



**Abbeyfield Irvine & District Society**

**RESIDENT WELCOME BOOKLET**

**ISSUE 2017**

**RESIDENT: \_\_\_\_\_**

**Date: \_\_\_\_\_**



## **MISSION STATEMENT - 'MY HOME NOT A HOME'**

### **AIMS:**

- To value each resident by providing person centered care
- 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 by listening
- To provide social care and social stimulation
- To respect and honor the values of all
- To promote and increase individual resident physical activity levels
- To encourage a friendly environment
- To provide relaxed and comfortable surroundings
- To promote client/relative participation in the daily life of the home

*THIS HANDBOOK HAS BEEN PREPARED WITH THE AIM OF SUMMARISING THE KEY ISSUES YOU SHOULD KNOW. STAFF WILL BE HAPPY TO EXPLAIN ANY ITEM IN FURTHER DETAIL.*

## **The Guiding Principals of the National Abbeyfield Society**

*The Abbeyfield Society, founded in 1956 as an expression of Christian concern for the elderly, is a co-operative effort by the people of faith and goodwill.*

### **MEMBERS OF THE ABBEYFIELD SOCIETY BELIEVE THAT:**

- Elderly people have an important role to play amongst their families, friends and community;
- Many people suffer from loneliness and Insecurity;
- Within the community the individual has an essential part to play in helping elderly people in special need.

### **THE SOCIETY'S PURPOSE**

*The Society's purpose therefore, is to provide the elderly with their own home within the security and companionship of small households, which can become focal points for the goodwill and friendly contact within the community.*

# Abbeyfield House

1 Kilwinning Road

Irvine

KA12 8RR

TELE 01294 279019

Residents Name:

Room No:

Key worker	Named Nurse

Your named carer will work with you as far as feasibly possible. They will discuss with you reviews and care plans, liaise with your sponsor if you wish and if you have any concerns or issues they will be able to help you.

**Deputy Care Manager:**            *Mrs Emma Hume*

Emma is employed as a nurse and will manage your care and nursing needs. Should you have any concerns she will be happy to discuss and liaise with your GP as required.

**Unit Manager:**                    *Mrs Tricia Morrison*

Tricia oversees the running of the unit. She will help to sort out your queries and help to keep you up-to-date with necessary issues.

## **TEMPORARY ABSENCE**

If temporary illness of a serious nature necessitates that the resident's removal to Hospital, their room will be kept locked and available for the duration of the absence.

## **FREEDOM OF CHOICE**

This is your home; you can go to bed and get up when you wish and have visitors when you wish. All that we ask is that you let staff know when you are out of the building. This is for fire safety.

## **VALUABLES**

Residents are encouraged that money and small valuable items are **securely kept in their room**. Alternatively **small amounts of money** can be kept in the **office safe**.

Residents & Relatives should be aware that **jewellery** of all kinds could be misplaced for various reasons within a residential setting. Therefore we ask that **sentimental and valuable items are taken home for safe keeping**.

**PLEASE ALSO SEE “RESIDENT PERSONAL PROPERTY” POLICY FOR FURTHER INFORMATION.**

## **INSURANCE**

The Society holds employer’s liability, public liability and buildings insurance. Residents’ personal belongings are not covered. Residents require their own insurance for personal property.

## **HEALTH & SAFETY**

The Society has Health and Safety procedures for the protection of residents and staff. A full copy is available in the office. The Society requests that you do not keep bleaches and other hazardous substances in your room. All electrical appliances will be tested on a regular basis.

## **FIRE PRECAUTIONS**

Procedures in the event of fire are displayed in all residents’ rooms and on the notice board. Residents are asked to ensure that they are familiar with the contents. **Fire alarms will be tested at regular intervals**. Please remember that all fire exits and means of escape (corridors, fire doors etc) must be kept clear at all times.

## **FIRST AID**

The Unit Manager keeps first aid boxes with identified first-aiders on site.

## **SMOKING**

There is a **no smoking** policy in Abbeyfield House.

## **YOUR ROOM**

The Society regards a resident's room as his/her home and expects staff and other residents to observe the right of privacy, subject to the Society's right of entry in case of emergency.

Whilst every effort will be made to allow residents to keep the same room throughout their stay, the Society must reserve the right to move a resident to another room whenever it seems necessary or desirable (e.g.: medical reasons, temporary relocation for decoration/repair etc.)

Residents are encouraged to bring ornaments and pictures to decorate their room. Items should not be fastened to the wall except by the consent of the Society.

Residents are encouraged to bring some items of their own furniture to their room. The following are suggested:

*Armchair* (this must comply with Safety Standards) *small wardrobe, chest of drawers, lamps, radio and television set, small table, footstool, visitor's chair, clock* etc... All *electrical equipment* will be tested by an electrician; any items found to be faulty will be required to get repaired at the expense of the resident.

