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VSA

the best of care

Crosby House

Information Brochure



Choose Care that Cares More

**Welcome to Crosby House, VSA's Care Home in the heart of Aberdeen.
Crosby House is a special place. It's where you can receive exceptional care
and kindness from our warm, friendly staff.**

We are delighted to share that Crosby House is now open to self-funding residents.

Caring for a loved one who needs extra support can be overwhelming. At Crosby House, we offer compassionate support for individuals living in our care. Our expert team provides 24-hour care and support tailored to each individual's needs.

We are proud that our care meets the highest standards of excellence, giving families peace of mind as well as a smooth and supportive transition into our care environment.

At Crosby House, we also offer dementia care, our staff work closely with families to understand each resident's personal history, preferences, and routines, ensuring the best possible care.

Providing a broad range of specialist care locally, all of VSA's services are registered with the Care Inspectorate and our dedication to providing exceptional care is recognised in their regular audits.

Our excellent relationship with the Aberdeen Health and Social Care Partnership enables us to work together and achieve the best possible outcomes for families throughout our communities.

This brochure will provide you with useful information that you need to know about who we are, our people, our care home, and the technology we use that enables us to provide the best of care.

Should you have any further questions, then please contact our team at Crosby House, using the contact details on page 19.



Why VSA?

By choosing Crosby House, you are not only securing care for yourself or your loved one, but you are also directly supporting a local charity.

Crosby House is proudly part of VSA, recognised as one of the most significant social care providers in the North-East of Scotland.

Your choice helps us continue our vital work in caring for others and making a meaningful difference in the lives of those we serve.

With operations in mental health, learning disability, residential additional support needs education, care at home, residential very sheltered housing and care homes for the elderly, VSA is active within a wide variety of care services.





We deliver exceptional residential care and comfort as recognised by the Care Inspectorate.



Choosing Crosby House supports VSA, a Trusted Community Charity dedicated to providing care to the most vulnerable families in Aberdeen & the North-East.



We provide peace of mind for families looking for care for their loved ones.



Our residents' comfort and safety is our priority and our modern facilities are designed for dementia well-being.



At Crosby House, our expert team provides round the clock care tailored to the unique needs of every resident.



Advantages of Crosby House...



Independence

Ability to keep your independence in an environment that enables you to access enhanced care and support services when you need it.



Access to care and support

Our fully trained support workers are on hand 24 hours a day to help you with daily activities such as personal hygiene, and medication. The team will work with you to deliver an outcome focused and person-centred care plan which is unique to you.



Lifestyle

Our care home will provide you or your loved one with friendship, group activities, entertainment and dining opportunities which will help reduce feelings of loneliness and isolation and help boost your mental, social and physical wellbeing.



Environment

Our service provides modern facilities and uses the latest technology such as iPads, to help provide you with the best of care so that you can live the best life possible.



Safety

Your health and wellbeing is of the utmost importance to VSA, and we can provide you and your family with peace of mind that your room is in a safe and secure complex.



