



FAIRWAYS
Care Ltd

The reassurance of caring professionals



Fairways Nursing Home

Welcome

Hello, and thank you for enquiring after the care and facilities at Fairways Nursing Home.

We, the team of nurses, carers and support staff here at Fairways want you to know that we are available 24/7 to answer any of the questions you may have. So, if there is something you are not sure about, a concern or worry – no matter how small – please call us on 01407 860 930.

Fairways belongs to the Fairways Care Group, a Welsh, and family-owned business, based on Anglesey. Fairways homes have been in operation for over 30 years, all are award winning, and all are widely respected in the area. The company operates care homes in Trearddur Bay and Llanfairpwll on Anglesey, in Bangor, and in Abergel.

In putting together this information pack we have tried to answer some of the more frequently asked questions people have when they find themselves looking for a care home.

Finding the right home is a difficult and important decision with far reaching implications. For this reason, whether you choose Fairways or some other home, it is important that you are happy with your decision. We strongly recommend that you don't simply visit Fairways – please see some of the other homes in the area before you make up your mind which is best. We hope that the information contained in the following pages may be of some help in making it.

You may also like to visit our website at www.fairways.org.uk, and of course you can call in at Fairways at any time, whether you have an appointment or not.



Our home...

Fairways was the very first nursing home to be established on Anglesey. Marie Bailey, who was one of the island's Health Visitors opened the home, with her husband Bob, in July 1984. With a handful of staff and just eight rooms, it was a pioneer in providing an alternative to living in hospital for local elderly people who were unwell. Since then Fairways has grown into a valued local resource and has provided care solutions to many hundreds of Anglesey families.

Fairways now has 36 rooms. We operate four, individualised care teams covering the four lounges within the home to keep the feel of the place domestic and cosy. Our staff team is highly trained, award winning, and genuinely caring.

Visitors should feel free to drop into Fairways anytime they wish. There are no restrictions placed on visiting, we actively encourage family pets, and grandchildren are loved by everyone.

Our aim is to be 'Home' to the people who live at Fairways. We spend a lot of time trying to ensure that our staff enjoy their work because happy staff are fun to be around. We have a care culture that has been fostered over many years that aims for compassion and shared laughter.

Bob and Marie have since passed away, but we had the privilege to care for them both at the end of their lives here at Fairways. In many instances it was the same nurses they recruited who were there for them when they were needed most.



Feelings matter most

More than anything else, that simple phrase sums up our belief.

We each of us want to go to bed at night thinking "That was a good day". What allows us to do that is the quality of the human interaction we experience. So the carer who comes to help you in the morning should be happy and smiling and interested in you. Your lunch should be delicious, and appealing, and one of your favourites. And the sing-along that afternoon should include well-loved classics and be a bit of a laugh.

You have a right to expect the nursing care you receive to be of the highest standard, and appropriately reassuring. That's a basic. What matters most is how you feel about it all.

So yes, we'll make a fuss of your birthday, and of course we'll ensure that your Easter is marked by an egg, and Santa Claus will visit at Christmas. Your experience of life is what matters, and we want it to be something you can enjoy.

Our staff are encouraged to make a difference and their sense of fulfilment is greatest when they do. Putting a smile on someone's face gives us each a lift, and remembering that 'Home is where the heart is' reminds us what it is we are all about. We want to be a good home so we need to make sure our heart is in it!



Award winning care

Throughout its history, Fairways has been fortunate enough to be recognised, both locally and nationally, for the standards it operates. Each of our homes has won or been shortlisted for national awards.

1994: Fairways becomes the first nursing home operator in North Wales to gain the prestigious "Investor in People" Award and wins the award in each of the following years: 1997, 1999, 2000 & 2003.

2002: Nominated for the People in Business Awards, Fairways Care wins "Welsh Investor of the Year".

2002: Fairways Care is short-listed for the Daily Post Achievement Wales Business Awards as Welsh Employer of the Year.

2002: The Company wins a "Welsh Training Award" for the way it trains and develops its staff.

2005: Fairways Care Ltd is short-listed for a "Welsh Social Care Accolade" in recognition of the continuity of care provided to clients by its stable and highly trained workforce.