Residents are encouraged to bring in a television if they wish. However, they are asked to control the volume so as not to cause an inconvenience and annoyance to other residents. A normal **licence fee** is required to be charged by law (where applicable). A **key** to a resident's room is provided if the resident wishes it.

## **VISITORS**

Residents are encouraged to invite friends and relatives to visit them at any reasonable time (see notice of visiting times). Upon admission your relative and yourself will be shown all the public areas; family room etc, as well as your relatives own room. This is your family member's home so please feel free to use these areas for your visits. We only ask that discretion may be used when your family member is in a shared room for obvious reasons. Speak to a member of staff if you have any queries.

Morning coffee, afternoon tea and supper are available.

## **MEAL TIMES AND REFRESHMENTS**

**Breakfast** will be served in the dining room each morning or in your own room **between 8.00am – 10.00am** where a choice is on offer.

**Morning Coffee** is available at **10.30am**.

**Lunch** is the **main meal of the day** served in the Dining Room between 12.15pm-2.00pm. Again there is a choice each day this is a two-course meal. Tea and coffee is served after the meal.

**Afternoon tea and scones** is served at **2.30pm** in the lounge or your own room.

**High Tea** is served in the Dining Room between **4.45pm and 6.00pm**. Again this is a varied menu.

**Supper** is available at **7.30pm**.

Staff are on hand throughout the night if you need a comforting **hot drink**. The cook is always happy to discuss meals and menu variations and is always on the look out for new recipes and any dietary requirements can be met.

There is a "**Family Room**" where visitors are able to make tea and coffee. If you are **out during mealtimes** and miss your meal, **staff will be very happy to prepare you a meal on your return**.

## **MEDICATION**

Upon admission, one of our Nurses will discuss your medication with you. They will discuss the medication you are prescribed, when and how you take these. Together you will decide who will administer them – yourself or home staff. Medication will be ordered by home staff.

# **HOW THE HOUSE IS ORGANISED AND RUN**

## **LEGAL DOCUMENTS**

We request that you do not ask staff to witness any legal or financial documents. Our Staff 'Conditions of Employment' do not permit this.

## **REPAIRS AND MAINTENANCE**

The Society aims to provide relaxed and comfortable surroundings; this can only be achieved by maintaining the building and its fixtures to a high standard. The Society will arrange for routine repairs and maintenance to a resident's room caused by fair wear and tear. These should be reported to a member of staff in order that work can begin as soon as possible. Accidental damage that is the responsibility of the appropriate resident should be reported to the Unit Manager as soon as they occur. Public area decoration and repairs will be carried out as and when they are needed. Residents and relatives should kindly report areas of the house they feel require attention.

## **PETS**

If you have been permitted to bring along your pet, we must stress that it is your sole responsibility. Please respect the feelings of other residents.

## **INVOLVING RESIDENTS**

Residents are encouraged to participate in resident's meetings, notice of times and dates will be displayed on the notice board. This is a forum for residents to voice their opinions and have their input into how the house should operate. Staff will have the greatest respect for the outcomes of these meetings.

## **ACTIVITIES**

Part of Abbeyfield Philosophy is when people move to Abbeyfield they remain members of the community. This will be achieved by Abbeyfield staff facilitating outings/entertainment. Activities are on offer through the day.

**The following forms a list of local amenities you may also wish to visit:**

Royal Bank of Scotland	Post Office	Pound Bargain Store
Bank of Scotland	Library	Laundrette
Lloyds TSB	Chinese Restaurant	Greggs Bakers
Clydesdale Bank	Peppermill Restaurant	Just So Hairdressers
Annie's	Local store –paper shop	Annfield Hotel
Lloyds Chemist		

**QUESTIONNAIRE**

Residents/relatives should feel free to complete questionnaire slips situated on the notice board in the main foyer. Residents are encouraged to speak to their keyworker about any issues. If they feel that this is not appropriate, then a senior member of staff is available to discuss any issues on a regular basis.

*THE MANAGEMENT TEAM ARE ALWAYS OPEN TO SUGGESTIONS AND WAYS TO IMPROVE LIFE EVEN FURTHER AT OUR HOME – please let us know*

**RESIDENT OCCUPANCY AGREEMENT**

Each resident has a review with family and social work department approximately 4 weeks after admission. You will be asked to assist staff in completing assessment paperwork. This will determine whether Abbeyfield is able to meet your needs and also if you feel you have settled into Abbeyfield. After the review has taken place you will be given an Occupancy Agreement to read over. This will tell you your rights and responsibilities and what you should expect from Abbeyfield. Signed copies are kept by yourself and locked in the main office.

