



Your Place & Space in the Community



# Welcome

Since 1954, QME Care (previously known as Queens House) has been providing the highest standards of residential and nursing care for older people in the Scottish Borders. We are proud of the reputation we've earned with local families and of the ratings we've received from the Care Inspectorate.

QME Care is a purpose built Care and Nursing Home with beautiful landscaped gardens in the sought after area of Kelso in the Scottish Borders.

The home has been carefully designed to offer all modern facilities, combined with a warm and friendly atmosphere and all of the comforts of home.



# Welcome from our Chief Executive



Welcome to QME Care. We are keen that you and your family feel at home here - this is your home and theirs.

Our philosophy of care is one that aims to support your well-being. We work tirelessly to deliver a service around your needs, but rather than push you into a routine that suits us, we ensure that your day is based around what you want to do. If you would like to spend time doing activities or prefer to sleep a little longer in a morning, that's up to you. Our job is to get to know you well enough to understand what you need, even if you can't always communicate with us easily.

We are your place and space in the community and we are award winning at what we do.

I'm always available for a chat so if there's anything I can do to help, please don't hesitate to let me know.





# Your Home from Home

When you enter our beautiful, bright and airy home you immediately get a sense of comfort from the welcoming and calming atmosphere that we always strive to provide.

Our residents are at the forefront of everything we do and always will be.



# Our Home



QME Care provides accommodation in three separate Houses.

Queen's House was designed and constructed to accommodate and provide the features required in a modern nursing home, with 32 single bedrooms, all on the ground floor with en-suite facilities.

Murray House was opened in December 2018 providing 18 places to provide specialist nursing care for people living with Dementia.

Evanthea House provides 9 places to care for people with cognitive impairment and complex needs which opened in June 2019. All three houses are serviced by a central kitchen and in-house facility with business support team.



# Choosing a Home



## Care Needs Assessment

The first step is a care needs assessment, either undertaken by the home or from your local authority's Social Work Department. This is particularly important if you require financial help as the local authority will only fund care that has been assessed as needed. It also gives a professional view of the level and type of care required, which will help you to shortlist suitable homes in your area.

## What do local people say?

Word of mouth often helps. Does the home have a good local reputation? Do you know anyone who has been there? Has it built strong links with community groups, schools and volunteers? We believe that enabling our residents to play an active part in the community is important, even if you are unable to get out and about as much as you used to.



# Our Care



“Our residents do not live  
in our work place, we  
work in their home.”

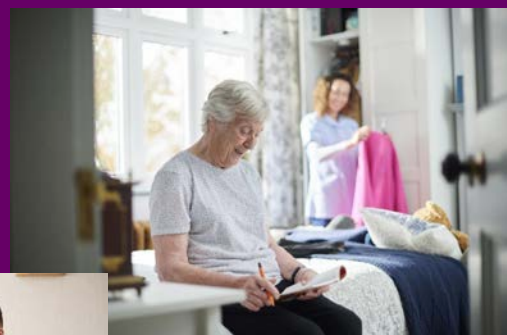
Each member of our staff and management team consider themselves to be part of your extended family. So, as friends and members of our family (rather than a patient or client), you know that respect, dignity and compassion are essential elements of your nursing care.

Just because you need nursing care doesn't mean the end of your independence. Our experienced teams provide around the clock care, with nurses on duty 24 hours per day. This means that you can receive care at a time that is most convenient and comfortable for you.

