



Dear friend,

Thank you for your enquiry regarding accommodation within Abbeyfield House and we hope that we can soon welcome you as a resident. Please contact us by telephone if you would like to arrange a visit to the House.

We enclose our Residents Information Pack, which provides details of the procedures and requirements necessary in becoming a resident of Abbeyfield House. The information contained in the pack also provides a flavour of life with us. Further information can be found at **www.abbeyfieldirvine.org**

An Application Form along with a note of our charges is also enclosed and we look forward to hearing from you should you consider applying for residency in Abbeyfield House, Irvine.

Kind regards

Yours sincerely

Tricia Morrison

Tricia Morrison
Unit Manager

Abbeyfield (Irvine & District) Society Ltd
Abbeyfield House
1 Kilwinning Road
Irvine
KA12 8RR

Telephone/Fax 01294 279019

Care Home Application

If you choose to fill out this application, your personal data will be kept in accordance with GDPR Regulations and Abbeyfield's own Privacy Policy.

Applicants Full Name	
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Date of Birth	
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Current Address	
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Telephone number	
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PRIVATE AND CONFIDENTIAL

Abbeyfield (Irvine & District) Society Ltd operates as an equal opportunity society. Each resident has the right to be treated as an individual and have his or her holistic care met without prejudice

<p>Current Housing</p> <p>Do you experience any problems with your current housing?</p> <p>(Please describe)</p> <p>Are you an owner occupier/leaseholder/tenant or licensee</p>	
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<p>Support & Help</p> <p>Do you currently receive any help? i.e. home help/meals on wheels.</p> <p>Do you have a guide dog or have visiting carers? Please provide details.</p> <p>Is this support sufficient?</p> <p>Do you feel you need different services?</p>	
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<p>What are your interests & hobbies?</p>	
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<p>Do you have any specific spiritual or cultural needs we could assist you with?</p>	
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<p>Do you smoke? Please note that Abbeyfield House operates a no smoking policy in bedrooms</p>	
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Your Representatives

Your Sponsor: At Abbeyfield House we like each resident to nominate a trusted friend, relative or next of kin to provide outside support if you need it and whom we can contact in an emergency. We call this person your sponsor or representative. Please provide the name and address of the person you choose as your sponsor. If you do not know anyone who could do this, please say, in order that we can identify someone. Please note that having a sponsor is not a condition of admission.

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Power of Attorney: If you have granted someone Power of Attorney over your affairs, please provide their name and address.

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Why Abbeyfield House? It helps us if we know why you want to move into Abbeyfield. Please tell us your reasons.

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How soon would you like to move in?

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Declaration

The information provided in this application is correct. I have read and understood the Abbeyfield (Irvine & District) Society Ltd admission criteria. I understand the level of care and support provided by the house.

Signature		Date	
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Your health

<p>Details of your Doctor</p> <p>Please provide name, address and telephone number of your Doctor</p> <p>How long have you been his patient?</p>	
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Declaration

I authorise the Unit Manager of Abbeyfield (Irvine & District) Society Ltd to request information from my Doctor regarding my health.

Date		Signature	
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Please print your name	
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Financial Statement**Private & Confidential**

Name	
Address	
Residential Status	

Do you own your own home?	
If yes, what is it's value?	

Weekly Income

State Retirement Pension	
State Allowances	
Occupational Pension	
Any other income (Please detail)	
Total Weekly Income	

Details of Bank and Building Society Accounts	
Bank Name and Address	Building Society Name & Address

Signature of Applicant	
Signature of Accountant/Bank Manager – I confirm the above correct	

Abbeyfield House Irvine

Weekly Charges with effect from July 2018

Residential Care

Single Room	£728.69
Double Room	£703.69

Nursing Care

Single Room	£846.55
Double Room	£821.65

Abbeyfield will accept residents funded by the Social Work Department at Social Work Rates despite this being lower than the true cost of care at Abbeyfield. Self-funding residents may be entitled to Free Personal or Free Personal and Nursing Care. This entitlement is deducted from the weekly fees. Self-funding residents should contact the office when their funds reach £23,000. This will allow the necessary funds to be sought. Fees can be paid weekly or monthly by invoice or bank standing order. Fees are reviewed on an annual basis.

