

# Arran House

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Annual Report – 2011

## **OVERVIEW**

This report outlines the events and changes that have occurred in Arran House throughout this year. It has been an eventful year for Arran House with some very positive events and changes in the way we deliver a quality service to all the Residents who live here.

I would like to thank everyone who has contributed in any way to assist us in caring for our residents over the past year.

Throughout the year we have seen a change in Activities Co-ordinator to Heather, who gets a great deal of assistance from the committed staff at Arran House to ensure our residents have a variety of meaningful activities to ensure their day is fulfilled.

This year also saw a change in Manager. Heather, who was manager until September, led her team through Care Commission inspections. She has since left the company. Tom Rodgers commenced employment with the company as Home Manager in September and is impressed by the level of commitment and care he has seen in Arran House. Tom is looking at a variety of approaches to further improve the care and welfare of residents here and is looking to gather views and opinions from residents, relatives, visitors and staff about how best to take the home forward in the coming year

## **HOW ARE PEOPLE INVOLVED IN ARRAN HOUSE**

We try to involve all stakeholders in the running of Arran House through meetings. These are held over the year involving residents, relatives and staff. Through questionnaires distributed throughout the year we get feedback from residents, relatives, staff and from the wider multidisciplinary team. We then draw up action plans to address any issues highlighted. All minutes are published and pinned to the appropriate notice boards. This year we also asked for feedback from all stakeholders on a wide range of issues including new policies and residents being involved in staff selection and interview if they so wish.

## **WHAT STAFF TRAINING HAS BEEN UNDERTAKEN**

Over the year there has been a variety of training undertaken by staff at Arran House. This includes all mandatory training carried out on a yearly basis and other specialised training incorporating different illnesses and conditions, oral health, eye treatments, wound care and palliative care as well as dementia training which will have a greater focus on next years training plan. We are also looking to different agencies including Routes to Work, in order to secure funding to enable staff to commence Scottish Vocational Training (SVQ) in the field of health and social care with a view to having all staff complete SVQ 2. A number of our staff already have SVQ 2 and we have six staff already qualified for SVQ 3.

## **HOW MUCH MONEY HAS BEEN RAISED AND SPENT IN THE RESIDENTS FUND**

We have a very supportive group of staff and relatives within the Care Centre who participate in activity nights and special occasions. Fund Raising is mainly from football cards, bonus balls, raffles and sponsored walks. We have raised in excess of £430 and this has been used for entertainment such as singers for parties an outing to Ayr and the purchase of games and the Christmas party.

## **WHAT LINKS DO WE HAVE WITH THE COMMUNITY AND OTHER CARE HOMES**

As we are part of a small group of Care Homes we naturally are in close contact with the other homes. As Arran House is in the same grounds as Skye View we share entertainers and parties. We have Church groups attend to hold services from different denominations. During the year we have pupils from the local schools in for work experience and students from the colleges for work placements. We also have visits from the local primary schools when the children sing and entertain the residents. The advocacy service has been instrumental in involving our residents with meetings and putting forward their ideas for the care they expect and participating in the running of the home.

## **WHAT SIGNIFICANT ACTIVITIES AND EVENTS HAVE TAKEN PLACE**

We celebrated everyone's birthday over the year all of which were special days with cards and cakes. Throughout the year we have had entertainment afternoons and nights with various entertainers which have been enjoyed by the residents and visitors. We also arrange shopping trips for residents and have had our local chemist come to the home to present a gift shop where residents and staff could purchase perfumes and toiletries at discount prices. We all enjoyed a Halloween Party and a Fireworks display in October and November. Some of the residents went to the Pavilion in Glasgow to the Pantomime Peter Pan. As the year draws to a close we are looking forward to the Christmas Party and the New Year.

### **WHAT SPECIAL MEALS HAVE BEEN SERVED**

Through the year there have been many special days marked with themed celebrations and special meals. We had a Burns Supper for Burns night, celebrated the Chinese New Year with a Chinese meal and had special meals and parties to mark St. Patrick's Day and St. Andrew's day. Christmas and New Year will also be celebrated this year with great food and great company. The decorations are up, the snow is on the ground, the Christmas films and songs are playing round the clock and everyone is getting in the Christmas mood. Families are encouraged to participate in their loved one's festive experience and we look forward to the New Year

### **FUTURE PLANS**

Over the coming year we hope to continue to raise funds for the residents fund to provide a wide range of activities and entertainment. We hope to embark on more trips out and perhaps weekends away. When the spring comes we are looking to enhance our garden area and maybe starting a gardening club with a small greenhouse. Some of the men might appreciate the Beer and Dominos club we are introducing at Arran House Staff Training will continue to be high on the agenda for 2012 and we will continue to improve in delivering a quality service to residents and their visitors at Arran.

We expect this coming new year to be a very positive and fulfilling year for all the residents, staff and relatives.

THANK YOU TO EVERYONE FOR ALL YOUR HARD WORK AND COMMITMENT THROUGHOUT THE YEAR.

*Tom Rodgers*  
Care Home Manager