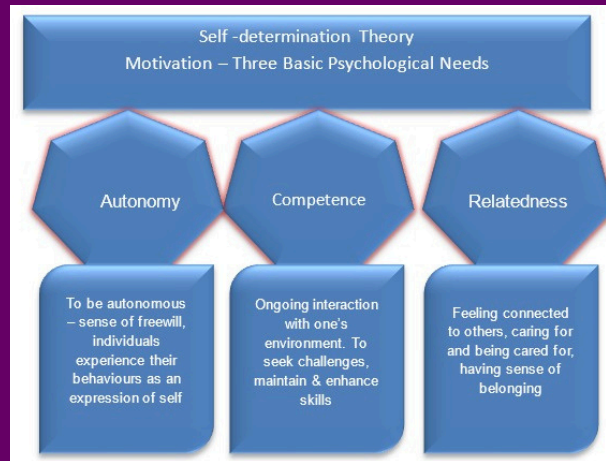
Before you join our family, we will assess your needs in detail to ensure that we create a Care Plan tailored to your individual requirements. We will develop this with you and your family, so that we get to know you as much as possible before you move in. Our aim is to help every person who lives at QME Care to enjoy as much independence and choice as possible.

We are able to support adults of all ages with both simple and complex nursing needs. This might include short term rehabilitation, if you are recovering from an injury, illness or stroke, managing your long term needs if you are living with a progressive condition such as Dementia or a physical disability.

Our mission is to provide an approach to care and support that encourages the person to be the director of their care within an environment that is comfortable, safe, homely and happy.



# Our Model of Care



## Self-determination Theory

Self-determination Theory (SDT) is a well-documented and evidenced theory of motivation and well-being developed by Edward L Deci and Richard M. Ryan (1985, 2000). SDT has identified that human beings have an innate need for autonomy, competence and relatedness, which are referred to as three basic psychological needs. Where these needs are upheld and supported a person will experience motivation and well-being (Deci and Ryan, 2000); however, where these three needs are thwarted a person will experience ill-being and demotivation. It is important that the three needs are met, with autonomy being the central need. Research has evidenced that where the three needs are satisfied there is a positive increase in health and wellness (Ryan, 2009), therefore there is an increase in motivation and mental health. Ryan and Deci (2011) suggested that controlling environments, whether these are related to economic, familial or institutional, will have a detrimental impact on a person's well-being and happiness, because such environments impact on autonomy.

## Principles

To follow a real person-centred approach to care and support we promote rights based approached by upholding the three basic psychological needs identified through Self-determination Theory, which are, autonomy, competence and relatedness (Deci and Ryan, 1985,2000). Self-determination theory is contingent on social environments that support the three basic-psychological needs; therefore, the environments of our care and support facilities need to be supportive through design and culture. If you would like more information around our model of care, please feel free to ask at our Main Office/Reception.

# Our Registered Home Manager



Hello, my name is Dawn Barrett and I am the Registered Care Home Manager for QME care.

I have worked in the Health & Social Care Sector for over 30 years covering a wide range of different caring needs, which drives my passion of ensuring high quality, person centred, autonomous care.

I am responsible for day to day care home operations within the QME Care setting, ensuring fluid professional communication with our resident's families, wider social networks, the Care Inspectorate, and the QME Care Management Teams.

Ensuring that our Residents receive the very best support and care is my priority.

Please get in touch if you have any further questions, I am happy to assist you any way I can. My email address is [manager@qmecare.org](mailto:manager@qmecare.org).

I look forward to meeting you.



# Our Assistant Home Managers



Hello, our names are Liz Stewart and Tracy Ramshaw. We are the Assistant Care Home Managers for QME care.

We are the main points of contact for any caring issues and we manage the care teams within Queens, Murray and Evanthea Houses, ensuring they are always providing high quality person-centred autonomous support and care to our residents. We work in close partnership with the Clinical Nursing Team to meet the clinical needs of our residents, ensuring the team of Health Care Support Workers incorporate this into their roles and care planning.

As the Assistant Care Managers we are responsible for ensuring good productive communication channels between our Health Care Support staff and the Registered Care Home Manager.

