



CASE STUDY

Bringing Joy and Connection to Pulteney House

IDENTIFYING THE NEED

At Pulteney House care home in Wick, staff are dedicated to supporting residents to live meaningful and fulfilling lives. Many residents live with dementia or reduced mobility, and several are unable to spend long periods away from the home.

Staff recognised that while comfort and safety are priorities, opportunities for enjoyment, stimulation, and community connection are equally important. Regular activities help residents feel engaged and valued, and can make a profound difference to wellbeing, lifting mood, sparking conversation, and building confidence.

THE CHALLENGE ON THE GROUND

Organising suitable activities for residents requires careful planning and creativity. Many outings must be short, accessible and designed to avoid fatigue or distress. For those who are immobile or prefer to stay in their rooms, it is important that activities can come to them.

The team at Pulteney House wanted to offer experiences that would bring residents together, help them reconnect with the community and provide moments of fun and companionship.

HOW WE RESPONDED

Thanks to local donors support, the team at Pulteney House were able to deliver a varied programme of activities throughout 2025.

Residents enjoyed a range of experiences, including:

- Therapy pony visits, where ponies visited residents' rooms so everyone could take part.
- Petting animal sessions with Caithness Animal Farm, offering the chance to meet and learn about friendly animals.
- Seacoast boat tours, with hoisting support allowing residents with limited mobility to join safely.
- Afternoon tea outings and flower arranging classes, giving residents a chance to socialise and express their creativity.
- Live music performances from local artists, enjoyed by all within the home.

THE CHANGE WE ACHIEVED

- **For residents:** The difference was clear to see. Residents talked about the animal visits and boat trips for days afterwards and enjoyed sharing photos from the activities in the home's newsletter. These memories provided conversation starters with staff, visitors and family members, helping residents feel stimulated and connected.
- **For staff:** The programme also had a positive effect on staff morale. Supporting residents during these activities gave staff more opportunities for personal interaction and strengthened relationships across the home. Staff described the sessions as enjoyable and uplifting, creating a warm and positive atmosphere for everyone.

“The staff really enjoy the animal and therapy pony visits as they get to interact with the animals too. The staff love supporting residents to hold and stroke the animals” –
Jacqui, Pulteney House staff member

THE JOURNEY AHEAD

Looking ahead, the team at Pulteney House plan to continue offering varied and meaningful activities that bring joy, comfort, and connection to residents. Each event is carefully planned with input from residents to ensure activities reflect their interests and preferences.

Staff have found that the most successful outings are those that balance stimulation with comfort. Choosing accessible locations, keeping trips short, and selecting the right time of day all help prevent fatigue or distress. Creating a calm, reassuring environment, and being prepared with essentials such as snacks and medication, ensures that every resident can take part safely and comfortably.

Thanks to continued generous support, Pulteney House will keep providing opportunities for residents to enjoy new experiences, stay connected with their community, and make special memories. Thank you to all our donors whose support ensures these experiences remain accessible to all.

