



FAIRWAYS
Care Ltd

The reassurance of caring professionals



Glyn Menai Dementia Care Centre

Welcome

Hello, and thank you for enquiring after the care and facilities at Glyn Menai.

We, the team of nurses, carers and support staff here at Glyn Menai 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 01248 360 590.

Glyn Menai 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 Abergelle.

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 Glyn Menai or some other home, it is important that you are happy with your decision. We strongly recommend that you don't simply visit Glyn Menai – 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 Glyn Menai at any time, whether you have an appointment or not.



Our home...

Glyn Menai is one of the newest care homes in North Wales and one of very few that has been designed to specialise in the needs of people living with a dementia.

Opened in 2008, this specialist centre was designed in collaboration with Prof. Bob Woods of the Dementia Services Development Centre at the University of Wales, Bangor. It incorporates a great many of his ideas and specifically aims to create a space where residents feel able to go wherever they wish, while remaining completely secure.

Glyn Menai won the title of 'UK Care Home of the Year' in 2009. It has since won gold in the Wales Care Awards for Dementia Care Excellence, and has been shortlisted for many more. The innovative approach we take to dementia care has also seen us featured on ITV, BBC, and S4C on many occasions.

Our aim is to be 'Home' to the people who live at Glyn Menai. 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. We focus on the quality of our interaction, and the degree of connection we can achieve with the people who live here.

Glyn Menai has an enviable reputation locally, but don't take our word for it, ask around. Better still, drop in unannounced and see for yourself.



Feelings matter most

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

Naturally, the care our clients receive should be of the highest quality, be person-centred, and provided by skilled staff. But if it can't also put a smile on your face something's missing. Care needs to be provided by staff who can give something of themselves to the role; who wear their heart on their sleeve; who have an enthusiasm for what they do, and a commitment to how people feel.

So yes, we'll make a fuss of your birthday; 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.

We'll also try and give you multiple, magical moments throughout each day as our staff look to be butterfly carers. Flitting from person to person and place to place, they bring with them colour and distraction, and look to have meaningful interactions that can touch the person within.

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 meant to be 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 Glyn Menai 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:

"We are very impressed by the obviously innovative approach to dementia care... Without exception, we cannot praise too highly the staff at Glyn Menai – they are just fantastic."

E Evans, Holyhead

"I continue to hear excellent feedback about the home, from relatives and professionals. It is clear that the home has not sat back on their laurels, but has raised its game to maintain its position at the leading edge of dementia care"

Prof. B Woods, Director, Dementia Services Development Centre Wales

"I was extremely impressed with Glyn Menai's quality of care, the professionalism of the staff, the surroundings and the range of activities provided."

S Lambert, Bangor

"I am reluctant to call Glyn Menai a Dementia Care Centre as for us it is home..."

H Ellis, Bangor

"Glyn Menai has such a calming environment where continuous efforts are made by staff to interact with the residents... Please pass on my thanks to your outstanding and committed staff, and may their dedication continue."

E Thomas, Llanberis

"Look no further for excellence than to the team at Glyn Menai; they exemplify team work in the day to day provision of good dementia care, making every moment count and every individual cared for matter."

Pat, Altrincham

"As a family we are so very grateful to you and the staff at Glyn Menai, and cannot praise too highly the quality of the care she received, and the support and encouragement that you give to all the families as well as the people you care for."

Carolyn, Gaerwen

"He was looked after so well and lived in an atmosphere of care and consideration..."

A Garrod, Holyhead





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