

# Welcome to Allachburn Care Home



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## Introduction

Making the decision to move into a care home is one of the most difficult decisions you will have to make. This brochure has been prepared in order to provide as much information as possible to help you decide if Allachburn Care Home can offer the type of care and support you require. You are very welcome to visit Allachburn to see round the home and to meet with staff. You can also telephone and speak to the manager who will be happy to discuss your own requirements and any issues not covered in the brochure.

Your Care Manager from the local Social Work office can provide you with advice on services in your area, which you may find beneficial. This could lead you to discuss a possible move to Allachburn Care Home.

The staff team includes the Care Home Manager, three Assistant Managers, Care Staff, Domestic Assistants and Cooks. There is one senior member of staff and four care staff on duty at all times during the day and there are two care staff on duty overnight.

## Location

Allachburn is located in the village of Aboyne. Ballater is 15 miles to the west and Aberdeen lies 37 miles east along the Deeside road. There is a bus stop nearby with a service to and from Aberdeen and Ballater. Allachburn sits in a quiet part of Aboyne in extensive grounds. It was purpose built as a care home in 1982.



**Allachburn Care  
Home  
Low Road  
Aboyne  
AB34 5GW  
Tel: 013398 86888**



## Your Accommodation

We have 28 private rooms and two respite rooms, each offering wash hand basins, adjustable heating (with the assistance of staff), bed, wardrobe, chest of drawers and bedside cabinets with a lockable area to keep small personal items of value. You may have items of furniture you wish to bring in with you from home. This can be discussed with a member of staff before you move in.

Each bedroom, bathroom, toilet and public area has a call point enabling you to call for assistance 24 hours a day. We also have a door entry system at the front door to increase your feeling of security.



### Bathing Facilities

We have 1 shower room and 3 large bathrooms. If you need any other special equipment to help with your personal care, this will be arranged. There are very good toilet facilities down each wing.

### Lounges and Quiet Areas

We have 3 wings - Birse, Kinnord and Glentanar. At the end of each of these wings we have small lounges.

Two of these lounges look out on to the nearby hills.



We have a large lounge situated at the front of the home - a good place to sit and watch the world go by. Outside there is a large secure patio area.

### Smoking

Residents are only permitted to smoke in the Birse lounge which has been designated as a smoking area. Smoking is not allowed elsewhere in the home or in the grounds.

### Fire Safety

Allachburn has recently had a new fire alarm system installed.



## Meals

All meals are served in the main dining room. If you prefer we can serve meals in your room at your request. Every day there is a choice of menu, and our cooks offer a balanced and varied diet. Should you have specific dietary needs, we will be able to accommodate these. The cooks will welcome your ideas when planning the menu; (so if you have a favourite dish please tell us and the cook will speak to you about it.)



## Tea and Coffees

Hot and cold drinks are served at regular intervals during the day, but you are welcome to request a cup of tea or other refreshment at anytime.

## Visitors

We have an 'Open House' policy here at Allachburn. We welcome your friends and family at any time.



## Your Personal Plan

When you move into Allachburn you will be introduced to your keyworkers, who have a special responsibility to assist you - one for during the day and the other to help you at night. These members of staff will help you complete your "personal plan". This plan outlines your individual needs and wishes and helps us to make your life as fulfilled and enjoyable as possible. On completion we will ask you to sign your plan stating you are happy with all the entries made.

This personal plan will then be reviewed every six months at an informal meeting. The people present at the meeting can include, yourself, your keyworker, a manager and any family member or representative you wish.

## **Visiting Services**

### **Religious Services**

A church service is held once a month at the home by our three local ministers who take turn about. Anyone is welcome to attend and we encourage residents to retain links with their parish outwith Aboyne.

### **Hairdresser**

We have a hairdresser who visits the home one day a week. You are welcome to make an appointment, or if your own hairdresser is able to visit you here at Allachburn, they are welcome to use the facilities. The cost of this needs to be met by yourself.

### **G.P.**

We are served by the Aboyne and Tarland practices. The local G.P's visit on request and if you ever feel the need for a doctor to call, please contact a member of staff. When you move in we will discuss what help you require, if any, to take your medication. (You will be able to look after and take your own medication, but if you feel unable staff will be happy to assist you).

### **District Nurses**

The District Nurses visit the home regularly and will offer advice and treatment as required.

### **Chiropodist**

The chiropodist from the health centre visits regularly. If you prefer, staff can assist you to make an appointment with a private chiropodist to visit you here at Allachburn. The private chiropodist will make a charge for the treatment, this needs to be met by yourself.

### **Dentist**

We can contact the dentist on your behalf when you feel it is necessary.

