
BELLORA
BEAUTY & WELLNESS
CARE.
WELLBEING.
CONNECTION.
Beautiful wellbeing experiences, thoughtfully brought to your home.
PERSONALISED CARE
MEANINGFUL MOMENTS
PROFESSIONAL SERVICE
THE BELLORA CARE HOME
WELLBEING PARTNERSHIP
Enhancing care. Enriching lives. Creating beautiful moments.

BELLORA

BEAUTY & WELLNESS



THE BELLORA CARE HOME WELLBEING PARTNERSHIP

Luxury wellbeing.
Meaningful moments.
Happier residents.

Marion Jankowski

FOUNDER & CLINICAL DIRECTOR

WELLBEING TAILORED FOR YOUR HOME

Bellora brings professional, luxury treatments directly to your care home, creating moments of relaxation, confidence and joy for every resident.

PERSONALISED CARE

Tailored treatments designed around each resident's needs and preferences.

MEANINGFUL MOMENTS

Creating moments of connection, comfort and joy that truly matter.

PROFESSIONAL SERVICE

Experienced therapists using premium products and the highest standards.

PREMIUM EXPERIENCES

Luxury treatments and finishing touches that elevate wellbeing every time.

STRONGER TOGETHER

Supporting your team and enhancing the wellbeing of your residents.

Because every resident deserves to feel special.

Let's work together to bring beauty, comfort and connection to your care home.

07590 052782
marion@bellorabeautyandwellness.co.uk

BELLORA
BEAUTY & WELLNESS

www.bellorabeautyandwellness.co.uk

ENHANCING CARE. ENRICHING LIVES. CREATING BEAUTIFUL MOMENTS.

BELLORA

BEAUTY & WELLNESS



CREATING MOMENTS OF JOY, CONFIDENCE & CONNECTION

Our bespoke beauty and wellbeing experiences are designed to uplift, empower and bring smiles to residents and staff alike.

YOUR BELLORA JOURNEY

A personal wellbeing experience, created around every resident.

01 MEET BELLORA

We take the time to understand your home, your residents and their individual needs.

02 CHOOSE YOUR PROGRAMME

Select the experience that best suits your residents and your home.

03 CHOOSE YOUR TREATMENT

Residents can select the treatments they would enjoy, with support from staff, at a time that's appropriate.

04 BELLORA VISITS YOUR HOME

We bring the experience directly to you, care setting, creating a calm and welcoming environment.

05 ENJOY THE EXPERIENCE

Treatments are delivered professionally, respectfully and at each resident's own pace.

06 CONTINUE THE JOURNEY

Regular wellbeing visits can be arranged around your home's schedule.



MORE THAN A TREATMENT

PERSONALISED
Every resident is treated as an individual.

PROFESSIONAL
Delivered by experienced Bellora practitioners.

FLEXIBLE
Designed around your home's routines and residents.

MEANINGFUL
Creating moments residents can genuinely look forward to.





ENHANCING CARE. ENRICHING LIVES.

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WHY CARE HOMES CHOOSE BELLORA

A trusted wellbeing partner, dedicated to enhancing life every day.



MORE THAN TREATMENTS. MEANINGFUL WELLBEING EXPERIENCES.

We bring luxury, care and connection to your home, creating moments that truly make a difference.

BESPOKE EXPERIENCES

Tailored treatments and programmes designed around your residents and your home.

PROFESSIONAL & TRUSTED

Fully insured, highly qualified and committed to the highest standards of care.

CARE & COMPASSION

We treat every resident with dignity, respect and individual attention.

SEAMLESS EXPERIENCE

We come to you, making it easy, convenient and stress-free.

FLEXIBLE & RELIABLE

Regular visits and flexible options to suit your schedule and needs.

A PARTNERSHIP YOU CAN TRUST

We work alongside your team as a valued extension of your care home.













"Bellora brings so much joy and comfort to our residents. It's something they truly look forward to."

– Care Home Manager



TOGETHER, WE CAN CREATE BEAUTIFUL MOMENTS THAT ENRICH LIVES EVERY DAY.

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ENHANCE YOUR BEAUTY. ELEVATE YOUR WELLBEING.

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BELLORA
BEAUTY & WELLNESS

OUR WELLBEING PROGRAMMES

PROFESSIONAL. LUXURY. PERSONALISED.

Tailored to your residents' needs.

Three levels of care. Designed to bring beauty, comfort and connection into everyday life. Every treatment is delivered with compassion, expertise and the finest Bellora products.

ESSENTIALS

20–25 MINUTES

Beautifully simple. Thoughtfully personal.



