



# ARRAN HOUSE

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## CARE HOME

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# WELCOME



This “Welcome Guide” will answer some of the questions you may have about life in Arran House Care Home. If you have any other questions not covered in this guide, or would like additional information, please do not hesitate to speak to our staff.



## ABOUT ARRAN HOUSE

### LOCATION

Located in Airdrie, Lanarkshire, Arran House is situated on a quiet lane within its own private gardens close to Airdrie town centre.

It is close to many bus routes, as well as only being a short distance from both Airdrie train station and motorways.



### HOME

Arran House is a converted and extended Victorian villa. It has a modernist extension which was designed by renowned Scottish architect Jack Coia.

There are many facilities at Arran House which can be utilised by residents and their families. Residents have the choice of 2 different lounges, 2 dining areas and a dedicated pampering suites. Residents can also use private treatments rooms for their health care needs.

### COOKING

Our chef at Arran House is a Nutritional Champion. This has been awarded to her by the Social Care and Social Work Improvement Scotland and is one of only a handful of such chefs in the country.

### CARE CATEGORIES

We can provide care for the following categories of care:

- Frail Elderly (Nursing & Residential)
- Dementia
- Young Physically Disabled
- Respite Care

# YOUR HOME

## YOUR ROOM

There are a wide variety of rooms available at Arran House. Most rooms have en-suite facilities, and some have sink vanity units.

We encourage everyone to take ownership of their own room by decorating and furnishing it to suit themselves (all items of furniture must confirm to current fire regulations).

Included in your room is single bed, wardrobe, a chest of drawers and a bedside table with a lockable drawer. Your door will also have a lock and a key will be made available for your use.

You will have a wireless nurse-call system which can be placed within reach at all times.

There is a radiator which you can adjust the temperature of, and a window which you can open.



## GARDENS

There are large gardens to the front of the care home as well as a central courtyard.

## SMOKE ROOM

There is a dedicated smoking room for use by residents of the home.

## BATHROOMS

There are bathrooms, showers and toilets located throughout the home in addition to any en-suite facilities a room might have.



## LOUNGE & DINING

There are lounge and dining areas on both floors of the Home.



# CHARTER OF RIGHTS

Central to our Philosophy of Care is the respect for the person as an individual and the encouragement for a high quality of life irrespective of their ability.

## **Personal**

- You will be called by the name of your choice, and will be treated as an individual.
- You can care for yourself as far as you are able and your dignity will be respected.

## **Privacy**

- Your personal privacy will be respected at all times.
- You can lock your own room door and you can invite whoever you choose into your room (except in cases where personal security may be compromised).

## **Lifestyle**

- You can live the lifestyle you choose.
- The service you receive will be anti-discriminatory and responsive to your race, religion, culture, language, gender, sexuality, ability and age.

## **Independence**

- You can maintain your independence.
- You can take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved – as detailed in your risk assessments and Person Centered Plans.
- You can make personal life choices such as what food you eat and what time you get up and go to bed
- You can take an active part in any decisions about daily living arrangements that affect your life.
- You can use outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this.
- You can look after your own medicines, where directed by your G.P. or other health care professional.
- You can control your own finances, if you are able to do so.
- You can access a formal complaints procedure and to be represented by a friend, relative or advocacy worker if necessary.

## **Participation**

- You can participate in all aspects of your care and support, environment, staffing, management and leadership.
- You can be involved in developing and reviewing your own person centered plan.
- You can access your own personal records and information relating to decisions made with all staff that affect your life.
- You can vote at elections.

## AIMS OF ARRAN HOUSE

- To provide 24 hour person centred care to all service users, to a level of excellence.
- To ensure all prospective clients have sufficient information to allow them to make an informed choice of Care Home.
- To ensure we provide Meaningful Daily Activities by providing our service users with things to do, people to see and places to go taking account of their individual interests and aspirations
- To strive to maintain full occupancy levels.
- To ensure a safe and comfortable environment is maintained at all times
- To ensure a robust recruitment, selection and registration process in line with current legislation, involving service users where possible.
- To ensure that all staff aspire to the Standards and Quality set out by the Social Care and Social Work Improvement Scotland
- To ensure all staff meet the required qualifications and registration requirements for their role.
- To ensure residents and / or carers are encouraged to participate in decision making in regards to Quality of Care and Support, Environment, Staffing and Management

## COST OF CARE

### **Our Charges are in line with the Local Authorities prices.**

Charges increase in April each Year. These increases are decided by the Scottish Executive and the Local Authority.