### **Occupational Therapy**

Should you require special equipment to assist with personal care or other activities of daily living, we can request a visit from the Occupational Therapist, who will visit you at Allachburn.

## **Homes Facilities**

### **Laundry**

There is a laundry service in the home, but we ask that before items are sent to the laundry they are marked with name labels. We can order name labels if required at a small cost to yourself.

We are unable to deal with dry cleaning items at Allachburn and would discourage residents from bringing them into the home. However we can access the local dry cleaners, the cost of which will be met by the individual.

### **Shop**

The Womens Royal Voluntary Service operates a small trolley shop on a Thursday morning where you can purchase items. Staff at Allachburn will support and encourage you to use the local shops and services within Aboyne if you wish.

### **Reading Material**

We have several book shelves around the home with a selection of reading materials, including magazines and large print books. We can organise for you to receive a daily/weekly newspaper or magazine of your choice.

### **Telephone**

We have a pay phone in a private booth for your use where you can make and receive private phone calls. The number is 013398 86865. You may wish to arrange to have a telephone installed in your own room and the costs for this will be your responsibility.

### **Pets**

At present in Allachburn we have a cat called Basil.

### **Regular Events/Activities**

Bingo and various other activities are organised and run by staff on a weekly basis.



The Craft Group is organised and run by volunteers during the school year. Entertainment is on a regular basis and there are occasional bus runs.

### **Christmas and New Year**

The festive period is always a busy time here at Allachburn. There is always a party, entertainment and plenty of visitors, including a visit from Father Christmas who enjoys a sherry with us on Christmas morning!

## **Aims and Philosophy**

**At Allachburn it is our belief that each person is a citizen with rights and responsibilities as well as an individual with unique interests and preferences in all aspects and stages of life. We will offer you the help and support you require fulfilling your rights and we will meet your needs and preferences as far as possible.**

### **PRIVACY**

**We will help you have the private times you need without intrusion or interference. Your right to confidentiality will be respected.**

### **DIGNITY**

**Everybody is an individual and you will be respected for who you are. Your values, beliefs and personal choice will be treated with respect. You will be supported to keep in touch with family and friends.**

### **CHOICE**

**You have the right to choose to live your life as you wish as far as possible and to make informed choices and decisions. You will have the opportunity to be involved in the decisions about Allachburn.**

### **REALISING POTENTIAL**

**We will help you make the full use of the resources that are available to assist you to make the most of your life to achieve all that you can.**

### **SAFETY**

**We will ensure that you feel safe and secure in all aspects of life. You will not be over protected but will be fully informed of any risks that may arise.**

### **EQUALITY AND DIVERSITY**

**We will endeavour to provide an environment where you can lead an independent life and be valued as an equal. We will always listen with empathy to any views, comments or complaints and will act accordingly.**



## **Comments/complaints about the service given in Allachburn**

We are always interested to hear your comments because we want to make sure that services at Allachburn are as good as they can be. We value all our residents so please tell us if you are pleased or dissatisfied with the service we provide.

We will respond and act on comments or complaints as quickly and easily as possible. To help us act promptly, you should first of all try to speak to the member of staff with whom you have direct contact and tell him or her what is troubling you. It could be that there has been a basic misunderstanding and the problem can be easily sorted out. If you do not want to speak to that person directly, ask to speak to his or her manager. The manager will try and solve the problem on your behalf.

You can make an official complaint by writing to:

**Social Work Manager (Residential Care)**  
**Carlton House**  
**Arduthie Road**  
**Stonehaven AB39 2DL**  
**Tel: 01569 768407**

All complaints are dealt with within a strict set of procedures and a letter acknowledging your complaint will be sent within five working days. Your complaint will not go unanswered nor will it affect your right to quality services now or in the future.

If you are dissatisfied with the outcome of your complaint, you can take this further and discuss the complaint with the Care Commission. (Their contact details follow on the next page).

## **The Care Commission**

The Scottish Commission for the Regulation of Care (The Care Commission) is a national organisation set up under the Regulation of Care (Scotland) Act 2001 to regulate and inspect Scottish care services.

The Care Commission believes that a national independent system of regulating care in Scotland will promote consistency of practice and improve care services for everyone, respecting the rights of people who use care services to *dignity, choice and safety*.

One of the most important ways the Care Commission can help to improve care services is by listening to your comments. You can contact the Care Commission at:

### **The Care Commission**

**Johnstone House**

**Rose Street**

**Aberdeen**

**AB10 7UD**

**Tel : 01224 793870**

**lo-call 0845 60 30 890**

Allachburn is subject to twice yearly inspections by the Care Commission. You may wish to contact the Care Commission to view our last inspection report or you could ask to see a copy at Allachburn.