

Welcome to Glendale Lodge

Glendale Lodge
11 Forest Road,
Townhill
Dunfermline
KY12 0ET
Registered Care Manager: Mrs Pauline Wilson
Telephone: 01383 728166
E-Mail: glendale-lodge@btconnect.com
Web: www.glendalelodge.net

Welcome to Glendale Lodge

We offer you a warm welcome to Glendale Lodge and hope your stay here is a pleasant one.

We are fully aware of how nervous you and your family may be in your coming here, so we have put together this booklet to provide you with some information and hopefully help you settle down quickly. Any placement should be given at least six weeks to allow this.

The book consists of:

- Our Care Philosophy
- Company Policy
- Aims and Objectives
- A statement of Residents Rights/Advocacy Service
- How to make a complaint?
- Company policy regarding Personal Electrical Appliances
- Finding your way around
- Who's Who
- Daily Routines
- Organised Activities
- Services available to you and your family
- What you will need to bring with you on admission
- Staffing

CARE PHILOSOPHY

Our philosophy is to look after our clients in the best possible way, in a home from home environment, creating an atmosphere to meet all Care, Social, Spiritual and Psychological needs of the individual.

Each client we regard and treat as individuals. We recognise each person's right to air their views, voice their opinions, make choices, be informed of their condition and be given the help and understanding to accept the required treatment.

We offer at all times, sensitive and conscientious care from competent and committed well trained staff who understands the needs of elderly people. We are available to chat with the residents, assist and/or advise with any medical problems regarding health, general queries or worries, however small that may crop up.

Each client, on admission, will be provided with a "keyworker". We believe the named keyworker for each resident gives the individual the feeling of being part of the family group, having someone whom they can come to and to relate to, and confide in. They will also be responsible for co-ordinating the client's personal plan, with the assistance of the client involved and their family, if that is their wish. They will stay in regular contact with the client so as they can discuss their needs with them.

We are also aware of the spiritual requirements of the individual and act accordingly to ensure those needs are met.

It is an important part of our philosophy to provide quality care: Respect, privacy, the dignity of the individual being uppermost in our minds. Care programmes are established from assessment of the individual needs to meet the individual needs as identified, ensuring the retention of dignity and as much independence as possible. This aspect has particular relevance where rehabilitation into the community is being considered.

We encourage the involvement of the families and their participation in regular assessment of the resident, all of which add to the well being of all involved.

COMPANY POLICY

The Company is an enlightened, active organisation that responds to, and is responsive of, the personal needs of the individuals and their families to ensure a total care environment.

We are therefore committed to provide the highest standard in quality-controlled social care where the interests of the residents are safeguarded by personal contract.

In the unlikely event that the home was to close down the client's choice would be respected and taken into consideration whilst trying to place them in a home of their choice. This will be done with compassion and with as little disruption to the client as possible. The home will liaise with the client's family, and full consultation with social workers and the care commission, together we would do our utmost to fulfil the client's wishes. We also have in place a contingency plan for emergency evacuations, if you would like to view this please see the manager.

AIMS AND OBJECTIVES

- To provide an environment in which the resident's physical needs are can be met.
- To provide an environment in which the residents emotional and spiritual needs can be met.
- To develop an atmosphere within the establishment which will encourage residents to practise self-determination?
- To establish a sensitive client centred assessment procedure and complete risk assessment.
- To encourage residents within the establishment to maintain close links with the management.
- To ensure anti-discriminatory practices are encouraged and followed within the community.
- To provide adequate short term emergency and day care for people living in the community.
- To provide an efficient and cost effective service which meets the needs of the residents.