Please get in touch if you have any questions, we are happy to assist you in any way we can. Our email addresses are [lizstewart@qmecare.org](mailto:lizstewart@qmecare.org) and [tracyramshaw@qmecare.org](mailto:tracyramshaw@qmecare.org)



# Facilities



At QME Care we have a dedicated Wellbeing Team who provide residents with a psychosocial model of support, providing person-centred and individual psychological support in both group and 1-1 settings. The Wellbeing team aim to enhance quality of life for all residents, promoting health & physical and psychological wellbeing.

The Wellbeing Team come together each month to plan, organise and facilitate themed weeks. Recently these have included Seaside Week, Funfair Week, Fashion Week, Boston Tea Party, Campfire Week, and Winter Wonderland. These provide an opportunity to bring together residents, relatives and staff from across QME.

The catering and house-keeping functions at QME Care has a team of 30 staff ensuring our residents are suitably nourished and the fabric of the three houses are suitably maintained. QME Care is noted for its nutritious and appetising meals, all cooked in-house from locally sourced ingredients where possible. Residents have the option of eating in one of our various dining rooms, an important social gathering, or dining in privacy. It is often the case that residents can put on weight after a spell at QME Care, our carefully balanced menu enables residents to maintain a healthy diet.

# Our Finance Manager



Welcome to QME Care. I am Donna Wheelans the Finance Manager for the organisation.

I am passionate about people and the community and making a positive impact. People who know me have always commented that I am an enthusiastic person with a passion for life.

I will assist you and your relatives in your engagement with Social Work both before and during your stay, and during your stay with us I will ensure your fees and incidental expenses are charged and collected timeously and with courtesy.

If there's anything I can help with I can be contacted on [finance@qmecare.org](mailto:finance@qmecare.org)



# Activities Agenda

mon. Sing Along and Chat

tues. Pamper Day

wed. Therapy Pet Visit

thurs. Arts & Crafts

fri. QME Fashion Show

sat. Photo Reminiscence

A decorative invitation for a Boston Tea Party. It features a white scalloped border on a purple background with floral patterns. At the top is a teapot illustration. The text reads: "Boston Tea Party", "MONDAY 4TH & TUESDAY 5TH OCTOBER 2PM", and "PLACE & SPACE". There are decorative floral elements and a teacup illustration at the bottom. A small logo for "QUEEN'S QME" is visible at the bottom center.

Boston  
Tea  
Party

MONDAY 4TH & TUESDAY  
5TH OCTOBER  
2PM  
PLACE & SPACE

QUEEN'S  
QME



# Our Business Manager



Hello and welcome! My name is Steven Bailey, and I'm proud to serve as the Business Manager here at QME Care. My role is all about ensuring the smooth running of our business operations so that we can continue to deliver outstanding care and support to those we serve.

I oversee various areas, including compliance, health & safety, human resources, marketing, telephony and IT, admissions and discharges, events management, fundraising, and the maintenance of our home and grounds. I'm fortunate to have a fantastic team that includes our Personnel & Administration Manager, who line manages the Administration Team, and our dedicated Site Manager, who oversees our skilled Maintenance Team. Together, we work hard to ensure our staff are supported and our facilities are safe, comfortable, and welcoming for everyone.

I am passionate about providing support for our staff, the people in our care, and their families. At QME Care, we believe in creating a positive, collaborative environment that ensures everyone feels valued, respected, and connected. If you have any questions, ideas, or just want to say hello, please reach out—I'd love to hear from you!



# Our Values



We aim to fulfil our mission in line with our values.

We believe:

- In the uniqueness of all individuals.
- In providing holistic care and support.
- That people should be supported to direct their care and support, enabled to do the things they want to do when they want to do it.
- That people should be treated with dignity and respect.
- In creating environments that support autonomy and independence.
- In creating environments that support autonomy and independence.
- In a continuous improvement approach through critical reflection, seeking feedback and evidence based practice.



“The staff are so kind and caring. We refer to them as family rather than carers”



# Catering & Meal Times

Our wonderful kitchen team provide lovely food, cakes and bakes, on a daily basis to all our residents in the care of QME.