Free Personal Care	£174.00
Free Personal Nursing Care	£253.00

Hairdressing, newspapers, outings and personal toiletries can be purchased at an extra charge, with your agreement.

Hairdressing £7.00 set
 £25.00 perm

Newspapers and magazines as priced

Dry Cleaning as priced

Mobile Clothing shop as priced; coffee outings as priced; personal toiletries as priced.

In the absence of free provision by the NHS the following can be purchased from private companies:

Chiropody as priced

Optician as priced

Dentistry as priced

Physiotherapy as priced

Transport to and from hospital appointments as priced.

Abbeyfield House Irvine

Mission Statement

'My home' not 'a home'

Our aims are:

- To provide person centred care to everyone
- To take a holistic approach to care provided
- To retain and promote community interaction
- To provide companionship
- To provide security
- To promote independence
- To provide individual care
- To provide social care
- To provide social stimulation
- To encourage a friendly environment
- To provide relaxed and comfortable surroundings
- To promote client participation in the daily life of the home

Abbeyfield House Irvine

Statement of Purpose and Function

Purpose and Function:

- To provide the elderly and frail members of the community with a home; which is professionally administered by trained care staff. Secure, comfortable and affordable surroundings and giving companionship in a small household.
- We aim to assist residents to live at Abbeyfield Irvine to provide the level of care required by an individual, without impinging on the lives of others. This care takes a holistic approach.
- Residents have the opportunity to live an independent life that is full of rewards and challenges. Residents are encouraged to fulfil their hopes and expectations and enjoy new experiences. They remain members of the community with the right to make informed choices about their life and to take reasonable risks.
- Residents participate in the daily life at Abbeyfield and are assisted to plan their own routine and care.
- Need, vulnerability and loneliness remain prime consideration in the selection of the residents.
- The privacy of each resident's room is respected and visits from friends and family and neighbours are positively encouraged.
- Residents are valued members of the household and their thoughts and opinions are sought when decisions about the household are required.

Abbeyfield House Irvine

A short history

Abbeyfield (Irvine & District) Society Ltd. 1 Kilwinning Road Irvine was originally opened in 1975 by members of the Rotary Club of Irvine as a supportive house with 7 bedrooms. It continued as such until the Executive Committee decided in 1995 that it was no longer viable as a small unit. There was an obvious need for a residential home in the town so construction of a 2-storey extension providing 22 en suite bedrooms was embarked upon. Finance was provided by Scottish Homes and the new building was opened in September 1997. A further 4 bedrooms were added in 2006.

The House is administered by an Executive Committee some of who remain Rotary members. The committee consists of a Chairperson, Treasurer and Secretary along with 6 committee members, each has been chosen for their knowledge and experience.

Our Care Home

Abbeyfield House, Irvine is a Care Home for frail elderly men and women who need long term help with dressing, walking, general care and social stimulation. We aim to provide physical and emotional support in a family atmosphere whether the need is for residential or nursing care. Independence and privacy of residents is respected at all times, which has resulted in our policy of allowing the furnishing of bedrooms with their own belongings.

The house is situated on Kilwinning Road, close to the Marress traffic lights. It is a 2-storey extended family home with a single floor wing to the front and provides a total of 26 beds. Four of the larger rooms can accommodate two beds. All rooms have en suite facilities with showers. The main bathroom has a hospital style bath with a hoist for the very frail.

We have a state of the art laundry system, which not only cleans gently but also kill viruses and super-bugs. The main lounge and dining room has a ventilation system, which keeps the air fresh and odour free.

A well-kept garden is available to all residents; this incorporates a sheltered patio and a secure and sunny inner garden.