Crosby House



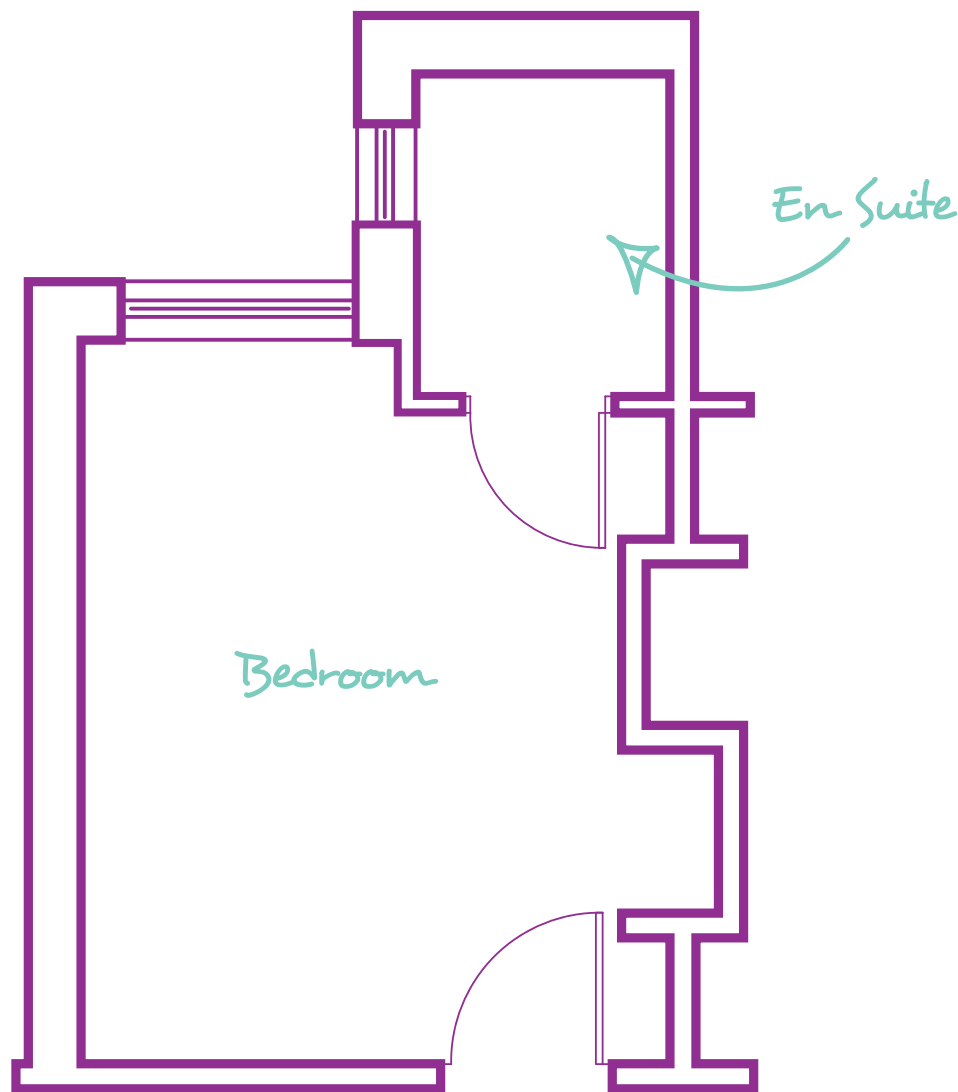
1 May Baird Avenue, Aberdeen AB25 3BD

Based in the Ashgrove area of Aberdeen, Crosby House is located on the outskirts of the city centre on May Baird Avenue. You can access Crosby House from the city centre via bus or taxi, both of which are just a short 5-10 minute journey.

Crosby House has 40 spacious individual bedrooms, with en-suite toilets:

- Fully accessible for people with disabilities.
- All doors are suitable for wheelchair access.
- There is also a lift to gain access to all floors.
- Each individual room has an en-suite toilet and washbasin with a main bathroom and showers on each floor.
- Rooms are fully furnished but each resident can have their own homely possessions.

Example layout of a room at Crosby House...



Facilities include:



Entertainment



Dining &
Recreation Room



Hair Salon
Can be used by a
hairstylist of your choice
or friends & family.



Garden



Within Crosby House, there are communal lounges, dining room, a hair salon and an outdoor garden space.

We encourage our residents to participate in our wide range of activities offered throughout the day.

Crosby House provides: Breakfast, lunch, evening meal, snacks, teas and coffees whenever a resident would like a refreshment.

We actively encourage friends and family to visit at any time they wish.





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I like that I can make my room my own. It's important to me that where I live reflects who I am. I have all my own belongings, furniture and bedding.

The staff said they could supply these if i wanted but I felt it was important for me to feel like I was moving house rather than into a care home. The staff helped me with this and made the transition easier to deal with.

Crosby House Resident

Further Advantages of Crosby House...



Friendship

Moving into our care homes can be daunting, but we are here for you. All residents experience a range of mixed emotions and our team are here to listen to any concerns and anxieties or help you cope with any mixed emotions you have. Crosby House provides you with an opportunity to make new friends, and share your hobbies and interests with others.