Food is very important to us all, and often the highlight of our day. Upon your arrival, a member of our kitchen team meet with you to discuss your dietary requirements. We can discuss your likes and dislikes along with any special dietary needs you may have.

At QME Care we pride ourselves on providing homecooked food using quality ingredients from local suppliers.

We are aware that for some people, set mealtimes are important. For that reason, we set mealtimes as follows:

Breakfast 8:30—10:00

Lunch 12:30

Supper 17:00

We also serve coffee, tea and freshly baked cakes in the afternoon. If you would prefer to have your meals outside of these times, that can be arranged for you.

# Sample Menu

## Menu Week Commencing 04/04



### Monday

Starter: Turkey & Rice Soup  
Main: Homemade Burgers in Gravy or Apple & Pork Casserole  
Dessert: Creamy Rice Pudding  
Supper: Sandwiches / Sausage & Bacon Rolls

### Tuesday

Starter: Minestrone Soup  
Main: Mince & Tatties or Chicken Casserole  
Dessert: Peach & Apple Crumble served with Custard  
Supper: Sandwiches / Scampi & Chips

### Wednesday

Starter: Sweet Potato & Orange Soup  
Main: Baked Salmon or Pork Stroganoff  
Dessert: Trifle  
Supper: Sandwiches / Chipolata Sausages & Smiley Faces

### Thursday

Starter: Split Pea Soup  
Main: Smoked Sausage Jambalaya or Beef Hotpot  
Dessert: Profiteroles  
Supper: Sandwiches / Homemade Sausage Rolls

### Friday

Starter: Roasted Butternut Squash Soup  
Main: Breaded Haddock or Pasta Bake  
Dessert: Raspberry Cream Pudding  
Supper: Sandwiches / Scotch Pies

### Saturday

Starter: Lentil Soup  
Main: Quiche or Beef Stew  
Dessert: Arctic Role served with fresh Fruit Salad  
Supper: Sandwiches / Chicken

### Sunday

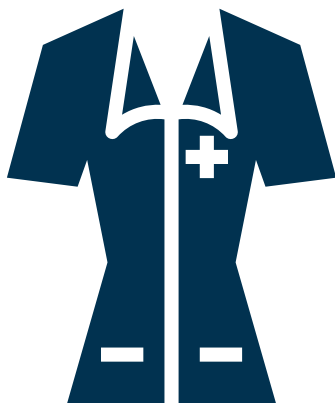
Starter: Carrot & Cori  
Main: Roast Loin of Pork or C  
Dessert: Tiram  
Supper: Sandwiches / C



# QME Care Staff Uniform Colours



YOUR PLACE & SPACE IN THE COMMUNITY



**Nurse**



**Assistant Care  
Manager**



**Health Care  
Support Worker**



**Senior Health Care  
Support Worker**



**Wellness and  
Engagement Team**



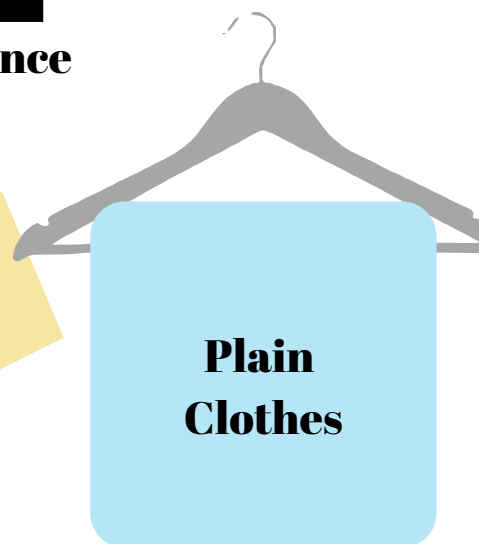
**Housekeeping/Laundry**



**Maintenance**



**Kitchen Team**



**Senior Management  
& Office Staff**

# Services Available

Hairdresser—Ashley Turnbull visits QME Care on Tuesday's and Wednesday's. Ashley's pricelist is very reasonable and she always takes the upmost care to ensure that you get the look that you would like.