WHAT'S INCLUDED

- A warm Bellora welcome and consultation
- Choice of one focused treatment
- Gentle, relaxing techniques
- Premium Bellora products
- Personalised pressure & comfort level
- Calm music and relaxing environment
- Finishing moisturiser or nourishing product
- A little time to relax and enjoy the experience

TREATMENT CHOICES

Choose your moment of care

1. MINI FACIAL – cleanse, tone, moisturise + gentle facial massage
2. SCALP & HEAD MASSAGE – relaxing scalp, temples & head massage
3. NECK & SHOULDER MASSAGE – gentle tension-relieving massage
4. LUXURY HAND RITUAL – hand cleanse/exfoliation, moisturiser & hand/arm massage
5. FOOT & LOWER LEG RITUAL – soothing foot treatment & gentle massage

The feeling:

A little moment of calm, care and attention.

SIGNATURE

30–35 MINUTES

Our most popular Bellora experience.



WHAT'S INCLUDED

Everything in Essentials, plus:

- More detailed consultation
- Choice of a Signature treatment combination
- Longer treatment time
- Two treatment elements rather than one
- More extensive massage
- Personalised product selection
- Hot towels where appropriate
- A more indulgent finishing ritual
- Bellora Wellbeing Card

SIGNATURE COMBINATIONS

Choose your personalised experience

1. SIGNATURE FACIAL – cleanse, exfoliation, facial massage, mask, hand/arm massage & moisturising finish
2. RELAX & RESTORE – neck & shoulder massage, scalp/head massage & finishing ritual
3. HAND & ARM INDULGENCE – cleanse, exfoliation, mask, hand & arm massage & moisturising finish
4. FOOT & LEG RITUAL – foot cleanse, exfoliation, foot & lower-leg massage & nourishing finish
5. BACK & SCALP RITUAL – gentle back massage, neck & shoulder work, scalp massage & finishing ritual

The feeling:

A deeper Bellora experience, designed around the individual.

PRESTIGE

40–45 MINUTES

The ultimate Bellora wellbeing experience.



WHAT'S INCLUDED

Everything in Signature, plus:

- Extended consultation & personalisation
- Choice of a bespoke treatment ritual
- Three complementary treatment elements where appropriate
- Extended massage time
- Premium facial/body products
- Hot towels
- Scalp/head relaxation
- Hand or foot ritual
- Luxurious finishing treatment
- Extra relaxation time
- Bellora Wellbeing Card
- Personalised wellbeing preferences recorded for future visits

PRESTIGE RITUAL JOURNEYS

Choose your luxury wellbeing journey

1. THE BELLORA LUXURY FACIAL – facial massage, neck & décolleté massage, mask, scalp massage, hand massage & luxury finish
2. THE ULTIMATE RELAXATION RITUAL – back, neck & shoulder massage, scalp massage, hand ritual & warm towels
3. HEAD-TO-TOE BELLORA RITUAL – facial, scalp, hand/arm massage, foot/lower-leg ritual & hydrating finish
4. LUXURY BACK & FACIAL RITUAL – back massage, neck & shoulder massage, facial massage, scalp massage & hydrating finish

The feeling:

A complete Bellora spa journey – deeply personal, beautifully unhurried and designed around you.

HOW TO BOOK YOUR BELLORA EXPERIENCE

1. **CHOOSE YOUR PROGRAMME** – Select the level of care that best suits you or your resident.
2. **PICK YOUR EXPERIENCE** – Choose your preferred treatment or combination.
3. **RELAX & ENJOY** – Our expert therapist will create a beautiful, personalised experience.
4. **FEEL THE BENEFITS** – More comfort, connection and wellbeing – every time you visit.

MINIMUM BOOKING: 4 RESIDENTS (HALF DAY)

Prices shown are starting prices. Travel & set up included. Subject to change.

PROGRAMME PRICING & VALUE

Clear. Transparent. Tailored to your home.

ESSENTIALS

20–35 MINUTES

Perfect for a quick boost of relaxation and care.



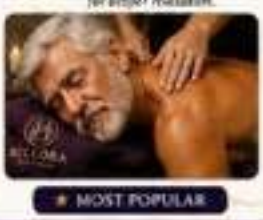
HALF DAY
4 RESIDENTS
£180
£45 PER RESIDENT

FULL DAY
12 RESIDENTS
£300
£25 PER RESIDENT

SIGNATURE

30–35 MINUTES

Our most popular treatments for deeper relaxation.