You will receive a copy of our “Residency Agreement” which must be signed, detailing the contractual issues in accordance with the National Agreement between COSLA and Scottish Care.

Your Social Worker will carry out a financial assessment. This will include noting your income at present, any other benefits to which you will be entitled to, details of any savings you may have and if you own your own property. You will be notified by the Local Authority of how much your weekly charge will be.

You are responsible for notifying the Council of any change to your financial circumstances.

If you require assistance to manage your finances this can be either your family or the Home can arrange for the owner to do this on your behalf. This arrangement will be reviewed with you at each review to ensure you are happy with the arrangements.

# CARE & SUPPORT

Before making a decision about where to live you and / or your representative are welcome to visit the Home at any time to view the facilities and we will provide you with a copy of our most recent Social Care and Social Work Improvement Scotland Inspection Report. If you wish, you may make a return visit, spend an hour, an afternoon or a day within the Home to assist you in reaching your decision, we can provide you with details of advocacy services if you do not have a relative/ representative to help you reach a decision.

## MOVING IN

When you move in a member of staff will help you to settle in and introduce you to others in the Home. Your Named Nurse/ Key worker will assist you and your relative/ representative if required in the development of your Person Centered Plan. This plan will reflect your likes, dislikes, and details of what care and support you require including what you would like to achieve while living in the Care Home.

Your Key worker will be responsible for supporting you with your care and support needs.

Your Named Nurse/ Key worker will encourage you and your relative/ representative to participate in all decisions made in relation to all aspects of your personal and social care, e.g. how you spend your day, when you wish to go to bed/ get up, what you want to wear, the administration of your medicines etc providing support and assistance as required. If there are any "risks" in relation to any aspects of your daily life these will be discussed with you and your relative/ representative and recorded on risk assessment documentation.

A review meeting will be arranged one month after admission then at least every 6 months thereafter to discuss your Person Centered Plan, with yourself, and / or your representative. This can be in a format that you choose. If your needs change, a review may be held more often. You will be given a copy of your personal centered plan, and all review forms.

## VISITING

Your family and friends are welcome to visit at any time between 9am and 9pm. Visitors are respectfully asked to vacate the Home by 9 p.m. Arrangements can be made to stay later if required. Your visitors are welcome in any of the sitting rooms, garden area or your own bedroom.

**The HOME OPERATES A NO SMOKING POLICY**

**ALL BEDROOMS ARE STRICTLY NON SMOKING.**

## PARTICIPATION

You will be invited to participate in decisions in relation to the Quality of Care and Support we provide by being involved in developing and reviewing your own person centered plan chairing or attending meetings, completing Questionnaires and reviewing policies etc if that is your wish.

## FIRE SAFETY

We have a Fire Safety Officer who carries out Fire Risk assessments and Fire training in accordance with current legislation.

The Fire Alarm is tested weekly and recorded.

## YOUR HEALTH

Your Named Nurse is responsible for monitoring your health by means of regularly recording weight, BMI, blood pressure, nutritional status, skin condition.

We also offer 'Flu vaccinations annually and other Health Screening checks as required.

We have an in house GP service who visits the home once weekly Tuesday or Wednesday. If GP services are required at any other time this will be arranged.

We can also arrange visits from Dentists, Optician, Chiropody, CPN, Dietician, Physiotherapist, Speech Therapist, Continence advisors and Tissue Viability nurses, as required. There is no charge for these services unless you request a Private Practitioner. If it is your preference to attend external appointments you will be supported to do so. Residents in receipt of Free Personal Care Allowance may be required to pay for optician and dental services.

If you require to go to Hospital for appointments, either your family or a member of staff can accompany you.

A trained nurse will assess your ability to self medicate. If you are unable to safely administer your own medication as prescribed by your GP, a trained member of staff will assist you with this. They will also be responsible for ordering your medication from the GP and having it delivered from the Pharmacy.

Our staff is fully trained to look after you in the event that your needs become such that you require End of Life Care within the home.

We will fully support you and your family during this time respecting your wishes providing any information you require.