Podiatry—Matthew Aplin visits QME Care every 8 weeks and the cost is currently £20.00 for a visit.

Optician—Visioncall visit regularly and provide a free eye check. We can also arrange any appointments for you.

Dentist—an NHS Community Dentist visits our home on a regular basis. If you would like to be seen by the Dentist, please let our Main Office/Reception know so that we can refer you through the Caring for Smiles Program. Alternatively, if you are already registered with a Dentist, you are able to continue to be seen by your current Dentist.

Physiotherapist—Adam McKay visits regularly and can assist with any Physiotherapy requirements that you have.

If you are interested in any of the above services, please advise our Main Office/Reception upon admission so that we can add you to the client lists. Any charges will be added to your monthly invoice.

Toiletries Store—We have an on site store that is stocked with Toiletries, Batteries, Tissues, Tights and Socks, available to purchase by residents and relatives. Any purchases are billed as "Incidental Expenses" on your monthly invoice. Please speak with a member of our team if you wish to make a purchase.





# Ashley's Hair Salon



LADY'S TRIM	FROM £18
MEN'S TRIM	FROM £10
BLOW DRY/SET	FROM £14
PERM	FROM £38
COLOUR	FROM £30
PIN UP	FROM £20



# Useful Information

If you wish to discuss what to pack prior to admission, please give our Main Office/Reception Team a call—01573 224886

They will be happy to answer any questions that you may have.

Private Telephone Line—if you wish to have a private telephone in your room, please let us know and we can arrange this for you.

Newspapers—there are currently two Newsagents who deliver Papers. They are Brown's Newsagents on 01573 224269 or News Team Group on 01782 959530. If you would like a Newspaper delivered, please contact the Newsagent to arrange this. Alternatively, please let our Main Office/Reception Team know so that we can arrange this for you.

Contracts—your contract will be given to you by our Finance Manager. A copy of your Power of Attorney document will be requested and will be retained by us. Any queries regarding fees or contracts should be directed to our Finance Manager—[finance@qmecare.org](mailto:finance@qmecare.org)

Redirection of Mail—remember to contact Royal Mail to redirect your mail.

Personal Items/Home Comforts—please feel free to bring personal items such as pictures, ornaments etc. Our Maintenance Team will be happy to hang any pictures for you.

Medication—please bring along all of your current medication, creams etc.



# Your Questions Answered

**Q. Can I personalise my own room?**

A. We encourage our residents to bring personal items with them, including certain pieces of furniture to help their room feel like home. We can also arrange for our Maintenance Team to hang any pictures or mirrors in your room.

**Q. Is there a choice of food?**

A. Each day there is a new menu with several options to choose from. If you would like something different from the menu we are always more than happy to whip you something up.

**Q. Can I have a Newspaper delivered?**

A. We can arrange for a paper of your choice to be delivered to your room each day.

**Q. Do I need to keep money in my room?**

A. We can charge any additional services such as hairdressing or purchases from our in house shop to your room. If you would prefer to keep some money in your room, please feel free.

**Q. Can I bring my own mobile phone so that I can stay in touch with family and friends?**

A. Absolutely! We can also help with setting up smart devices, along with assisting you to use these.

**Q. What paperwork will I need to bring with me?**

A. When you arrive we will provide a Welcome Pack which will have all of the necessary paperwork for you to complete.

**“One person caring about another represents life's greatest value”**

# Our Complaints Policy

## Policy Statement

QME Care aims to provide the highest level of care that is centred around the person's needs and outcomes, provided within a safe and comfortable environment. However, if at any time a resident or their family/representative feel that they have cause to be dissatisfied with any aspect of resident care, or they feel that their issues have not been dealt with effectively through other forms of communication, then they can use the formal Complaints Procedure to raise their concern.