HALF DAY
4 RESIDENTS
£240
£60 PER RESIDENT

FULL DAY
12 RESIDENTS
£420
£35 PER RESIDENT

★ MOST POPULAR

PRESTIGE

40–45 MINUTES

The ultimate luxury wellbeing experience.



HALF DAY
4 RESIDENTS
£360
£90 PER RESIDENT

FULL DAY
12 RESIDENTS
£600
£50 PER RESIDENT

MORE RESIDENTS, GREATER VALUE.

Our full day experiences offer a reduced rate per resident, making regular Bellora wellbeing visits even better value for your home.

ADDITIONAL RESIDENTS

More than 12 residents? No problem. Additional residents can be added at the same preferential full day rate:

ESSENTIALS £25 PP | SIGNATURE £35 PP | PRESTIGE £50 PP

Subject to availability and scheduling.

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WHY CARE HOMES CHOOSE BELLORA



THE BELLORA DIFFERENCE

We bring professional, luxury wellbeing experiences that make a real difference – for residents, families and the care teams who support them.

1. RESIDENT WELLBEING



Relaxation, choice, confidence and personal attention. Enhancing quality of life and promoting overall wellbeing.

2. FAMILY CONNECTION



Meaningful experiences families can purchase for their loved ones. Creating moments that matter.

3. STAFF RECOGNITION



Celebrating the people who care for residents every day. Recognised, valued and supported by Bellora.

4. SEASONAL EXPERIENCES



Birthdays, Mother's Day, Christmas and special events. Creating joy, celebration and lasting memories.

5. PROFESSIONAL PARTNERSHIP



Designed around your team, routines and resident needs. A trusted extension of your care and values.

6. MINIMAL DISRUPTION



Flexible scheduling and resident-centred delivery. Seamless, convenient and stress-free.

WE WORK WITH YOUR TEAM – NOT AROUND THEM.

Flexible, resident-centred wellbeing that fits the rhythm of your home.

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ENHANCING CARE. ENRICHING LIVES. CREATING BEAUTIFUL MOMENTS.

COMPLIMENTARY BELLORA OPEN DAY

COMPLETELY **FREE** FOR YOUR HOME AND RESIDENTS

TRY BEFORE YOU CHOOSE

We'll visit your care home and provide complimentary *signature mini experiences* for residents, families and staff.

• OUR SIGNATURE MINI EXPERIENCES •



MINI MASSAGE

Relieve tension and melt away stress with a deeply relaxing back, neck & shoulder massage.



MINI FACIAL

A radiance-boosting facial tailored to your skin, leaving you refreshed and glowing.



HAND RITUAL

Nourishing soak, exfoliation and massage to hydrate, soften and rejuvenate tired hands.



SCALP MASSAGE

A soothing scalp treatment to stimulate circulation, promote relaxation and reduce stress.



FOOT TREATMENT

Relaxing foot soak, exfoliation and massage to refresh tired feet and improve circulation.



AROMATHERAPY EXPERIENCE

A deeply relaxing aromatherapy massage using our premium Bellora essential oils to calm the mind, uplift the senses and restore balance.

HOW OUR OPEN DAY WORKS

1 WE ARRANGE
We agree a date that suits your home and take care of all the details.

2 WE ARRIVE
Our professional team arrives with everything needed to create a relaxing experience.

3 RESIDENTS ENJOY
Residents, families and staff enjoy complimentary mini treatments in a calm, luxurious setting.

4 YOU EXPERIENCE
See the Bellora difference first-hand with no obligation – just pure indulgence and exceptional care.

5 YOU DECIDE
If you love the experience, we'd be delighted to welcome Bellora into your care home.

LUXURY. CARE. CONNECTION.

Our Open Day brings the Bellora experience directly to you – giving everyone the chance to relax, indulge and discover the power of expert touch and genuine care.

Because everyone deserves to feel special.

BELLORA
BEAUTY & WELLNESS

BOOK TODAY AND BRING THE BELLORA EXPERIENCE TO YOUR CARE HOME.

ENHANCE YOUR BEAUTY. ELEVATE YOUR WELLBEING.

CHOOSE YOUR SIGNATURE TREATMENTS

YOUR TIME. YOUR CHOICE. YOUR MOMENT.

(FOR THE £99 PICK & MIX OFFER)

Please tick (✓) your 3 choices



SIGNATURE FACIAL

Deep cleanse, nourish and restore your skin.

☐



AROMATHERAPY BACK, NECK & SHOULDER MASSAGE

Relieves tension and soothes muscles.

☐



INDIAN HEAD MASSAGE

Relieves stress, clears the mind and promotes balance.

☐



LUXURY HAND RITUAL

Exfoliate, hydrate and nurture hands and nails.