Our staff and services

The house is managed by Tricia Morrison and her Deputy, both of whom are qualified nurses and experienced carers. Other staff includes Senior and Junior carers, activities support worker, cook and domestic staff. A hairdresser calls once per week and a dentist, optician and chiropodist can be called when required. Various activities are on offer on a daily basis and outings and entertainment are arranged by our full-time Activities Team for those who wish to take part.

Abbeyfield House Irvine

Meals at Abbeyfield

We realise that meal times are an important part of daily routine and we have formal dining arrangements in place to accommodate this. Residents who wish to eat alone can of course be accommodated.

Three full meals per day are provided with snacks and drinks available throughout the day and night. Our experienced cook has an understanding of our residents' needs and spends time with them to establish their preferences. Every effort is made to accommodate these in addition to any special dietary needs.

Guests may be invited for coffee or a meal and a private room can be provided for this purpose.

Outings are a major feature of life at Abbeyfield and if no suitable eating place can be found the renowned 'Abbeyfield Picnic' comes into it's own!

During the summer months a Barbecue with entertainment is held which is always thoroughly enjoyed by all. The residents also celebrate the local Marymass Festival.

Birthdays are normally celebrated with family and friends along with the other residents and staff, the size of the function entirely being of the resident's choosing.

When Christmas comes along we really get into the party mood, with an evening of fun and music to which friends and family may be invited.

Activities and outings

We have a full-time Activities Team who have a wide experience of physical, mental and social stimulation. They are highly qualified in the care field with a wealth of practical experience. In addition to this they continually strive to increase their knowledge by attending training courses and visiting other units. The enthusiasm is such that everyone becomes involved in activities and outings.

Group activities include coffee afternoons, word searches and quizzes and sing-a-longs. In addition to these practical groups are encouraged, needlework, baking, flower arranging and gardening are among the activities provided. We are of course aware that not everyone wishes to participate in group activities so time is set aside for one-to-one sessions.

Our philosophy in Abbeyfield is to encourage residents to retain or regain their community links and so visits to the library, shops etc. feature in our day-to-day activities. The proximity of the town centre to the house means that, weather permitting, residents can walk to the shops.

Abbeyfield House Irvine

Care at Abbeyfield

We are able to provide Physical and Mental Care on an individual basis. Needs range from Residential Care – prompting with minimal assistance, to providing full Nursing Care – residents who require to have all their needs met by staff. Hospital admission is only when hospital treatment is necessary.

By being able to provide a full range of care, residents are able to remain with us until the end of their life. The care being provided is by trained staff whom residents know and trust. It is everyone's wish to stay at home and we consider Abbeyfield their home.

Abbeyfield House

Irvine

Admission criteria

In order to be admitted to Abbeyfield House, Irvine for assessment, the following conditions must be satisfied:

- Men or women over the age of 65 in need of residential or nursing care.
- Priority is given to applicants from the local area or those with relatives in the local area.
- Applicants require to have care needs and social needs.
- Applicants should have the potential to have their needs met within Abbeyfield House.
- Applicants must allow Abbeyfield to seek a medical report from their Doctor.

Conditions of Admission

1. Any person over the age of 65 may apply for admission to Abbeyfield House. It should however be noted that the average age of people in residential care is 87 years of age.
2. Abbeyfield House is open to both men and women.
3. The criteria considered towards admission are the degree of social need and care needs of the applicant. No admission can take place without a full study of relevant social, medical and financial factors.
4. Application into long-term care should only be considered after all other community services have been found to be inadequate or inappropriate to meet the needs of the elderly person.
5. Priority will be given to elderly people who no longer feel secure in their own homes and those who need companionship and friendship along with extra physical care. Every application will be assessed on these terms and admission to a care home will only be possible when information and assessment of all factors have brought mutual agreement that admission to the home is essential and seems to be the correct solution to the circumstances and needs of the applicant.
6. Once it is agreed that a care home is the best resource for the client, they will be admitted for a four-week assessment. During this time both resident and staff will assess whether Abbeyfield House is meeting the needs of the resident. Following the four-week period, the resident and supporting team, including the field Social Worker will review and assess the continuing prospect that return to the community might be desirable and possible.

