



# Arran Villa Care Home Service

6 #13; 5BCD?> &<135  
"1B7C  
!A30 8B.

\*5@8?>5: 0141 889 0044

T( e of in" ec#ion:  
+>1>>?E>354

Com le#ed on:  
31 %3D?25B 2019

Se!%ice !o%ided b(:  
!922-5 E4E31D9?> 1>4 C1B5 C5>DB5

Se!%ice !o%ide! n\$mbe!:  
)&2004007042

Se!%ice no:  
C)2012314383



## Abo\$# #he "e!%ice

ABB1> , 9<1 31B5 8?=5 9C @B?F9454 2I !922-5 E4E31D9?> 1>4 C1B5 C5>DB5. B1C54 9> D85 3?1CD1<D?G> ?6 "1B7C, D89C <1B75 8?EC5 @B?F945C 9>49F94E1<254B??=C, DG? C81B54 4F9>7 B??=C, 1 C81B54 49>9>7 1B51, 1>4 1 <1B75 71B45>.

\*85 8?EC5 9C 3<?C5 D? @1B;C, D85 25138, 1>4 3?==E>9DI 61394995C. ID 9C 1<C? 3<?C5 D? @E243 DB1>C@?BD 4>;C. !922-5 E4E31D9?> 1>4 C1B5 C5>DB5 CD1D5C D81D ABB1> , 9<1 31B5 8?=5 @B?F945C 1> 51B<I 9>D5BF5>D9?> B5C945>D91<C5BF935 6?B E@ D? KF5 1D B9C; 3894B5>, 1754 25DG55> KF5 1>4 12 I51BC. ID 9C 1 @B5-6?CD5B9>7 C5BF935 D81D 19=C D? 51C5 DB1>C9D9?> D? 6?CD5B 31B5 1>4 CE@@?BD 3894B5> 9> D859B 6?CD5B @<135=5>D. \*89C 9C 13895F54 D8B?E78 1@@B?F54 6?CD5B 31B5BC 6B?= !922-5'C I>D5>C9F5 F?CD5B9>7 )5BF935 G?B; 9>7 3<?C5<I G9D8 CD166 D? @B?F945 @B?7B5CC9F5 3?==E>9DI- 21C54 31B5, 6B?= ?F5B>978D B5C@9D5 E@ D? 1>4 9>3-E49>7 C9H ?F5B>978DC C81B54 31B5 @B9?B D? =?F9>7 D? 1> 1@@B?@B91D5<I '=1D3854' 6?CD5B @<135=5>D.

\*89C C5BF935 81C 255> B579CD5B54 C9>35 17 E<I 2015.

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H?G 7??4 9C ?EB <5145BC89@?	>?D 1CC5CC54
H?G 7??4 9C ?EB CD16K>7?	>?D 1CC5CC54
H?G 7??4 9C ?EB C5DD9>7?	>?D 1CC5CC54
H?G G5<<9C ?EB 31B5 1>4 CE@@?BD @<1>>54?	4 - G??4

FE8D85B 45D19C ?> D85 @1BD93E<1B 1B51C 9>C@53D54 1B5 @B?F9454 1D D85 5>4 ?6 D89C B5@?BD.

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6 - E' cellen#

- 5 6?E>4 D81D CD166 814 5H35@D9?>1<B5<1D9?>C89@C G9D8 I?E>7 @5?@5 1>4 814 1> 9>C978D 9>D? D859B >554C 1>4  
 CE@@?BD D81D G1C E>45B@9>>54 D8B?E78 5H35<5>D 1CC5CC=5>D, 3EDD9>7 5475 B5C51B38, 1>4 DB19>9>7. \*85 C5BF935  
 814 B535>D<I 45F5<?@54 1> ?EDCD1>49>7 1CC5CC=5>D D??<31<54 +>45BCD1>49>7 #5 G8938 79F5C 1 3?=@5D5  
 ?F5BF95G ?6 D85 I?E>7 @5BC?>'C :?EB>5I 1>4 1 3<51B @<1> ?> 8?G D? 25CD 31B5 1>4 >EBDEB5 D85 I?E>7 @5BC?>. \*89C,  
 3?E@54 G9D8 D859B 1449D81D CD9D9>7.3873 = (" 1' ?A8@,605I "?E@52E9@9%7?