In addition we have a range of daily and group activities available, all of which are designed with your health and wellbeing in mind and will help to reduce feelings of loneliness or isolation. We strongly encourage all residents to take part in at least one activity as it will help to improve your overall quality of life.



House Keeping

Dedicated General Assistants will fully support residents with the cleaning of their room daily. It is also our aim within our Crosby House to promote independence and to maintain life skills, so with this in mind, residents are encouraged to take part in any activity involving room cleaning where possible.



Laundry

Residents laundry is washed, dried and ironed daily. Depending on individual needs, this can be increased where required. All items of clothing being washed in our Care Homes must be machine washable, tumble dryable and labelled with resident's name.



Meals

We are able to cater for all dietary and medical needs including malnutrition, dementia, diabetes, dysphagia, vegan, low fat meals and cater for religious dietary requirements.



Practical Care and Support

At VSA we fully understand that we may need to help with personal care in later life, however, each person is unique. That's why at VSA, we work with you to create a care plan that is bespoke to your individual needs and practical requirements like dressing, eating, and showering.



Specialist Help and Support

Crosby House do not offer intensive nursing support services, however, we do have decades of care experience in supporting people with significant care needs.

Our support workers are fully trained to provide support with mobility, communication difficulties or fatigue and will work with you to build a care plan and daily routines that suit you.

Our team will also help you if required to get access to a local GP, Optician, District Nurse, or any other specialist support you need.

Example weekly activity calendar:

Crosby House offer wide range of activities that will boost mental and physical wellbeing. Taking part in any activities is optional, and our team of support workers will try and actively encourage all tenants to take part in activities that are suitable.

Please note that the below is just an example and is subject to change.

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---------------------------|--|------------------------------------|---|----------------------|
| Mornings (start at 11am) | | | | |
| Trishaw Outings | Knitting Club Book Club Beanbag and Hoop | Chair Excercises Bingo | Curling Target Bowls Garden Proejects | Baking Group |
| Afternoons (start at 2pm) | | | | |
| Trishaw Outings | Triominoes Target Golf | Tunnel Skittles Garden Projects | Quiz and Board Games | Themed Afternoon Tea |



Services included...



Onsite 24 hour care and support team



Each room fitted with emergency call system



State of the art fire detection system throughout the building, including rooms



Security door entry system



Professional gardening and ground maintenance teams



Wifi in communal areas



A variety of daily activities*

*activities may be subject to change





Frequently Asked Questions

How much does it cost to stay at a VSA Care home?

The weekly cost for our care home is £1,600. Additional personal care or services outside the standard care package may incur extra charges.

Do I need an assessment?

Yes, an assessment is required, although exceptions may apply. A care manager will conduct an assessment to ensure we provide the appropriate care and support based on individual needs. This also helps us create a tailored plan for you or your loved on.

What happens if I run out of funds to pay for my care?

If your funds run out, a member of our team can discuss further options in more detail.

Will my fees increase?

Yes, your fees may increase over time due to annual reviews, inflation, and any changes in wages or operational costs. We would inform you in advance of any changes.

Do we offer a trial run period?

Yes, we offer a trial run to ensure that our care home is suitable for you. This allows you to experience the environment and care services firsthand before making a long-term commitment.



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There were strengths, such as the respectful language and information that helped staff to understand people's personalities and support needs.

The way that staffing was arranged and the way that staff worked together was good. People living in Crosby House and their relatives had a lot of praise for the staff.

There were enough care staff on at all times to support people with their individual needs. If someone needed extra support then this was catered for.

Care Inspectorate Report, January 2025



Talk to us

We want you to be confident that VSA is the most suitable place to become you or your loved one(s) new home and that you have the reassurance that we will deliver the best of care.

We hope this brochure has highlighted the better quality of life and outcomes we can offer, but we appreciate that for many this will be one of the biggest decisions you and your family will make.

Our Service Manager will be happy to answer any questions you have and can arrange for you and your family to take a tour. Come and see the environment and speak to some of our existing residents to find out what life is like at our care home.

You can contact our team for further details at **crosby@vsa.org.uk**





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