**RESIDENT REVIEWS**

You will have approximately 2 reviews per year. You will discuss your overall care issues with family and social services and an updated care plan will be put in place with your agreement. It is hoped that any interim issues will be resolved without waiting for a review.

## **HAIRDRESSER**

We have an in-house hairdresser. She visits the house to attend to the residents' hair. You are also able to retain your own hairdresser either within the house or by visiting their shop.

## **RELIGIOUS BELIEF AND PRACTICE**

We do not have any links to any particular religion and, as a resident, you have the right to believe in and follow your own faith. You may choose to take part in religious services in your community or be visited by a spiritual leader of your faith in your own room. If other residents share your beliefs, you may be able to agree to hold prayer meetings or worship in a shared area in the house.

## **POLITICAL INVOLVEMENT**

We are a non-political organisation, and as a resident you will have your own political views, can vote in elections, and can belong to a political party of your choice.

## **POLICY AND PROCEDURE**

Abbeyfield Irvine has many policies in place. There are a few included in this booklet. However a more comprehensive folder holding policies pertaining to residents can be found in the front hall for public use.

## **OPEN DOOR POLICY**

### **Policy:**

Abbeyfield offers residents and staff the opportunity to voice their concerns, worries and suggestions at any time. It does not require to be in formal setting.

### **Procedure:**

1. (a) Residents are encouraged to speak freely to senior staff, manager, mentors and key workers at any time.
1. (b) Should residents/relatives wish to discuss a private/personal matter the Unit manager is always available.
1. (c) Confidential sessions are available called 'Residents' issues'. Upon admission residents are introduced to Roseanne (senior member of staff) who makes herself available to residents in order that they can have problems solved or just a sympathetic ear.
2. Staff are given the opportunity to speak to the manager at any time between supervision sessions.
3. Residents' and staff are encouraged to participate in appropriate decision making within the unit. Resident meetings are facilitated at regular intervals.

## **PARTICIPATION STRATEGY**

Abbeyfield have adopted a *strategy* of client participation. We will endeavour to encourage clients wherever possible in making decisions/choices about their care, environment and social activities. This will involve a number of *procedures*:

1. *Review and Care Plans* – As far as possible residents will be encouraged to have a direct input into their care plans. This will be discussed with residents and others involved at reviews and through the keyworker system. Where residents are unable to express themselves relatives/friends will be asked to contribute. Where this is not possible an advocate will be sought to act on the residents behalf.
2. Abbeyfield operates the *keyworker system* thus allowing one-to-one relationships between clients and staff.
3. *Residents meetings*: These are held regularly in the main lounge to allow as many residents as possible to become involved. A volunteer chairs the meeting; this allows the meeting to be impartial. Life at Abbeyfield is discussed and views sought in order that staff can make informed decisions in all areas of practice. Minutes are taken and given to clients as requested by them; these are also posted on the main noticeboard.
4. *'Residents' issues'* – On a regular basis one member of staff has the responsibility of speaking to residents on a one-to-one basis. They are encouraged to make suggestions, comments or complaints. This is done on a confidential basis. Every suggestion is taken forward and viewed for viability. Resident views on areas such as keyworkers and staff relationships are monitored on an ongoing basis. Feedback is given via facilitator. Residents who are unable to express their views are not excluded. Their relative – is asked on a regular basis – if they are happy with the care in general at Abbeyfield.
5. *'Focus Group'* – A group of residents meet monthly to discuss ongoing issues relating to Care Commission and National Care Standards. Minutes are posted on notice-board.
6. *As a staff group we have always informed clients on an informal basis.* We will continue to do this as far as possible; a record will be made about the involvement.
7. *Questionnaires* – Producing annual questionnaires for residents, relatives, staff and stakeholders to determine their views and opinions on the services we provide. Results from these will be summarised in the next newsletter and displayed on the front corridor notice-boards at the same time.

8. *Suggestions and comments box* is available to allow residents, relatives, visitors and staff to voice their opinion. Feedback will be given directly via newsletter.
9. Residents and relatives are asked to contribute to the *newsletter*.
10. Unit Manager has an "*Open Door Policy*" to allow residents, relatives, visitors and staff every opportunity to voice their opinion. This is advertised prior to all major functions and residents reminded at monthly resident meetings.
11. A resident *House meeting* has been formed made up with residents, volunteers and staff – the group discuss the Executive Committee meetings and contribute to future Executive Meetings.
12. *Relatives meetings* take place a few times a year. Relevant topics are discussed and the opportunity to contribute to an open session is encouraged. However there is time set aside to allow relatives to have a quiet word with Managers and Seniors if required.

## **COMPLAINTS PROCEDURE**

### **Policy:**

All resident relatives and friends have the right to make a complaint about standards within the unit.