**The fundamental aim shall be to provide a
'Home for Life, With Life' environment.**

Glendale Lodge Statement of Residents Rights

1. The resident shall have choice of type of accommodation single or shared, dependant on availability.
2. The resident/residents family shall be fully involved, where possible, in an initial assessment procedure and future reviews of care plans.
3. The resident/residents family shall be fully involved in case reviews and kept up to date with care programmes in order that, where possible, realistic decisions can be made regarding their care.
4. The resident shall have the right to a personal "Key Worker". Residents shall be notified of the identity of this person.
5. The resident shall have the right to participate fully in social and recreational activities. If you have any objections about your relative being taken outside of the premises, it is your responsibility to inform Management of such decisions, and an agreement form will be put in place.
6. The resident shall have the right to sensitive nursing and social care at all times, where health can be improved/maintained and rehabilitated where possible.
7. The resident shall have the right to privacy; dignity should be maintained at all times.
8. The resident shall have the right to enjoy life to the full in a relaxed, warm, caring environment where physical, social, spiritual and psychological needs are met.
9. The resident shall have the right to "Friendly and Supportive representation" in the absence of family or friend.
10. The resident shall have the right to complain and access to complaint's procedure.
11. The resident can nominate a person of any aspect of the service or advocacy services if they feel they are unable to represent his/herself, or the local Advocacy Service would assist, telephone: 01383 624382.
12. The resident and family have the right to read all previous inspection reports pertaining to Glendale Lodge, as do staff. Please ask at the office for a copy to view.
13. The resident has the right to ask to read all policies and procedures relating to the home and to ask for conformation that the home meets with all relevant legislation's.

Home Managers Name:...Mrs Pauline Wilson.....

Title:....Registered Care Manager.....

HOW TO MAKE A COMPLAINT?

In any establishment, there are bound to be times when you are unhappy about something or someone.

You can freely discuss any concerns that you may have with your named worker, other residents or any member of the care home's management.

Please do not keep your grievances to yourself. We aim to please you and deal with your complaints.

In the first instance, please make your complaint as soon as you can either during or after the event. Either speak to your carer or the Senior on Duty.

If you feel this is inadequate, please ask to speak to the Home Manager.

If your family wish to make a complaint in the first instance please speak to the Home Manager or most "Senior Member of staff on duty", and then lodge the complaint in writing to the Home Manager.

Your complaint will be acknowledged within 3 working days, and investigated fully within 4 weeks.

If you feel this is inadequately dealt with please contact the SCSWIS, as per in house Complaint Policy. Telephone Number 01383 841100

It is only by being made aware of problems that we can improve our service provision.

We hope you will soon settle down and enjoy your stay with us.

COMPANY POLICY REGARDING PERSONAL ELECTRICAL APPLIANCES

We are required by the Health Authority Standards and Specification to ensure that all electrical and mechanical equipment is of the highest standard from a safety point of view.

In order to comply with this requirement all equipment i.e. TV's, radio's, iron's, hairdryers, hoovers, washing machines etc. must be examined and certified as safe by a qualified engineer. All equipment which is property of the Company complies with these standards and specifications.

Any personal equipment which is to be used must also be checked and certified as safe by a qualified engineer. These tests are carried out annually.

This can be arranged for you at a small charge.

WHO'S WHO

OWNER/PROPRIETOR:

MRS CHRISTINE BENNELL

REGISTERED HOME MANAGER:

MRS PAULINE WILSON

SENIOR CARE WORKER:

MRS CLAIR LUNN

SENIOR CARE WORKER:

MS CAROLE WELSH

SENIOR CARE WORKER:

MISS CHLOE MACKIE

SENIOR CARE WORKER:

(In training)

MISS JENNIFER PORTEOUS

DAILY ROUTINES

08.00am: Day staff arrives
Breakfast is served until 09.30am.

10.00am: Morning Tea or Coffee.

12.00pm: Lunch is served.

14.00pm: Afternoon Tea and biscuits

16.00pm: Evening Tea

20.00pm: Bedtime drink and snack

22.00pm: Night staff report on duty.

ORGANISED ACTIVITIES

There are various activities available, which include:

OCCUPATIONAL THERAPIST
Activities/Therapy

ACTIVITIES WITH THE STAFF
(ON A DAILY BASIS)

- Chatting to Individual residents
- Going for walks
- Painting, Arts & Crafts
- Manicuring finger nails
- Playing board games
- Armchair exercises
- Reading letters/magazines/newspapers
- Helping choose library books etc.
- Coffee at the local community centre.

BAKING

When requested by client's.

DOMINOES

Once a week or as much/little as the client requests

MUSIC/SING SONG

Weekly.

OUTINGS

All outings are geared to resident's needs and capabilities and due to this a limited number of residents can go on any one outing, we also offer activities brought in to the home.