☐



SCALP MASSAGE

Stimulates circulation and relieves tension.

☐



FOOT & LEG RITUAL

Refresh tired legs and feet, revive your senses.

☐

SIX BEAUTIFUL TREATMENTS. COUNTLESS BENEFITS.

Choose your 3 favourites and enjoy the Bellora experience.

RELAX	INDULGE	CARE	HAPPINESS	UNWIND	FLEXIBLE
Rejuvenate the mind and body.	Luxury treatments they'll love.	Show you truly care.	Create moments of joy and wellbeing.	Stress relief and inner balance.	Perfect for any occasion, any time.



BELLORA

BEAUTY & WELLNESS



GIVE THE GIFT OF BELLORA

BEAUTIFUL GIFTS. MEANINGFUL MOMENTS.

A luxury experience they'll never forget.

£99 SIGNATURE PICK & MIX

A beautiful gift your loved one will truly enjoy.

CHOOSE ANY 3 SIGNATURE TREATMENTS

— 20 MINUTES EACH —

Birthdays | Mother's Day | Father's Day | Christmas

Special Visits | Just Because

THE PERFECT GIFT

BEAUTIFUL. THOUGHTFUL. UNFORGETTABLE.



RELAX
Rejuvenate the mind and body.

INDULGE
Luxury treatments they'll love.

CARE
Show you truly care.

HAPPINESS
Create moments of joy and wellbeing.

FLEXIBLE
Perfect for any occasion, any time.

BELLORA
BEAUTY & WELLNESS

BEAUTIFUL. PERSONAL. UNFORGETTABLE.

Because everyone deserves to feel special, cherished and cared for.

STAFF REWARDS & RECOGNITION

CELEBRATING YOUR CARE. REWARDING YOUR KINDNESS.

CARE TEAM THANK-YOU

Recommend a new resident who purchases and completes a Bellora Signature Pick & Mix experience and receive a

£25 BELLORA VOUCHER

as our thank-you.

Subject to care home policy.



MY FAVOURITE CARER

Residents can nominate a member of the care team who makes a difference every day.

The nominated team member will receive a Bellora treatment or voucher as our thank-you.

Because exceptional care deserves to be recognised.



HOW IT WORKS

1. RECOMMEND
Recommend our Bellora Beauty & Wellness services to a resident.

2. RESIDENT BOOKS & COMPLETES THEIR EXPERIENCE
The resident books and completes a Bellora Signature Pick & Mix experience.

3. YOU RECEIVE YOUR REWARD
You'll receive a £25 Bellora Voucher as our thank-you for supporting wellbeing in your care home.

RECOMMEND. CARE. BE REWARDED.

Thank you for all that you do.

BELLORA
BEAUTY & WELLNESS

ENHANCE YOUR BEAUTY. ELEVATE YOUR WELLBEING.

BELLORA WELLBEING CARD

YOUR TREATMENT. YOUR WELLBEING. YOUR MOMENT.

At Bellora Beauty & Wellness, every treatment is more than a service – it's a moment of care designed around you.
Your wellbeing card is our way of saying thank you and supporting you long after your treatment.

FRONT

TODAY YOU TOOK TIME FOR YOU

Thank you for spending part of your day with Bellora. We hope you leave feeling relaxed, valued and cared for.

BELLORA
BEAUTY & WELLNESS

BACK

Your treatment & wellbeing notes

YOUR EXPERIENCE | AFTERCARE ADVICE | YOUR PREFERENCES | YOUR NEXT MOMENT

Personal. Thoughtful. Just for you.

YOUR BELLORA AFTERCARE
Back, Neck & Shoulder Massage

AFTER YOUR TREATMENT

- Drink plenty of water and stay comfortably hydrated.
- Take a few quiet moments before returning to your usual activities.
- Gentle movement can help you stay comfortable.
- Rise slowly and allow yourself time to adjust after relaxing.
- Avoid strenuous activity immediately afterwards if you feel particularly relaxed or tired.
- Let us know if you experience any discomfort or unusual symptoms.
- Enjoy the feeling of having taken a little time for yourself.

You deserve to feel your best.

HOW ARE YOU FEELING?

Please tick how you feel after your treatment.

- Wonderful ☐
- Relaxed ☐
- Calm ☐
- Refreshed ☐
- I'd like to tell you something ☐

ANYTHING YOU'D LIKE US TO KNOW?

YOUR WELLBEING JOURNEY

Every Bellora visit is an opportunity to learn what makes each resident feel comfortable, relaxed and valued.

