



FAIRWAYS
Newydd

The reassurance of caring professionals



Newydd Nursing and Dementia Care Centre

Welcome

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

We, the team of nurses, carers and support staff here at Fairways Newydd 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 716 400.

Fairways Newydd 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 Abergele.

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



Our home...

Fairways Newydd is the newest home in the Fairways Group, purchased in late 2017.

Throughout the following year the home was subject to a major refurbishment, with virtually every area being renewed.

As with our other dementia care environments we secured the assistance of Professor Bob Woods of the Dementia Services Development Centre at Bangor University to advise on layout and design. We appointed the same architects responsible for our award-winning Ty Cariad Dementia Care Centre in Abergele to create the new look Bob was advising. And we invested heavily in technology to support a care approach that allows care notes to be consulted and updated in real-time, with end to end encryption ensuring privacy security, and data storage in 'the cloud'.

Within a year of Fairways taking responsibility for the home it had been recognised at the Wales Care Awards for both 'Dementia Care Excellence' and a Gold Award for 'Dignity in Care'.

Our aim is to be 'home' to the people who live at Fairways Newydd. We spend a lot of time trying to ensure that our staff enjoy their work because happy staff are fun to be around. The Fairways Care culture is one that has been fostered over many years and aims for compassion and shared laughter. We focus on the quality of interaction, and the degree of connection we can achieve with the people who live here.

Fairways Newydd has developed 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 Fairways Newydd is like. Ask around, speak to the professionals in the area, talk to other families. In the meantime here are what the families of some of our residents have said about us.

"We cannot begin to explain how fantastic you all were to Twm during his time in your care."

Barbara and Family, Llangefni

"You all work as a team in the most difficult circumstances. However your professionalism, care and humour – spice girls – my mother smiled, even giggled – and empathy for relations who visit and have to say goodbye is a credit to you all."

Julie R, Guernsey

"Diolch yn fawr iawn am ofalu am Sion dros y misoedd diwethaf. Roedd eich caredigrwdd tua'g oto yn arbennig iawn."

Gwilym and Eleri J, Bont Newydd.

"I write to thank all the staff at Fairways Newydd for all the kind care and attention given my sister, Tansy, during those many years at the home."

Gwyn J, Leicester.

"Thank you for the wonderful care you gave my father... His stay was made so much easier knowing his carers were his friends."

Victor P, Llanberis

"A special thank you to Pam Cummings who made such a difference to Mam. Thank you for keeping all those photos of mam during the fun activities you arranged. I shall treasure them forever."

Marian P, Talwrn

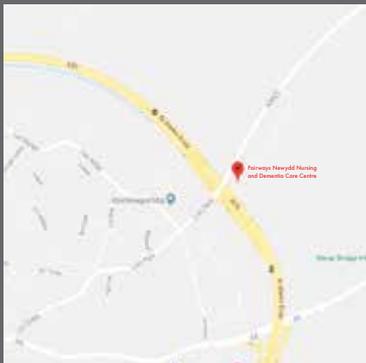
"Having looked at many homes I can honestly say that Fairways stood out above the rest in being friendly, professional, and so clean!"

Val H, Amlwch.

"You made the most awful time in my life easier. And I will always be in your debt. You are amazing people who make such a difference in people's lives."

Cathy J, Holyhead.





**Fairways Newydd Nursing
and Dementia Care Centre**

Llanfairpwll

Anglesey

LL61 5YR

Tel: 01248 716 400

e-mail: info@fairways.org.uk