Examples of internal activities are listed below:

Singers/Entertainers

Church Service every month

Pony Therapy

Pet Therapy

Pantomime shows

SERVICES AVAILABLE TO YOU AND YOUR FAMILY

MEDICAL

You will be allocated a GP if your present Doctor cannot look after you when you come to Glendale Lodge. It could be one of a number of Doctors whose area covers Glendale Lodge. You will be given a choice of male or female Doctor.

Visits for the Residents under their Doctors are requested as necessary. The client's next of kin will be contacted after a GP visit is made.

ON CALL

The Proprietor/Manager and Seniors are on call 24 hours a day.

We have a Key Worker System where you will be allocated a Key Carer who will look after you and are there to discuss your social care needs and help with any other enquires/problems you may have.

A senior member of staff is always available to discuss care needs.

FAMILIES PLEASE NOTE:

If you wish to enquire about your resident, please always ask to speak to the senior on duty.

CARING-KEY SYSTEM

Care staff will carry out all your basic needs, they can help you wash and dress in the mornings and get undressed in the evenings. You may choose when and how many times you wish to bathe.

Any clothing repairs (mending) you may have can be given to any staff member, who will do this on your behalf.

Your clothing will be marked using nametags to ensure your own clothes will not go astray. There will be a relevant charge for your nametags.

RECORDS

When admitted, staff (possibly your keyworker) will carry out an initial assessment with your help and your families if you wish. This will detail your care plan and confirm any social or cultural beliefs you may have and what support you may need to continue these beliefs. Your plan of care will also include: preference of name, personal hygiene/care requirements, and special communication needs, if any? These are reviewed regularly and if specialist help is required, staff will contact them on your behalf with your permission.

They will also devise risk assessments to meet your needs. A copy of this will be available in your own room as well as in your personal file at all times. These are reviewed every 6 months and your involvement is essential. Your review will be held by either your keyworker or a senior member of staff yourself and next of kin if you wish.

You can ask to access these files and read them at any time, please note family members do not have this right without your permission first.

CALL BELL SYSTEM

This is found in all areas of the home and you will be shown how to use it. When you press your bell a signal is sent to the alarm board (in the main hallway) and an alarm sound is heard. This will alert the carers that someone is calling for assistance and will check the board to see your number flash up. They will come to your aid as it must be switched off at the source of the call.

NEWSPAPERS

Are available and also can be ordered on your behalf and delivered every day. Residents are responsible for payment.

MAIL

Mail is delivered each day from Monday to Saturday and handed out over the morning. If you have a letter to post, please hand it to your carer and they will post it for you that is only if you are unable to take it yourself. If mail is preferred to be received by client's POA there is pigeon holes in the main hallway for family members and loved ones to collect mail.

TELEPHONE

There is a public telephone in the main hallway for any one to use.

There is also the telephone in the office which can be used at a charge if a private phone call is being made.

If you request a private phone to be connected in your room, please speak to the Home Manager who will contact British Telecom. Accounts for personal telephones will be sent to you direct from BT.

HAIRDRESSING

The hairdresser is available to do your hair every week. Accounts are paid directly to the hairdresser, or paid on your behalf from your personal account. At present she visits every Wednesday.

CHIROPODY

The NHS chiropodist service visits approx. every 8-12 weeks depending on their availability. If you wish the services of a private chiropodist we can arrange this on your behalf; there is one that visits the home, accounts will be settled by you.

TRANSPORT

Glendale Lodge has no specific transport facilities any resident hospital appointments or emergencies etc. Next of Kin/P.O.A will be asked to escort clients, it can also be arranged through the Ambulance Service but please note staff are not permitted to travel with them this why we make it clear that family members would have to assist such visits or emergencies.

PHYSIOTHERAPIST

The local physiotherapist from the hospital is available to help you with your mobility problems, with referral from your GP. Some of the staff has undergone basic training from the physio to be able to assist. A private physiotherapist can also be made available; payment would be met by the client or family member.

OCCUPATIONAL THERAPIST

The Occupational Therapist is available to assist you if you have any difficulties like eating or dressing. She/he can also help you pursue your hobbies and interests and advise staff on your occupational interests.

TELEVISION

There is a television in the lounge.

There are no televisions in the bedrooms but residents can bring their own in if they wish.

MEALS

Wherever possible we aim to please. On admission one of our staff will come and chat with you to find out your likes and dislikes or if you have any preferences including ethnic, cultural or faith ones. If you are on a special diet, we will get the dietician from the local hospital to come and see you and us to help get things right.