PREFERRED PRESSURE
Gentle ☐ Medium ☐ Firmer ☐

CONVERSATION
I'd like a chat ☐ Quiet time ☐

FAVOURITE TREATMENT
.....

PREFERENCES / SENSITIVITIES
.....

This helps us make every experience perfectly personal for you.

YOUR NEXT BELLORA MOMENT

Let's plan your next moment of care and wellbeing.

TREATMENT ENJOYED
Back, Neck & Shoulder Massage

DATE
.....

WOULD YOU LIKE THIS TREATMENT AGAIN?

- Yes please ☐
- I'd like to try something different ☐
- I'd like to speak with Marion ☐

We look forward to caring for you again.

A LITTLE MOMENT TO SHARE

Your Bellora wellbeing card can be shared with your family, helping them see the little moments of care and wellbeing their loved one has enjoyed.



EVERY MOMENT MATTERS. EVERY PERSON MATTERS.

Thank you for letting us be part of your wellbeing journey.

BELLORA
BEAUTY & WELLNESS

ENHANCE YOUR BEAUTY. ELEVATE YOUR WELLBEING.

PERSONAL CARE | THOUGHTFUL EXPERIENCE | LASTING WELLBEING

LUXURY CARE. TRUSTED STANDARDS. EXCEPTIONAL EXPERIENCES.

BELLORA
BEAUTY & WELLNESS

MY BELLORA PREFERENCES

Help us create your perfect experience

MY EXPERIENCE FOCUS

(Tick your preference)

- Time to slow down and de-stress ☐
- Feel renewed and re-energised ☐
- PAMPER & INDULGE ☐
- A little luxury just for you ☐

PRESSURE (for massages)

- ○ Gentle
- ○ Medium
- ○ Firm
- ○ Please discuss

MUSIC

- ○ Yes
- ○ No

CONVERSATION

- ○ I'd like a chat
- ○ Quiet time please

ANYTHING YOU'D LIKE MARION TO KNOW?

— Your comfort is our priority

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BEAUTY & WELLNESS

ENHANCE YOUR BEAUTY. ELEVATE YOUR WELLBEING.

BELLORA
BEAUTY & WELLNESS

RESIDENT BOOKING FORM

Please complete and hand to your Care Manager



RESIDENT NAME: _____

ROOM NUMBER: _____

MY 3 CHOSEN TREATMENTS

1. _____
2. _____
3. _____

PLEASE HAND THIS FORM TO YOUR CARE MANAGER.

Your choices and availability will be confirmed by the Care Manager and Bellora before your experience is scheduled.

We can't wait to create a beautiful wellbeing moment just for you.

CONFIRMED BY CARE MANAGER

NAME: _____

SIGNATURE: _____

DATE: _____

CONFIRMED BY BELLORA

THERAPIST: _____

SIGNATURE: _____

DATE: _____

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PROFESSIONAL STANDARDS

— YOUR RESIDENTS ARE IN SAFE HANDS —

BELLORA
BEAUTY & WELLNESS

We uphold the highest professional standards to ensure every resident receives *exceptional care*, every time.



RESIDENT CONSENT & INDIVIDUAL SUITABILITY
We obtain informed consent and tailor every treatment to individual needs, preferences and comfort.

FULL TREATMENT RECORDS
Detailed records are maintained for every treatment, ensuring continuity, safety and transparency.

ALLERGIES & PREFERENCES RECORDED
We note all allergies, sensitivities and lifestyle preferences to deliver safe, personalised care.

HYGIENIC & INFECTION CONTROL PROCEDURES
Strict hygiene, sterilisation and infection control practices are followed at all times for your peace of mind.

TREATMENT ADAPTATIONS AS REQUIRED
We adapt every treatment to suit mobility, medical conditions and individual wellbeing needs.

CONFIDENTIALITY & DIGNITY ALWAYS RESPECTED
We treat every resident with the utmost respect, discretion and professionalism.

FULLY INSURED | QUALIFIED | DBS CHECKED*
Fully insured for your reassurance, highly qualified and DBS checked for your complete peace of mind.

WORKING IN PARTNERSHIP WITH YOUR TEAM
We collaborate closely with care home staff to ensure seamless, safe and consistent care.

*DBS status available upon request and applicable.

> *"Professionalism is our promise. Care is our passion."*

Every treatment is delivered with skill, compassion and the highest standards – because your residents deserve nothing less.

— ADDITIONAL PEACE OF MIND —

CONSISTENT & RELIABLE SERVICE
Arriving on time, prepared and dedicated to creating a calm, enjoyable experience.

CONTINUOUS TRAINING
Regular professional training ensures we stay at the forefront of best practice.