The complaints policy is used when a resident or relative had not been able to resolve issues through other means of communication. Informal complaints and any other issues can be raised with the Assistant Care Manager who will work with the Registered Care Manager to address your concerns. Residents and relatives' meetings will also provide time for discussion regarding issues and improvements. Please note it is not an appropriate forum to hold individual case discussions.

## Aim of the Policy

The aim of this policy is to set out the guidelines and procedures for raising a complaint relating to any aspect of the quality of your care received at Queen's House.

## Complaints Guidelines

In order to ensure that we are able to continually improve the service we deliver it is imperative that we maintain an open dialogue with users of the service. We seek feedback whether this is complimentary or critical and we hope that all residents and their representatives feel that we are approachable in regard to this. In the first instance, if you have a concern or issue, we would hope that you would feel able to communicate this to us verbally. However, should you feel that the issue cannot be dealt with in this way, or you have tried to resolve it, but you are not satisfied with the outcome, then this more formal procedure should be used. At QME Care we take all complaints seriously and will ensure that your complaint is recorded and investigated within timescales.

## Complaints Procedure

If your informal complaint and concern has not been addressed by the Assistant Care Manager and then the Registered Care manager formal complaints and concerns should be made in writing and forwarded to the Chief Executive.

On receipt of the complaint, the complaint will be logged and you will receive a letter acknowledging receipt within 7 working days.

## Your complaint will be investigated

We will provide you with our actions and recommendations for improvement if your complaint has been upheld.

We promise to investigate the problem and to do our utmost to deal with your issue promptly and satisfactorily and we shall endeavour to write to you with the outcome and findings within 28 days. However, on occasion it may take us longer to complete the investigation. If this is the case we write to you and provide you with the extended

timeframes. If the complaint relates to the Chief Executive and has not been informally dealt with by the Chief Executive on the first occasion, the written complaint must be forwarded to the Secretary of the QME Care Board of Trustees, as detailed below.

If an issue is not dealt with satisfactorily, the complainant may contact any member of QME Care Board of Trustees:

**C/O QME Care  
Chair – Board of Trustees  
Angraflat Road  
TD57NS**

If for any reason the complainant does not feel able to use the above procedure or, having done, so remains dissatisfied, then they can contact Scottish Borders Council and make an informal or formal complaint direct. Contact details are as follows:

**Customer Care Officer  
Social Work  
Scottish Borders Council HQ  
Newtown St Boswells  
TD6 0SA  
Tel: 01835 824 000**

Those with a Scottish Borders Council Social Work Contract may also contact the Principal Comments and Complaints Officer:

**Social Work  
Scottish Borders Council HQ  
Newtown St Boswells  
TD6 0SA  
Tel: 01835 824 000**

If for any reason, the complainant does not feel able to use the above procedure or having done so remains dissatisfied, they can contact the Care Inspectorate:

**Compass House, 11 Riverside Drive, Dundee, DD1 4NY / 01382 207100 / 0345 600 9527 / [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)**

Service users have the right to refer any complaints to the Scottish Public Services Ombudsman or Parliamentary & Health Service Ombudsman in England, should a service user allege maladministration.

# Our Trustees



**Angus Armstrong**  
Chair



**Sandy Sutherland**  
Vice Chair



**Dr Gillian Arbuckle**



**Finlay Calder**



**Rachel Jackson**



**Sally Yonge**



**William Windram**

The home's management team work under the guidance of the QME Care Board of Trustees, a voluntary group who make regular visits to the home and see the home's role as being very much part of the local community.

QME Care, Angraflat Road, Kelso, TD5 7NS

Tel: 01573 224886

E-mail: [info@qmecare.org](mailto:info@qmecare.org)

Web: [www.qmecare.org](http://www.qmecare.org)

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Registered Charity Number: SC010314