## DIETARY REQUIREMENTS

All meals are included in the weekly charge. Drinks, Home baking and fresh fruit are available at all times.

Breakfast is served from 8 a.m. till 11 a.m. There is a choice of fruit juice, porridge, cereals, cooked breakfast, toast or bread with a selection of preserves and tea or coffee.

A 2-course lunch is served at 12 noon including home made soup daily, and a 2-course evening meal is served at 4 p.m. A choice is available at all meals.

Supper is served at 7 p.m. and consists of a choice of sandwiches, yoghurts etc. Tea and toast is served at 9 p.m.

All your likes and dislikes and dietary requirements are catered for including cultural preferences. Special diets e.g. diabetic, soft, etc. are available.

We have the support of a Dietician and Speech Therapist to assist us in meeting the dietary requirements of all our residents. You will be assisted with your meals if required. Adapted cutlery will be provided if required.

## LAUNDRY

We offer an in-house laundry service at no extra cost. We advise you of the following:

Laundry staff will name tag all your clothing or you can do so yourself if you wish.

All articles of clothing must be MACHINE WASHABLE and suitable to be dried in a TUMBLE DRIER.

DRY CLEANING can be arranged for which there will be a charge.

**All nightwear must be Fire Retardant. The Proprietors will not be responsible for clothing which is lost misplaced because it is not named.**

**If you wish to supply your own bedding, bed covers etc, these must be Flame Retardant.**

# CARE & SUPPORT (CONTINUED)

## HAIRDRESSING SERVICE

The hairdresser visits the home weekly. You will be assisted to visit your own hairdresser in the local community if you wish.

**There is a charge for Hairdressing services.**

## TOILETRIES

You will be provided with anti-bactericidal liquid soap and paper towels/ hand towels/ bath towels and facecloths.

Personal toiletries are not provided.

## NEWSPAPERS & JOURNALS

Newspapers are delivered to the Home daily. These are charged at cost price.

## TELEPHONE

You can make and receive calls from the Homes telephone in the privacy of the Office.

If you would like to you can have a telephone installed in your bedroom. If so the Manager will make the necessary arrangement with British Telecom. You are required to pay for any installation charges, line rental and calls made.

## ALCOHOL

You may enjoy alcoholic refreshment if you wish. This can be supplied by your family, or arrangements can be made to purchase this on your behalf. In certain circumstances Staff may monitor your intake.

## RELIGIOUS SERVICES

Services from a variety of denominations are available, and you may attend any of these as you wish or be supported to visit your own local church. Information regarding local church/ chapel service times etc are on display in the home. Religious days information is also available

## SECURITY

We have a Security system operating on the main entrance. You will be given the code to the keypad in order for you to come and go as you please. However, please note that if you are unable to come and go as you please staff would carry out a risk assessment with you and/ or your relative/ representative and your person centered plan will detail this.

### ALL VISITORS ARE REQUIRED TO SIGN IN AND OUT

You are advised not to keep large sums of money or valuables in your room.

You will have a locked drawer facility in your bedroom, to which the Manager will have a master key. There is also the facility to lodge valuables or sums of money in the office on a short term basis until other arrangements can be made for safe-keeping. You are also advised that any items of value you do keep in the Home are insured under your own insur-

## ACTIVITIES

On admission we will develop a personal meaningful activities programme with you to ensure we provide you with the opportunity to maintain your independence and to have things to do, places to go and people to see.

### ACTIVE

We believe that to keep active is a necessity. Staff will assist you to continue to visit local places of interest to you e.g. your local pub, bingo hall, favorite restaurant etc

We will also arrange for you to be given the opportunity to take advantage of local initiatives e.g. silver senior club at the time capsule (bingo afternoon) or reminiscence education at Summerlee heritage park

We can arrange outings further away e.g. day trips for places that you would like to visit.

### DAILY

On a daily basis, if you prefer, we will support you to do the things that make your days more meaningful to you e.g. tidying and cleaning your bedroom, baking for afternoon tea and putting away your own laundry

We also have a weekly activities programme planned in advance that takes account of the activities our individual service users enjoy. These activities are planned for the days and times our residents most enjoy them.

Some activities that our service users have requested which are carried out regularly include: sing-a-longs, current affairs, reminiscence, dominoes, knitting, quizzes, twice weekly physical exercises which are important for your physical and mental well-being.