G8938 CE@@?BD54 I?E>7 @5?@5 D? D1;5 D9=5 ?ED 1>4 B5<1H. \*85 1D=?C@85B5 1>4 D85 3E<DEB5 9> D85 C5BF935 G1C D85B1@5ED93, G1B=, G5<3?=9>7, 1>4 @B?= ?D54 >1DEB5.

E4E31D9?> G1C CE@@?BD54, 2?D8 G9D89> D85 3?==E>9D1 1D =19>CDB51= C38??<1>4 ?D85BC 1DD5>49>7 1 C@53914CD @B?F9C9?>. \*89C 61394D1 1<<?G54 I?E>7 @5?@5 D? 81F5 1335CC D? 1 6?B5CD-21C54 C38??< - 5 6?E>4 D81D I?E>7 @5?@5 G5B5 CE@@?BD54 D? 13895F5 1>4 5H<?B5, 2?D8 1D 8?=5 1>4 C38??< "51B>9>7 G1C 9>F5>D9F5 1>4 I?E>7 @5?@5 G5B5 13895F9>7 9> 1<<1C@53DC ?6 D859B 465. - 5 G5B5 @1BD93E<1B<1 9=@B5CC54 G9D8 CD166 ;>?G<5475 1>4 D859B 1294D1 D? EC5 B5C51B38 D? 9>6?B= D859B @B13D935.

- 5 6?E>4 CD166 814 255> G5<<DB19>54 1>4 814 719>54 C@53914CD 1449D9?>1<C;9<C 9> 389<4 45F5<?@=5>D, @<11 D85B1@I, C<55@ D85B1@I, 1DD138=5>D, 1>4 DB1E=1-9>6?B=54 31B5. \*89C 85@54 CD166 81F5 6E<<5B E>45BCD1>49>7 ?6 D85 71@C 9> I?E>7 @5?@5' C 45F5<?@=5>D. \*85I G5B5 1<C? 79F5> C@53914CD D85B1@5ED93 CE@@?BD 1>4 5H@5BD 14F935 9> 8?G D? 25CD >EBDEB5 1>4 31B5 6?B 9>49F94E1<I?E>7 @5?@5. - 5 6?E>4 D81D CD166 G5B5 5H35@D9?>1<1D 5>CEB9>7 D81D D85C5 71@C G5B5 K<<54 G9D8 DBECD 1>4 <?F5.

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.?E>7 @5?@5 D?<4 EC D81D D85I G5B5 CE@@?BD54 D? B5L53D ?> 1<<1C@53DC ?6 D859B 2581F9?EBC 1>4 5>3?EB1754 D? C81B5 1>4 D1<, 12?ED 1>I G?BB95C ?B 3?>35B>C G9D8 B571B4C D? D859B C165D1. \*85C5 =51CEB5C 1CC9CD54 I?E>7 @5?@5 D? 655<@B?D53D54.

)D166 814 1 3<51B E>45BCD1>49>7 ?6 DB1E=1 1>4 D85 56653DC ?6 DB1E=1. \*85I G5B5 1<C? CE@@?BD54 D? B5L53D ?> 1C@53DC ?6 DB1E=1 ?> 1 B57E<1B 21C9C 1D 2?D8 CD166 =55D9>7C 1>4 ?> 1> 9>49F94E1<21C9C G9D8 D85 3?E>39<?B. \*89C G1C 1 E>9AE5 ?@@?BDE>9D1 6?B CD166 D? 81F5 1449D9?>1<CE@@?BD D? 451<G9D8 F1B9?EC DB1E=1.

