealtimes represent an important social occasion and we endeavour to make them as enjoyable as possible.

Social events

Residents enjoy a full and active social calendar, with events to suit all interests. A personal carer is always on hand and a mini bus is provided for days out - to the cinema, nearby visitor attractions, the beach, local ceilidhs, or for a spot of shopping. Specially invited speakers and musicians regularly provide in house entertainment for residents.

Personal health & grooming

A local hairdresser visits each home weekly and appointments can be made to see the dentist, chiropodist or optician. An appointment with your GP can normally be booked within 24 hours.



“My mother describes Glenisla as a home away from home. That to me speaks volumes.”

Family Member
Care Inspectorate Report,
Glenisla Care Home,
January 2013





Our commitment to Service Quality

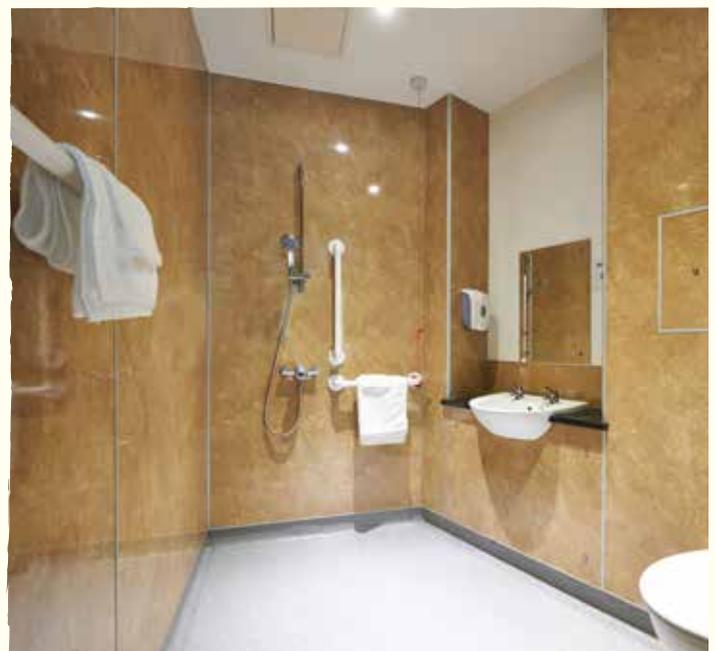
“The standards of care are marvellous.”

Family Member
Care Inspectorate Report,
Parklands Care Home,
December 2013

Parklands care homes are routinely inspected by the independent Care Inspectorate to ensure they maintain a consistently high standard of care. A number of our care homes have been ranked 5 (very good). However, Parklands aspires to reach Grade 6 status (excellent) across the group and has invested in a Customer Service Excellence Award, one of the first care

home groups in Scotland to do so, in order to help drive the company's commitment to service excellence and bring it a step closer to achieving Grade 6 status.

You can find the latest inspection reports at www.scswis.com



Our award winning Care Homes

“I’m immensely proud of what we have achieved and humbled by the level of care and compassion I see every day from our dedicated and professional staff.”



I founded Parklands more than 20 years ago in Buckie after caring for my elderly grandfather. It was a humbling experience and taught me about the importance of compassion, empathy and understanding.

These are the values that inspire and motivate us every day at Parklands.

Today, we are one of the largest independent care home groups in the north of Scotland, caring for people across Moray and Highland. But as we’ve grown, we’ve retained our core values. For us, Parklands feels like family.

I’m immensely proud of what we have achieved and humbled by the level of care and compassion I see every day from our dedicated and professional staff.

Ron Taylor, Parklands Group

Our Awards

- 1996 Investors in People Award
- 2006 Highlands and Islands Enterprise Silver Award for innovation, partnerships, sustainability and economic benefit
- 2006 Winner, Scottish and National Training Awards for training and development
- 2008 Winner, Multiple Care Home Owner of the Year, Scottish Care Awards
- 2012 Winner, Most outstanding Care Home Group
- 2013 Finalist, Highland Business Awards for Outstanding Business Performance
- 2013 Finalist, Scottish Care Home Awards
- 2013 Winner, Moray Chamber of Commerce Business Award for outstanding contribution to the Moray economy
- 2014 Winner, Business Excellence in Healthcare - Scotland (Business Excellence Awards, Acquisition International)