## ENTERTAINERS & PARTIES

We have entertainers who regularly visit the home. They will put on performances where they sing & dance

We will also celebrate your birthday in a way you like whether by going out to celebrate or by enjoy an in house party.

We also have a multi-cultural calendar and this has dates for the month for different celebrations that go on around the world, special occasions e.g. Christmas, Burns Night, St. Patrick's' Day Valentines Day are also celebrated.

### MINI-BUS

We have our own specially adapted wheel-chair accessible mini-buses for the use of our residents.

This service is provided at a subsidised rate .



# MANAGEMENT & LEADERSHIP

## THE MANAGER

The Care Home Manager is responsible for the day to day running of the Home and is available to answer any questions.

The Care Home Manager is a Registered Nurse

She is supported by a team of registered nurses

Most of our Care Staff have SVQ Level 3 in Direct Care, Social Care or Health Care. All care staff are working towards an SVQ and are supported to develop their leadership skills.

All staff undergo statutory training in Health and Safety, COSHH, Moving and Handling, and Fire Safety. All training is delivered in accordance with current best practice guidelines and legal requirements.

All new Staff will undergo a comprehensive induction program to ensure they have the required knowledge and skills.

## QUALITY ASSURANCE & LEGAL RESPONSIBILITIES

We will undertake a 6 monthly self assessment with the full involvement of residents, relatives and staff to assist us in evaluating the quality of our service and will have all the required policies and documentation in place to assist us in this.

## CONTACT

### **Manager:**

Heather Clark

01236 762 242

ArranHouse@citcltd.com

### **Finance:**

01236 762 242

## STAFFING

The staff providing your care and support will have been employed following a safe recruitment process which includes a Disclosure Scotland criminal records check, professional register checks and at least 2 written references. Some of our residents are involved the recruitment process e.g. Interviewing Staff and being involved in 13 week staff evaluation

There is a staff development plan which ensures all staff receives training relevant to their role.

There is a Registered Nurse in Charge of the Home 24 hours a day. All Nursing Care is delivered by a team of fully qualified Nurses.

Nursing Staff are supported by:

- Senior Carers and Care Staff
- Activities Co-Ordinator
- Fully Qualified Chef and Kitchen staff, all of whom are trained in Food Handling and work in accordance with North Lanarkshire Councils Cooksafe guidelines.
- Domestic and Laundry Staff, all of whom are trained in COSHH Health and Safety, and Infection Control in their own areas.

## WHAT IF I DON'T SETTLE IN THE HOME?

The first 4/6 weeks is a trial period. If you decide that you are not happy with the Home, and we are unable to resolve your difficulties, you have the right to move on to another Home. Your Social Worker will be informed, and will assist you in selecting another placement to suit your needs.

There will be a Notice Period required at this time. If you move within the Notice period, you will be liable to pay for the remainder of the Notice Period.

In the event that we believe that we are unable to continue to meet your needs, we will similarly arrange a review with a social worker and arrangements will be made to find suitable accommodation. There will be a period of notice given.

The Management and staff will fully support you with "Moving On".

## WHAT IF I'M NOT HAPPY?

Especially when you first arrive in the Home, there may be issues you are unsure about. It is very important that you and your family keep an open dialogue with staff to ensure minor issues do not become major ones. Please feel free to use our complaints procedure if neces-

## HOW DO I COMPLAIN?

If you or your representative has a concern or a complaint, please be sure and speak to a member of staff right away. They may not be able to fully answer your concern, but they will pass it on to Care Home Manager or the Deputy Manager as soon as possible.

All concerns or complaints are treated with seriously and you will be given a response within 28 days.

If the issue is not fully resolved in that time you will be kept informed of proceedings till the issue is resolved to everyone's satisfaction.

A record of all complaints are kept and audited.

If your complaint is not resolved to your satisfaction, you are asked to contact Mr E. Murn-ing, who will personally deal with any outstanding issues.

You have the right to take your complaint to the Local area Social Work team or to the So-cial Care and Social Work Improvement Scotland's Inspection Team. We would appreciate the opportunity to deal with your complaint before going to the Social Care and Social Work Improvement Scotland or Social Work Department.

The Scottish Commission for the Regulation of Care.  
S.W. Region, Princes Gate, Castle Street,  
Hamilton, ML3 6BU Tel 01698 208150