

Welcome to Edenholme Care Home



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Introduction

Welcome to Edenholme, we are delighted you are considering Edenholme as an option. At Edenholme 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 respects 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.

Within Edenholme it is our aim to respect privacy and dignity to offer choice, to enable you to realise your potential to uphold your safety, to maintain your rights as an individual and to allow you to express your views.

You can obtain further information on these aims within the National Care Standards-Care homes for older people. A copy of this can be found in the information pack, which you will be given if you choose to move in.

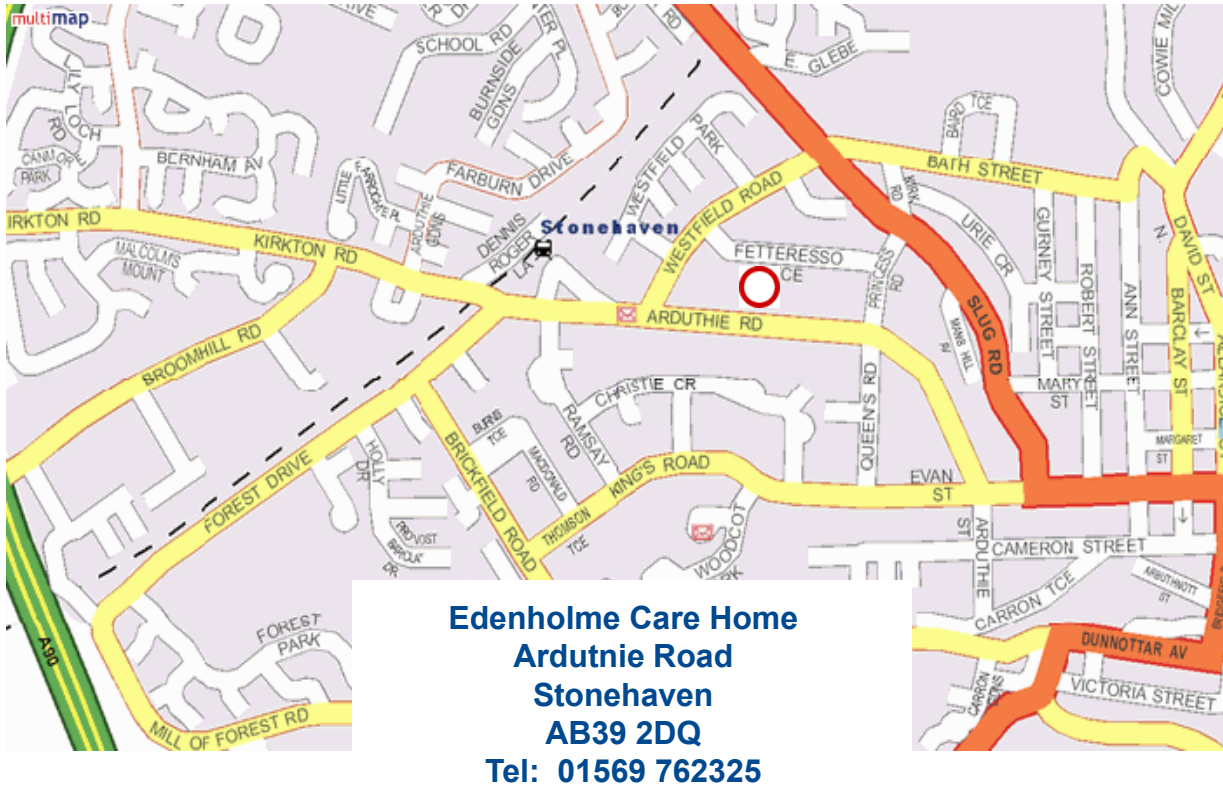
You may be thinking of moving into a care home because you require some assistance with daily living. Staff are available 24hours a day to provide whatever assistance you require whenever you require it. Staff within the house have the knowledge and skills gained from experience of working with people whose need may be similar to yours. Within Edenholme you can be assured that staff are qualified and trained to reflect up to date methods, knowledge and best-practice guidance.

If you choose to move into Edenholme you will be allocated a “Key Worker” this will be a named member of the care staff who will have responsibility for completing your “Personal Plan of Care” and attending to your more personal needs. That is not to say that you cannot ask any staff member to attend to you. Your “personal plan” enables us to provide you with the best possible care, tailored to your individual needs wishes and desires. To enable us to continue to provide this level of care we will arrange to meet with you and your chosen representative every six months. The Care Manager being present at every second meeting. You’re Key Worker with meet with you frequently.