)D166 G5B5 5H35@D9?>1<1D 259>7 12<5 D? B5C@?>4 D? I?E>7 @5?@5' C 2581F9?EB G9D8 9>>?F1D9F5 1>4 >EBDEB9>7 CDB1D5795C G8938 5>CEB54 D81D I?E>7 @5?@5 G5B5 3?>D9>E1<< <51B>9>7 D? B57E<1D5 D859B 2581F9?EBC 9> @?C9D9F5 G11C. )D166 EC54 9>>?F1D9F5 1>4 1@@B?@B91D5 EC5 ?6 1 B1>75 ?6 CDB1D5795C D? 5>CEB5 D81D C9DE1D9?>C 494 >?D 5C31<1D5 1>4 CE@@?BD54 I?E>7 @5?@5 D? C5<4 B57E<1D5 1>4 381>75 D859B 2581F9?EB.

#54931D9?> G1C G5<<=1>1754 1>4 CE@@?BD54 2I CD166 G9D8 F5B1 65G @5?@5 ?> 1>I @B5C3B9254 =54931D9?>. A>I =54931D9?> G8938 I?E>7 @5?@5 814 EC54 G1C 1@@B?@B91D5<I CD?B54 1>4 14=9>9CD5B54. DE5 D? D85 175 1>4 CD175 ?6 I?E>7 @5?@5 D89C G1C >?D 1D 1 CD175 G85B5 D85I 3?E<4 =1>175 D859B ?G> =54931D9?>.

C89<4B5> 814 B57E<1B ?@@?BDE>9D95C D? 25 9>F?F54 9> D85 31B5 ?6 1>9=1<C. %>5 I?E>7 @5BC?> G5>D 6?B G55;<1 8?BC5 B949>7 <5CC?>C 1>4 G1C 9>F?F54 9> D85 31B5 ?6 8?BC5C. %D85B I?E>7 @5?@5 814 1335CC D? ?D85B 1>9=1<C, CE38 1C 4?7C 1>4 B5@D9<5C. .?E>7 @5?@5 G5B5 5>3?EB1754 D? D1;5 @1BD 9> 31B9>7 6?B 1>9=1<C 1>4 @5DC.

\*85 6??4 G1C G5<<B5359F54 2I I?E>7 @5?@5 1>4 1<<I?E>7 @5?@5 9>4931D54 D81D D85 6??4 G1C >EDB9D9?EC 1>4 D81D D85 =5>E B5L53D54 D859B @B565B5>35C. - 5 814 C5F5B1<=19> =51<C G9D8 D85 I?E>7 @5?@5 1>4 6?E>4 D81D 9D G1C ?6 1 F5B1 8978 CD1>41B4. .?E>7 @5?@5 G5B5 CE@@?BD54 1>4 5>3?EB1754 D? 81F5 C?391<9>D5B13D9?> 1B?E>4 D859B D12<5.

Ho& good i" o\$! "#aff #eam?

\*89C ;5I AE5CD9?> G1C >?D 1CC5CC54.

H?G G5<9C ?EB 31B5 1>4 CE@@?BD @<1>>54?	4 - G??4
5.1 ACC5CC=5>D 1>4 31B5 @<1>>9>7 B5L53DC 389<4B5> 1>4 I?E>7 @5?@5'C >554C 1>4 G9C85C	4 - G??4

## To )nd o\$# mo!e

\*89C 9>C@53D9?> B5@?BD 9C @E24C854 2I D85 C1B5 I>C@53D?B1D5. .?E 31> 4?G><?14 D89C B5@?BD 1>4 ?D85BC 6B?= ?EB  
G52C9D5.

C1B5 C5BF935C 9> )3?D<1>4 31>>?D ?@5B1D5 E>5CC D85I 1B5 B579CD5B54 G9D8 D85 C1B5 I>C@53D?B1D5. - 5 9>C@53D, 1G1B4  
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G85> D89>7C 1B5>'D 7??4 5>?E78.

&51C5 75D 9> D?E38 G9D8 EC % I?E G?E<4 4;5 =?B5 9>63.5A G9D8 D85 C