2009: Glyn Menai, is shortlisted at the Pinder's Healthcare Design Awards in London as one of the best specialist dementia care centres in the country.

2009: Another award for Glyn Menai Dementia Care Centre, this time it wins the title of "UK Care Home of the Year" in the Caring Business Awards at the Birmingham Care Show.

2009: Dave Tolhurst, the activities organiser for both of our homes in Bangor, becomes a finalist at the National Care Awards at the London Hilton Metropole, and is recognised as one of the best activities co-ordinators in the country.

2010: Fairways Care Ltd short-listed for UK's "Best Dementia Care Team" at the National Care Awards

2011: Glyn Menai short-listed for "Best Dementia Care Home" at the National Dementia Care Awards

2011: Glyn Menai wins Gold Award at the Wales Care Awards for Dementia Care Excellence

2015: Chris Balahura, one of our carers at Glyn Menai is chosen as a winner at the Wales Care Awards in the category of Residential Care Practitioner of the Year.

2016: Chris Balahura wins UK Carer of the Year at the Towergate Care Awards, London.

2016: Ty Cariad is short-listed for Best Dementia Care Home at the Pinder's Healthcare Design Awards as one of the best specialist dementia care centres in the country.

2018: Pam Cuffin, the activities coordinator for Fairways Newydd in Llanfairpwll wins awards for both Dementia Care Excellence and Dignity in Care at the Wales Care Awards.



Our care team

How do you create a culture of care in a society that is all too often uncaring?
How do you make sure that your nurses and carers do not act like those that appear in TV exposés?

You do it by celebrating success! By focussing on achievement! By rewarding positive interaction with praise and recognition! And by letting staff feel good about the fantastic job they do.



A good care team has members who feel supported and valued. They know they are making a difference to peoples' lives. Team members are comfortable being loving and showing affection. They are clear about what they are doing and why.

Our staff team is highly trained and very experienced. Our registered nurses have each specifically chosen to work in long-term care of the elderly because this is their passion. For our part, Fairways seeks to complement this drive with comprehensive training and great support. Typically, around 70% of our care team is qualified to at least NVQ II level; the others are in training for this. We also have a large number of carers and nurses trained to NVQ III and above. Our managers are all trained to or training towards Level 5 in Leadership and Management. All our qualified nurses are registered with the Nursing and Midwifery Council, and all our care staff have received, and continue to receive on-going training in dementia care.

No amount of training however can make someone a 'glass half full' person and give them a positive approach to life. These things have to be there already. So, we recruit according to the kind of attitude we want our staff to have, and then train them to provide them with the skills they need.

So far, it's working well.



Building relationships...

Please don't simply take our word for what Fairways is like. Ask around, speak to the professionals in the area, talk to other families. In the meantime, here are what the families of our residents have said about us:

"Thank you and your staff at Fairways for the excellent care that was given to my aunt... The nursing care was first class, but even more impressive was the personal interest and loving care your staff displayed."

S Williams, Holyhead

"The knowledge that Aunty K spent her final weeks among such caring and dedicated staff... lifts our spirits at this sad time."

D Edwards, Gwalchmai

"Without exception you are very special people. You treat your clients with such respect and affection—we couldn't have wished for a better home for mum."

G Benson, Trearddur Bay

"M appreciated everything you did for him and with the respect and dignity which was demonstrated his fear of a 'home' soon disappeared. The knowledge that he was cared for so well has been of great comfort to all the family."

J Marsh, Holyhead

"It is reassuring to know that a place such as Fairways, with its caring staff, exists."

E Owen, Holyhead

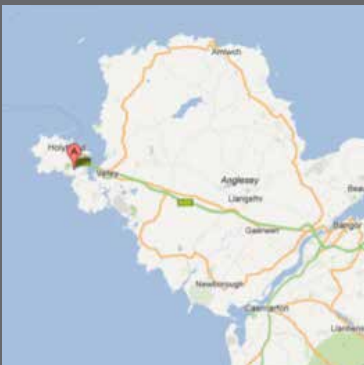
"Thank you from the bottom of my heart for the love and care taken in looking after my mum."

Pat, Amlwch

"May you continue with your good and essential work"

Dr E W Parry, Valley





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