COMPASSION AT THE CORE
We treat every resident like family with kindness, patience and care.

PREMIUM QUALITY PRODUCTS
We use only the finest Bellora products, safe, effective and deliciously luxurious.

FEEDBACK WELCOME
We value feedback and continually improve to exceed expectations.

SAFETY ALWAYS FIRST
Your residents' safety and wellbeing is our top priority in every treatment we deliver.



BELLORA
BEAUTY & WELLNESS
Enhance your beauty. Elevate your wellbeing.

Luxury care.
Trusted standards.
Exceptional experience.
Every time.

EXPERT CARE. LUXURY EXPERIENCE. COMPLETE PEACE OF MIND.

FEATURED CASE STUDY

LOMOND COURT CARE HOME

A resident-first approach to wellbeing, beauty, dignity and connection

> ***“Marion has brought something genuinely special into the care home environment.”***

LAURA ROBERTSON • CARE HOME MANAGER

PERSONALISED	DIGNIFIED	MEANINGFUL	PROFESSIONAL
Residents' preferences and comfort come first.	Choice and individuality remain central.	Treatments become moments to look forward to.	A polished experience designed for care settings.

What immediately stood out to us about Marion and Bellora was the way the service was designed around the individual resident rather than simply providing a treatment.

Marion takes the time to understand each resident, what they enjoy, what makes them feel comfortable and how they would like to experience their treatment. That personal approach makes such a difference. It means residents feel listened to, valued and able to enjoy something that is truly about them.

The Bellora experience feels very different from simply having a visiting beauty therapist come into the home. There is a real sense of occasion. The presentation, professionalism and attention to detail create a calm and luxurious experience while still feeling warm, personal and completely appropriate for our residents.

FEATURED CASE STUDY

THE BELLORA DIFFERENCE

What stood out to Lomond Court

RESIDENT CHOICE

Residents can express their preferences and enjoy an experience that feels personal rather than one size fits all.

LUXURY WITH PURPOSE

Presentation and attention to detail create a calm, luxurious experience while remaining warm and appropriate.

CONNECTION

Conversation, companionship and dedicated attention can turn a treatment into a meaningful moment in the day.

We have seen how much residents can enjoy having that time dedicated to them. Whether that is relaxing and being pampered, enjoying a beauty treatment, having a little conversation and companionship, or simply taking some time away from the normal routine of the day.

What we particularly appreciate is the emphasis on wellbeing, dignity and choice. Residents can express their preferences and have an experience that feels personal to them rather than being given a one size fits all service.

Marion's manner is also incredibly important. She is warm, respectful and professional, and she creates an environment where residents can feel comfortable and confident. That relationship is just as important as the treatment itself.

Bellora has shown us how something as simple as creating dedicated moments of relaxation, confidence and connection can add another dimension to the resident experience.

For us, it isn't simply about beauty. It is about giving residents something to look forward to, making them feel special and creating meaningful moments of wellbeing within the care home setting.

Marion has created an experience that feels thoughtful, luxurious and, most importantly, genuinely centred around the person.

Laura Robertson

Care Home Manager • Lomond Court Care Home

SUPPORTING CARE HOME PERSPECTIVES

WHAT MANAGERS VALUE

Independent perspectives on Marion's resident-centred approach

PROFESSIONALISM & STANDARDS

CANMORE LODGE CARE HOME

Kimberley Laird • General Manager

> ***"The professionalism and attention to detail really set Marion and Bellora apart."***

From our experience of Marion and Bellora, what impressed us most was the level of professionalism behind the service.

Everything feels considered, from the way residents are welcomed and their preferences understood through to the presentation of the treatments themselves.

It doesn't feel like a standard visiting service. There is a real sense that Bellora has been created specifically with care homes and their residents in mind.

Marion has a lovely way of putting residents at ease while maintaining a high professional standard throughout. The experience feels personal, calm and reassuring.

It is the combination of Marion's professionalism, warmth and genuine care that makes Bellora such a positive addition to the resident experience.

INDIVIDUALITY & DIGNITY

SCOONIE HOUSE CARE HOME

Melanie MacDonald • Home Manager

> ***"It is wonderful to see residents being given an experience that is completely about them."***

One of the things we really value about Bellora is the emphasis on individuality.

Residents have different personalities, different preferences and different ideas about what makes them feel relaxed and pampered. Marion takes the time to recognise that.

The experience is not rushed. Residents are given attention, conversation and the opportunity to enjoy something that has been personalised to them.

We particularly like the way Bellora places choice and dignity at the centre of the experience. It allows residents to continue expressing their own personality and preferences and to enjoy a little bit of luxury within their everyday environment.

