

Vision

Our reputation will be respected for providing individualised care services to those who have come to live with us.

Mission

To excel in care for those in need

Values

Respect for human dignity

Quality of life

Hospitality

Choice

Community

Philosophy

“Our residents are special, and our personnel, key”

Person-centred care is essential to promote a continuation of self and normality for residents.

Person-centred care is exemplified by staff who:

- address and acknowledge each resident as a valuable and competent person;
- know and respect each resident;
- provide residents opportunities to do likeable things and make decisions about daily activities such as when to get up from bed, what to eat and with whom to spend time;
- maintain familiar and flexible surroundings for residents;
- support residents to spend time with family;
- provide choices and support the possibility for residents to establish and maintain relationships.

OBJECTIVES

Company management aims to:

1. Ensure that all residents are treated as special and receive support to meet their individual needs and to maintain their independence.
2. Support staff to provide sustainable, reputable care and services which exceed Standards, are evidence-based and compliant with legislation and regulations.
3. Continually improve care and services for residents.
4. Provide meaningful roles, training and optimum working conditions for staff.
5. Enhance and modernize facilities to meet resident needs.
6. Progress innovative and unique services and models of care.
7. Develop formal networks and partnerships which enhance care and services for residents.

Quality Statement

Company management, through leadership by example, is fully committed to the Quality Management System which encourages stakeholders to participate in improvement measures.