Abbeyfield House Irvine

Conditions of Admission (continued)

7. In signing the application form, the intending resident gives the Abbeyfield Society authority to contact a Doctor to obtain a medical report. This is essential to assist the staff with their assessment. In some situations the medical circumstances are critical factors in understanding and meeting the needs of the person involved. It should be noted that Single Care Homes provide varying degrees of nursing care. There will be occasions when an application may be rejected on the grounds that the degree of medical, physical or psychiatric need of the applicant could not be adequately met within the home. Applicants will be so advised in order that they may seek relevant care through the appropriate medical services.
8. Following a successful assessment period the resident will remain in Abbeyfield House and make it their permanent home. Residents and their sponsors will be asked to sign an occupancy agreement. This has been drawn up for the benefit of all concerned.
9. Should the assessment be unsuccessful, every effort will be made to find a suitable resource for the client.

If you have to leave

Whilst the main objective at Abbeyfield House is to preserve individuality and personality and to maintain skills and interests of daily living, it is identified that for some individuals the deterioration in their physical and mental health may be such that their needs are no longer being met. Individuals would require to move to an alternative resource in the following circumstances:

1. Once it has been identified that an individual's needs are not being fully met within Abbeyfield House, full use should be made initially of the keyworker and review systems to provide an opportunity for a more suitable care plan to be implemented. This will be decided by senior staff as shall the duration of this interim care plan.
2. Resident's sponsors and relatives will be made aware, be kept informed and play an active part in this process.
3. It is important that staff remain professionally objective throughout, whilst maintaining a sensitive approach with residents and relatives.

Abbeyfield House Irvine

If you have to leave (continued)

The process is as follows:

1. Keyworker team and supervisor identify that residents' needs are not being met at Abbeyfield House.
2. An interim review is called during which relatives and sponsors are made aware of the staff assessment and of the possibility that Abbeyfield House may no longer be a suitable resource.
3. A short-term careplan is devised and put into operation.
4. Relatives and sponsors are kept fully informed throughout the operation of the careplan.
5. A further review is undertaken. If the goals have been successfully achieved, the resident will remain in Abbeyfield House. If however the goals have not been achieved, a more suitable environment will be sought.

It is always our hope that residents will remain in Abbeyfield for the remainder of their life.

Abbeyfield House Irvine

Residents Charter of Rights

It is intended that this Charter should provide the basis of what residents should expect during their stay in Abbeyfield House, Irvine. The list is not exhaustive and will be amended in light of our experiences and residents expectations.

Each resident has the right to:

- Be treated with dignity at all times and to be treated as an individual irrespective of the disabilities or frailties they may have.
- Pursue independence, responsibilities and choice where they do not infringe on the rights of others.
- Privacy in relation to their belongings, financial and personal affairs.
- Have their cultural and religious needs accepted and respected.
- Have their physical, sexual and emotional needs accepted and respected.
- Take care of themselves as far as possible with appropriate assistance if required.
- Be informed of new procedures and to have these explained, have the right to comment and express opinions, which will be heard.
- Mix with other people in the community either by visiting or inviting others into the residential home.
- Have assistance where necessary and practicable to access the facilities available within the wider community, such as medical, social, educational, leisure and other services.
- Establish a residents group and freely nominate a representative to serve on such a group.
- Have free and clear access to the complaints procedure.
- Have confidentiality respected in relation to medical and personal information; obtain access to information held on file and to know the basis on which this information is shared with others.

Abbeyfield House Irvine

Compliments, Comments and Complaints

Residents, relatives and friends should feel free at any time to comment on the standards within the House. A comments book is kept in the entrance hall for this purpose. Comments may be made anonymously if you wish. The Unit Manager reviews the comments made regularly as do members of the Executive Committee, appropriate action being taken as required.