Seeing a resident relax, smile and enjoy having that special time for themselves is exactly what makes Marion's service so valuable.

SUPPORTING CARE HOME PERSPECTIVES

WHAT MANAGERS VALUE

Independent perspectives on Marion's resident-centred approach

ENJOYMENT & CONNECTION

DALGETY BAY CARE HOME

Tabitha Jacome • Home Manager

> ***“Marion creates those little moments that residents can genuinely look forward to.”***

One of the lovely things about having Marion and Bellora visit is the feeling it brings into the home.

A treatment can become much more than simply the treatment itself. It can be something different in the day's routine, a chance to relax, chat, be pampered and enjoy some personal attention.

Marion has a very natural way of connecting with residents, and that helps create an atmosphere that is warm and enjoyable.

We love the fact that Bellora brings the idea of wellbeing into the care home environment in such a positive way.

It is about creating experiences, not simply providing a service, and Marion has a wonderful ability to make those moments feel special for residents.

LUXURY & WELLBEING

BALNACARRON CARE HOME

Olga Jankovska • Manager

> ***“Marion brings a real sense of luxury and wellbeing into the care setting.”***

We were particularly impressed by the way Marion delivers an experience that feels both luxurious and completely appropriate for residents.

The presentation and attention to detail give the treatments a special feel, but the experience never loses the warmth and personal connection that are so important in a care environment.

Bellora demonstrates that residents can still enjoy those little touches of luxury, relaxation and self care that can make someone feel confident and special.

Marion is professional, caring and attentive, and she understands how to make the experience comfortable for each individual resident.

It is a beautiful example of how wellbeing and personal care can complement the wider care home experience.

SUPPORTING CARE HOME PERSPECTIVES

WHAT MANAGERS VALUE

Independent perspectives on Marion's resident-centred approach

QUALITY OF LIFE & RESIDENT EXPERIENCE

BALFARG CARE HOME

Margaret Wallace • Manager

“Marion adds something really positive to the experience of living in a care home.”

What I like about the Bellora approach is that it recognises the importance of the little things.

Having time to relax, being made to feel special, enjoying a treatment and having someone take an interest in you can make a real difference to someone's day.

Marion brings a lovely combination of professionalism and warmth. She understands that every resident is different and takes the time to make the experience comfortable and personal.

The Bellora concept also fits beautifully with the idea that care is about much more than meeting someone's essential needs. It is about supporting confidence, wellbeing, individuality and quality of life too.

Marion brings another opportunity for residents to enjoy themselves, feel valued and have something special within their day.

SIX CARE HOME PERSPECTIVES. ONE SHARED MESSAGE.

Resident wellbeing is not an extra. It is part of creating a home where

people feel valued, connected, confident and able to enjoy meaningful moments.

PERSONALISED • PROFESSIONAL • MEANINGFUL • RESIDENT-CENTRED

MANAGER FEEDBACK

— YOUR FEEDBACK HELPS US IMPROVE AND GROW TOGETHER —

At Bellora Beauty & Wellness, we are committed to providing the **highest quality care and experiences** for your residents. Your feedback is invaluable in helping us to continue to enhance our service.

HOW DID RESIDENTS RESPOND?

Please rate overall resident satisfaction.

☆ ☆ ☆ ☆ ☆

HOW WAS THE EXPERIENCE FOR STAFF?

Please rate the experience for your team.

☆ ☆ ☆ ☆ ☆

WHAT WOULD YOU LIKE TO SEE NEXT TIME?

Any suggestions or additional services you'd like us to offer?

WHICH TREATMENTS WERE MOST POPULAR?

Please list the treatments residents enjoyed the most.



ADDITIONAL FEEDBACK

Please share any additional comments, suggestions or ideas on how we can better support your home.

Your insights help us deliver exceptional care.

STAFF EXPERIENCE

Please tick all that apply.

- ☐ Communication was excellent
- ☐ Professionalism was excellent
- ☐ Staff felt supported
- ☐ Set up / pack up was efficient
- ☐ Flexibility & collaboration were excellent
- ☐ Training / guidance provided was helpful
- ☐ Overall, a positive experience

Other comments

OUR COMMITMENT TO YOU

QUALITY CARE
We are dedicated to providing the highest standards of care and professionalism.

VALUED PARTNERSHIP
We value our partnership with your team and are always here to listen, learn and improve.

CONTINUOUS IMPROVEMENT
Your feedback drives positive change and helps us create even better experiences for residents.

THANK YOU
Thank you for your continued trust and support in what we do every day.