Location

Edenholme is located within the pretty coastal town of Stonehaven. Stonehaven lies approximately 15 miles south of Aberdeen. Edenholme is close to the railway station and is served reasonably well by bus. We are about one mile from the beach, harbour and local amenities.



Edenholme is a care home managed by the Housing and Social Work department of Aberdeenshire Council. There are now no legal differences between residential and nursing homes. Edenholme is flexible about the service it can offer; in essence this means that you may choose to move into Edenholme for the remainder of your life. We have the ability to cater for your changing need.

Within the care home at present nursing need is met by the Community nurses. With this in mind if your nursing need is great at present you may prefer to live in an environment that has nursing care available and in place over the 24 hour period.

As a Care Home we are registered with the Care Commission and are subject to regular inspection both announced and unannounced. A copy of our last inspection is posted on the notice board for you to read or ask any staff member and they will give you a copy if you so wish. You will read more about the care Commission later.

All our accommodation is in single rooms unless you choose to share with a partner or friend. We welcome pieces of your own furniture, photographs, ornaments etc. really whatever will make you feel more at home, and your room more personal and familiar to you. You are free to decorate your room as you wish with your own choice of wallpaper and paint. If you wish a telephone in your room this will be at your own expense but you are welcome to do so. All rooms have a call system for you to summons help. You will have a key for your bedroom. Within the house we have communal sitting

Within Edenholme we are fortunate to enjoy good food and most dietary needs can be catered for. Most of our food is home made. Below is a sample menu for two days. We would never want you to eat a meal that you did not like and at all times we have alternatives such as a variety of sandwiches, omelette, soup, scrambled egg baked potato etc.

Breakfast is served from 8.30onwards. If you have an engagement or appointment we will obviously serve to accommodate this. Lunch is normally served around 12.30pm with tea being at 5pm. All time are approximate and negotiable. We do like and try to encourage you to come to the dining room for meals but they can be served in your room if you so prefer.

We have morning coffee at 11am,afternoon tea at 3pm and evening snack at 8pm. All family and friends are warmly invited to join us and out with these times your guests are invited to use the facilities available.

Your visitors are welcome at any time that is convenient for you. Children and animals are also very welcome and we love having them, we would ask that children are well behaved and are not permitted to run in the corridors, and that dogs are also kept under control.

Edenholme has a weekly visit from our resident hairdresser. Many residents enjoy this experience and monies are paid directly to her. Of course you can continue to visit your own salon or your hairdresser can make use of the facilities within the house.

If you are in receipt of domiciliary chiropody the service will normally call at Edenholme. As will the community dentist, the physiotherapist and the occupational therapist.

Edenholme enjoys good links with the local community and we welcome the local schools, nursery brownie pack etc.

We are fortunate in that we have the services of a "Friends of Edenholme " group who give of their time and effort to run various activities.

We from time to time enjoy evening concerts and activities.

On a Sunday afternoon the local churches take it in turn to hold a short service. No activity or outing is compulsory and individuals choose to attend, as they feel able.

It would be greatly appreciated if before moving in that all items of clothing were named with sew on nametapes. This prevents any of your laundry going amiss. All named items can then be catered for within the premises. This does not apply to items marked "dry clean only". These items will need to be cleaned at your own expense.

If it is your wish and you feel secure and safe we would be delighted for you to continue to take your own medication, however many people moving into care welcome the opportunity to use the homes system for ordering, storing and dispensing of medication.

Comments/complaints about the service given in Edenholme

We at Edenholme are always interested to hear comments, because we want to make sure that the services we provide are as good as they can be. We value each individual and are therefore pleased to receive your comments – good or bad. If it is possible we will try to resolve the problem/issue within the house. If this is not to your satisfaction you can make an official complaint to Aberdeenshire council using the relevant form which you will find in your information pack. Alternatively you can write 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.

You may also wish to express an opinion, make a statement or make a complaint via the Care Commission. You will find further information on the role and purpose of the Care Commission in your information pack. You will also find a Care Commission complaints form in the pack. Details about the Care Commission are on the following 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

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