Should you wish to make a complaint, this should be put in writing to the Unit Manager who will inform the Chairperson of the Executive Committee. All complaints will be investigated and a written response provided within 28 days of the initial complaint.

Should the complaint relate to medical care, a letter stating the nature of the complaint should be forwarded to the local health board.

Residents or relatives may communicate their misgivings to the Housing Association Ombudsman for Scotland. They also have the right to complain directly to the Care Inspectorate, which is the registering authority for the unit.

Relevant contact information is as follows:

CARE INSPECTORATE

Renfrewshire House
Paisley
PA1 1BF
 0345 600 9527

NORTH AYRSHIRE COUNCIL

Social Work Dept.
Bridgewater House
Irvine
 01294 324800

Use of Personal Data:

UK Information Commissioner Office (ICO)

<https://ico.org.uk/concerns>

 0303 123 1113

Abbeyfield House Irvine

Frequently asked questions

Who may become an Abbeyfield resident?

Anyone over pensionable age who no longer feels able to cope or does not wish to live alone at home. Particular consideration is given to local people (or those with local connections). Abbeyfield strives to practice equal opportunity and thus is open to all, regardless of gender, religious belief or ethnic origin. Preference is usually given to applicants in greatest need.

Can married couples apply?

Abbeyfield primarily caters for older people who are living alone, however, some married couples do live in Abbeyfield. We have four rooms which can be used as double accommodation if required.

What are the charges?

Charges vary between Abbeyfield Societies, enquiries should be made directly to the Unit Manager.

Will I have to share a bathroom or toilet?

All of our rooms have en-suite facilities.

Will you need to know my financial circumstances?

The Society will need to ask you how you will meet the charges and request you to sign an agreement to pay. All personal information is treated in the strictest confidence. You may wish to ask for help in claiming certain benefits. If not, your privacy will be respected.

Cooking is a real chore and I need a special diet. Can you help?

Abbeyfield House employs a qualified cook who is responsible for providing all your meals each day. There are flexible meal times with a choice of menu at each meal. We pride ourselves on our home baking. Special diets can be easily accommodated.

Abbeyfield House Irvine

Frequently asked questions (continued)

What is a sponsor?

Abbeyfield asks residents to nominate a trusted relative, friend or professional adviser to be their sponsor or representative, who can be contacted and consulted in an emergency. No financial involvement is required; it is the sponsor's continuing interest and support that is important. The role of the sponsor is to support you, ensure that your interests are met and to liaise with the Society on your behalf, especially in times of illness. If you are unable to suggest someone, we may be able to recommend someone suitable who lives locally.

Is smoking allowed?

Abbeyfield is a no smoking house.

What happens if I become ill?

If you have to stay in hospital for any reason, it is taken for granted that you will return to your room in Abbeyfield on your recovery.

What is a care home?

If you become unable to look after yourself in your own home, you may need the care provided by Abbeyfield House. This care ranges from low to high levels of dependency and all aspects of social care.

Will my room be decorated and furnished?

You would usually move into a partly furnished room with carpet and curtains, thus allowing you to bring your own personal furnishings within Health and Safety guidelines. Screens can be provided in double rooms to provide privacy as and when required.

Do I look after my own room?

You may do so if you wish and are able, however, Abbeyfield House employs a number of domestic staff covering different areas of the house.

Abbeyfield House Irvine

Frequently asked questions (continued)

May I bring my pet?

This is not always possible. Small or caged animals such as budgies and goldfish can be easily accommodated. Larger animals such as dogs and cats may be accommodated. Each case is treated on its own merits and this will be fully discussed with you.

What about a telephone and television?

A mobile telephone is provided which allows residents to take the handset to their own room in order to provide privacy when making a call. Calls are charged as advised by the operator. Television sets are provided in resident's lounges.

What happens if I have an accident?

Our staff are trained in first aid and there are specific procedures in place to deal with accidents. All accidents and incidents are recorded in appropriate legal documents.