We will also obtain adapted cutlery or crockery, if required, to meet your needs. Staff will regularly review anything that may affect your ability to eat and drink and will arrange for advice if necessary. We offer a varied choice of menu which is collated together with requests from the clients. You can have your meals in your room or in the dining room, the choice is always yours.

Breakfast: You may choose what you like from porridge/cereal and toast. (Sunday is cooked breakfast)

Lunch: Is a 2-course meal, there is a set 3-week menu with choices; however, if we are aware you do not like the meal the cook will prepare you something to your liking.

Evening Meal: This consists of a light meal; again there is a choice available, scones, cakes, tea and coffee.

Biscuits are served with all drinks throughout the day and toast is served with your late evening drink. If you require a drink or feel a little peckish in between these times a light hot or cold snack can be provided just ask a member of staff.

You are free to eat your meals wherever and whenever you wish, the dining room will have a place set for you at all meal times but if you prefer to have a meal in your room this will be arranged.

Residents may invite friends and family to meals if they wish, however you must inform the cook and give adequate notice. A small donation to the resident's funds would be appreciated.

SMOKING

Glendale Lodge is a non-smoking establishment for both staff / clients and visitors.

RESPITE CARE

For those of you who are staying for a short period only and/or come in for rehabilitation programme, the services on offer to you are no different from those staying long term.

YOU OWN ROOM

All rooms are decorated and furnished, you are welcome to personalise your own room with your ornaments pictures etc, any furniture must comply with all up to date legislation standards. If you wish to re-decorate your room, please discuss this with the manager.

SECURITY

All doors and fire exits are fitted with security coded locks, these can only be accessed from inside therefore if anyone wishes to go out they will have to inform a member of staff to open the doors. If the client wishes to know the combination of the locks and how to access them this will be shown to them after a risk assessment is completed.

No one can enter Glendale Lodge without the permission of staff or management.

CCTV in operation outside the home, covering all exit/entry doors.

VISITING during normal visiting (Non Covid)

Visitors may visit at any time of the day we do ask if they could try and avoid meal times. These are 12.00 – 1.15pm and 4.00pm – 5.15pm. However, if family members wish to come and help their relatives to eat their meals please feel free to do so.

All doors are fitted with security coded locks and can only be accessed from the inside therefore please ring the doorbell and await a reply.

VISITORS MUST SIGN IN THE VISITORS BOOK, and if they take their relative out they must also sign them out and in again.

Coffee and tea are available to you. No charge is made for this service but please feel free to leave a donation to the resident's comfort fund. On visiting you are free to wander around or find a quiet spot for your visit, please feel free to make use of the lounge, dining room, patio area or the client's bedroom, with the exception of all other bedrooms. Please let the carers know when you are leaving the building and please sign out of the visitor's register.

PLEASE NOTE - ANY DOGS BROUGHT ON TO THE SITE SHOULD ONLY BE STRICTLY CONTROLLED AND SHOULD NOT UNDER ANY CIRCUMSTANCES BE ALLOWED TO ROAM FREE WITHIN THE GROUNDS OR PREMISES. ANY MESS FROM SUCH MUST BE CLEANED UP IMMEDIATELY BY OWNER.

LAUNDRY

A full laundry service is available but please ensure that all your clothing is marked to avoid it going missing. As previously mentioned we can provide nametags at a small charge. Our laundry is a busy place so we would appreciate machine washable clothing to avoid the possibility of clothing being ruined in the wash.

TOILETRIES

We would appreciate if you could bring adequate personal toiletries for your relatives on arrival and replenish as necessary. We do provide a limited stock of toiletries which can be purchased here.

MEDICATION

The senior member of staff on duty hands out all medication. We can only administer medication that has been prescribed by your Doctor. The medicine rounds are 08.00am, 12.00pm, 16.00pm, and 20.00pm.

If you require medication out of these hours, please ask the senior on duty.

If you would like to self medicate an assessment will be carried out to ensure the safe handling of your medication; this will be reviewed regularly.

SERVICES AND SUPPORT

If you have any problems or worries, please speak to your keyworker. If you feel they are of a personal nature you can speak to the senior in charge or the manager,

Or you can nominate a person of any aspect of the service or advocacy services if you feel you are unable to represent yourself or the local Advocacy Service would assist, telephone: 01383 624382.