### **Procedure:**

1. Anyone who wishes to make a formal complaint should do so in writing to the Unit Manager.
2. On receipt of the complaint, the Unit Manager will inform the chairman of the executive committee who will investigate the complaint.
3. Receipt of the complaint will be acknowledged within 10 days of it being made.
4. A written reply will be sent to the initiator within 28 days of the complaint being made.
5. Should the individual be unsatisfied with the outcome of the complaint they are free to write to the Care commission and the Social Work Dept. The Abbeyfield Scotland society will act in the event of an appeal being necessary.
6. Should the complaint relate to medical care a letter stating the complaint should be sent directly to the surgery involved.
7. Unsuccessful job applicants may use this procedure to appeal the decision made.
8. Abbeyfield Irvine is a registered social landlord. Clients have the right to take any unresolved complaints to the Independent Ombudsman.
9. As an affiliated member of the Abbeyfield (UK) Society, the Irvine society works in accordance with their guide lines.

## **STATEMENT OF 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 within a small household.**

We aim to assist residents to live at Abbeyfield Irvine and to provide the level of care required by an individual, without imposing on the lives of others. This care takes holistic approach.

Residents have the opportunity to live an independent life that is full of rewards. Residents are encouraged to fulfill their hopes and expectations. They remain members of the community with the right to make informed choices about their life and to take reasonable risks. Residents are treated as individuals with their own likes and dislikes and set of values allowing them to make the most of everyday.

Residents participate in the daily life at Abbeyfield and are assisted in planning their own routine and care.

Need, vulnerability and loneliness remain prime consideration in the selection of 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 or opinions are sought when decisions about the household are required.

## **RESIDENT PERSONAL PROPERTY**

### **Policy:**

Management will endeavor to keep personal property safe and secure within Abbeyfield House Irvine. However overall/ responsibility of personal property lies with the property owner.

### **Procedure:**

1. Residents' property will be logged and recorded in relevant paperwork upon admission as per Abbeyfield Policy.
2. Subsequent property will be added to list as and when it is brought in. It is the responsibility of relatives to inform staff of this.
3. Residents are asked not to keep valuables in Abbeyfield. Abbeyfield will take no responsibility should valuables be "lost".
4. Relatives are advised to have their own insurance cover for personal property.

# Abbeyfield

***WHERE OLDER PEOPLE FIND CARE IN HOUSING***

**ABBNEYFIELD IRVINE & DISTRICT SOCIETY LTD  
1 KILWINNING ROAD, IRVINE, KA12 8RR**

## ***COMPLIMENTS, COMMENTS & COMPLAINTS***

Residents' relatives and friends should feel free at any time to make comment about the standards within the Unit. A comments book is kept at the front entrance for the use of residents, relatives, friends and visitors. Comments made in this book can be left unsigned. The Unit Manager and members of the local committee will check this book regularly and appropriate action taken.

However, if you feel you wish to make a complaint this should be put in writing to the Unit Manager who will inform the Chairman of the local committee. All complaints will be investigated and a written reply will be sent to the initiator within 28 days of the initial complaint.

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

Individuals have the right to complain directly to the Care Inspectorate who are the registering authority for the home. Relevant contact information is as follows:

### **CARE INSPECTORATE**

Renfrewshire House

Paisley

PA1 1BF

 0345 600 9527

### **NORTH AYRSHIRE COUNCIL**

Social Work Dept.

Bridgeway House

Irvine

 01294 324800

*Use of Personal Data:*

**UK Information Commissioner Office (ICO)**

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

 0303 123 1113

**Unit Manager**

*Mrs Patricia Morrison*

**ABBEYFIELD HOUSE 01294 279019**

**Chairman of Executive Committee**

*Mrs Sandra McLaughlan*

**63 Stevenson Road**

**Kilwinning**

# AIMS Advocacy

**0800 652 2986**

## Introduction

Advocacy is about helping people speak up about what is important to them in all aspects of their life. As a family member, partner or carer you will advocate for the person you care for every day in many different situations.

Some examples might be:

- Going with the person to the doctor and asking questions about their treatment;
- Supporting the person at care plan meetings with social services;
- Helping the person make decisions about the care they need to lead an independent life.

Independent advocacy does not stop this from happening. Some people, however have no-one in their lives to help them speak up. They may feel isolated and alone. Alternatively, sometimes what you want may be different from what the person you care for wants. You might feel you know what is best for them or want to protect them from the possibility of being hurt or disappointed, but they may disagree.

This is when independent advocacy may help.

Independent advocacy services bring people together people who can act as advocates with people who require them. The services have advocacy as their main or only function. The advocates have their first accountability to the people they advocate for.