Thank you

FOR YOUR FEEDBACK

We appreciate your time and look forward to continuing to support your home and your wonderful residents.

MANAGER NAME: _____

CARE HOME: _____

DATE: _____

YOUR BELLORA WELLBEING REVIEW

— QUARTERLY SUMMARY OF YOUR HOME'S WELLBEING JOURNEY —

Thank you for trusting Bellora Beauty & Wellness.
Together we are creating moments of comfort, joy and connection that make a meaningful difference to your residents every day.

Residents visited	24
Treatments delivered	38
Most popular treatment	Back, Neck & Shoulder Massage
Resident feedback	★★★★★
Staff nominations	6
Family purchases	4

THANK YOU
for making wellbeing a priority in your home.



HIGHLIGHTS THIS QUARTER

- More smiles and moments of joy
- Meaningful connections built
- Comfort, relaxation & wellbeing

WHAT RESIDENTS ARE SAYING

"It helps me relax so much and I always feel so much lighter."
★★★★★

"Bellora is such a treat – I look forward to every visit!"
★★★★★

"I feel pampered and cared for – it makes a real difference."
★★★★★

MANAGER'S IMPACT



Your support helps create a culture of care, compassion and wellbeing that residents truly feel and appreciate.

LOOKING AHEAD

We are excited to continue enhancing our services and introducing new experiences tailored to your residents' needs and preferences.

More moments.
More wellbeing.
More together.



OUR PROMISE TO YOU

We will continue to deliver the highest standards of care, luxury and professionalism – ensuring every resident feels valued, respected and truly cared for.

Thank you for being part of the Bellora Wellbeing Family.

BELLORA
— BEAUTY & WELLNESS —

ENHANCE YOUR BEAUTY. ELEVATE YOUR WELLBEING.

PERSONAL CARE · THOUGHTFUL EXPERIENCE · LASTING WELLBEING

LUXURY CARE. TRUSTED STANDARDS. EXCEPTIONAL EXPERIENCES.

LET'S CREATE SOMETHING BEAUTIFUL TOGETHER

We're here to support your residents, your team and your home every step of the way.

07544 340219

hello@bellorawellness.co.uk

www.bellorawellness.co.uk

Marion Jankowski ♡

FOUNDER & CLINICAL DIRECTOR



TRUSTED PARTNER
Working alongside you with care, respect and understanding.

EXCEPTIONAL EXPERIENCES
Creating moments of comfort, joy and meaningful connection.

Services tailored around the needs of your residents and your home.

RELIABLE & PROFESSIONAL
Qualified, insured and committed to the highest standards of care.

YOU'RE NEVER ALONE IN CARING FOR YOUR RESIDENTS.

WE'RE WITH YOU, EVERY STEP OF THE WAY.



FOR RESIDENTS
Enhancing wellbeing, confidence and quality of life through beautiful, uplifting experiences.



FOR CARE HOMES
Professional, seamless partnership that adds value, strengthens reputation and supports resident satisfaction.



FOR YOUR TEAM
Relieving pressure, building morale and creating a positive, supportive environment for everyone.



FOR FAMILIES
Peace of mind knowing their loved one is related, cared for and enjoying moments that matter.

OUR COMMITMENT TO YOU

At Bellora Beauty & Wellness, we don't just deliver treatments – we create meaningful moments that make a lasting difference.

Thank you for inviting us to be part of your home.

TOGETHER, LET'S CONTINUE ENHANCING WELLBEING, CREATING JOY AND MAKING EVERY DAY BEAUTIFUL.



BELLORA
BEAUTY & WELLNESS

ENHANCE YOUR BEAUTY. ELEVATE YOUR WELLBEING.

PERSONAL | THOUGHTFUL | LASTING | TRUSTED

BELLORA

BEAUTY & WELLNESS

LUXURY WELLBEING EXPERIENCES, TAILORED FOR YOUR CARE HOME.

Because every moment matters.

PERSONALISED CARE

Treatments tailored to each resident's needs and preferences.

EXCEPTIONAL EXPERIENCES

Creating moments of comfort, joy and connection.

TRUSTED PROFESSIONAL

Fully qualified, insured and committed to the highest standards.

MEANINGFUL MOMENTS

Enhancing wellbeing, confidence and quality of life every day.

WORKING IN PARTNERSHIP WITH CARE HOMES
TO ENHANCE WELLBEING, CREATE JOY AND MAKE EVERY DAY BEAUTIFUL.

SCAN TO CONNECT

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Marion Jankowski

FOUNDER & CLINICAL DIRECTOR

Let's stay connected

@bellorabeautywellness