We are also governed by the SCSWIS who would be more than happy to assist any client or family member with a problem in relation to their care. They can be contacted locally on 01383 841100.

This information is also detailed on the homes Complaints Policy.

FINANCIAL QUERIES

If you have any problems regarding the fee structure or payment, pensions etc. Please DO NOT speak to carers but ask to speak with the Home Manager or Homeowner. If you pay privately and you fear your funds will run low the manager will contact the relevant sources and arrange for someone to come and speak to you and your family regarding this issue.

Payment should be made by standing order. If an alternative method of payment has been agreed, please try and make this payment to the office between 8am – 3pm. Monday – Friday. The office is located on the ground floor opposite the front door.

If you do not manage to make office hours you may hand in your payment to the senior on duty but please make sure you obtain a receipt.

If you are a private funded client and you fear your funds will run out do not worry contact the manager and they will contact social work on your behalf to explain the situation. They will then carry out a full assessment including a financial assessment and assist you where necessary.

STAFFING

All staff are recruited and selected through a rigorous process which includes 2 satisfactory references at least 1 from a previous employer, they will also be part of the PVG (Protection of Vulnerable Groups) membership scheme, which ensures no criminal background etc and our equal opportunities policy is adhered to throughout.

All staff are given a 2-week induction period. This means that they are shadowed with a senior member of staff for this period and given a 2-week induction to ensure they are aware and understand all policies and procedures in place.

All staff receive supervision every 8 weeks by the manager and appraisals are given annually again by the manager.

All staff are trained to a high standard. This includes basic first aid, health & safety, moving & handling, food hygiene, infection control, dementia training and abuse. They are also trained 3 monthly on fire procedures and emergency evacuation. We carry out emergency evacuation twice year and record times.

We train our staff to SVQ Level 2, 3 and 4 in care all members of our staff are trained to an SVQ level or in the process of completing the award.

The Registered Manager has also achieved SVQ Level 4 in Management and the Registered Managers Award. The Manager also has an SVQ Level 2, 3 & 4 in Health & Social Care, other Seniors are trained to SVQ Level 3 and have their P.D.A Award.

All staff members are registered with the SSSC (Scottish Social Services Council).

We have a low staff turn over, for instance Glendale Lodge has been owned by the present owner for 23years, and the Manager, Cook, and 1 Senior Staff member has retained their position for the full 23years, another Senior Staff member has been employed for 16 years and our Acting Charge for 11 years.

WHAT YOU WILL NEED ON ADMISSION

You may bring in anything you like; however, it is most important you make sure everything is marked with your name.

Our laundry service is done on a daily basis so it is unnecessary to bring large amounts of clothes. You are welcome to bring any furniture, paintings and pictures, ornaments etc. anything to help you settle and make you feel at home. Our housekeeper will put help you organise your room and put pictures up.

If you use any aids like walking sticks, wheelchairs etc. please bring them with you. If you wear glasses, hearing aids etc. please also bring them and make sure they are marked with your name.

The personal retention of a lot of money is unnecessary and its loss could prove embarrassing. Any monies can be held on your behalf and recorded accordingly. A personal account can be kept in the office and topped up as necessary. This would enable you to pay for example for hairdressing or to buy from the mobile trolley selling such items as: sweets, tissues, toiletries etc. without having to carry money on your person. All transactions will be recorded accurately and signed by 2 members of staff (1 being a senior member) or alternatively signed by a senior and you.

If you are bringing in jewellery, please ensure the items are registered with your personal possessions. Items such as these can be held in a secure place and recorded accordingly.

We can only assume responsibility for items, which have been safeguarded in this manner.

The Company's Insurance limit for resident's personal items is £500.00. It may be advisable to speak to Mrs Bennell or Mrs Wilson regarding items valued above this amount. If you have any queries, please do not hesitate to ask the senior on duty.

Please bring with you any medication you normally take.

This Welcome Pack forms your Occupancy agreement, please sign below once you have fully read and understand it, if you have any problems or queries whatsoever please do not hesitate in coming to speak to Mrs Wilson or senior staff on duty.

Client Name:.....

Signed:..... Client/Representative

Date:.....

Reviewed 6 monthly