

# Westbank Home for Older People Oldmeldrum



## **Introduction**

Westbank Home is situated in the rural village of Oldmeldrum. It is in close proximity to the shops and enjoys panoramic views of the surrounding countryside, the main feature being “Bennachie”.

Westbank Home was built in 1965. It is a Local Authority Home administered by Social Work Service. Westbank has accommodation for 32 permanent residents and 1 respite vacancy. We also provide Day Care facilities for 2 non residents per day.

Our main aim is to provide a high quality of care offering support allowing Residents to maintain as independent a life as possible. We strive to achieve this aim through our principles of care.

## **Principles of Care**

Rights of Citizenship: if you choose to live in Westbank you will continue to have your say to choose your preferred lifestyle. We acknowledge that every one is unique. We aim to ensure that you continue to express your individuality. It is vital that each Resident is allowed time on their own to enjoy their privacy. Having choice is part of being a citizen, from choosing what you wear to making decisions at Residents meetings which can impact on the running of the Home. Each Resident will be treated with dignity and confidentiality will be respected. Working from this value base we hope to ensure that each Resident can lead a fulfilled lifestyle in Westbank.

Making the decision whether to apply for a place in residential care is probably the most important decision you will ever make. This brochure is prepared to give you as much information as possible prior to admission. Our admission policy is to help you in every way to make this as smooth a transition as possible.

**Unit Manager, Westbank Home, Oldmeldrum**  
**Tel. 01651 872300**

## **Accommodation**

Westbank has three levels and each floor is serviced by a lift. There are 33 single rooms although we can provide accommodation for a married couple if they wish to share a larger room. Each room has individual wardrobe space, chest of drawers, bedside cabinet with locked drawer and a wash-hand basin. At your own expense, you will be at liberty to re-decorate your room to your own colour scheme. Residents are encouraged to bring in personal belongings. Television points/aerials can be put into rooms if paid for by the resident.

We have balconies on each floor with sitting areas where the panoramic views of Bennachie and the surrounding hills may be enjoyed. Adjacent to the balconies there are small kitchen areas which can be used by Residents and families to enjoy tea and coffee making facilities.

We also have a main lounge and several small sitting rooms where you can choose to either watch TV, listen to music or just enjoy a quiet chat.

We have a bright, airy dining room where you can enjoy your meals or you may choose to eat in the privacy of your room.

## **Staff**

We have a Unit Manager who is assisted by four Assistant Managers, a team of Social Care Officers, Care Assistants, Domestic Assistants, a Cook and Assistant Cook. There is always a minimum of one Manager and three Social Care Officers/Care Assistant on the early and late shift during the day. Two members of staff are on duty overnight.

Residents will have a Social Care Officer who will be their Keyworker. They will be responsible for the more personal areas of care. However any member of staff will assist if required. All staff are dedicated to delivering a high quality of care.

There is a call system in all rooms so that Residents may call for assistance day or night.

Residents are involved in all decisions which affect their daily lives and we welcome and encourage continuing involvement with relatives, friends and community at large.

We are also very aware of the continuing need of relatives and friends to feel valued and actively participate with the care of the Residents. For example, joining in with social activities, involvement in personal care, perhaps assist Resident in decisions regarding their care, if the Resident so wishes.

## **Care Plan**

Each Resident will have a Care Plan which outlines their individual needs. This is a live document belonging to the Resident, compiled in conjunction with the Resident, Key Worker and any other person the Resident wishes.

This document will be signed by the Resident safeguarding their rights to citizenship, choice, independence, individuality, fulfilment, privacy and dignity. Residents are encouraged to make choices regarding their lifestyle, for example managing their own finances, medication and holding the key to their room.

We do not presume that Residents are incapable of making choices about their lifestyle, managing their own finances or medication, holding their key to their own room and personal belongings unless there is evidence to reflect this. If this is the case then these issues will be discussed in the Care Plan.

At regular times throughout the year Residents hold a meeting with the Unit Manager, to discuss ideas, changes, issues and problems relating to the home.

## **Meals**

Our qualified Head Cook and staff offer an excellent choice of meals which takes into consideration the dietary needs of individuals. We are very flexible at meal times and encourage Residents to be involved with the planning and choice of menus.

Breakfast is served between 8.30am and 10.15am

Lunch from 1pm onwards

High Tea between 5.00pm and 6.00pm

Morning Coffee and Afternoon Tea are served in the lounges or in individual rooms.

Jugs of juice are available in lounges throughout the day and a choice of bedtime drinks are offered before going to bed.

## **Social Activities**

The Westbank is organised by the Friends group every second Friday. We have a coffee shop run by staff on the first Tuesday of every month. Staff are also involved in a programme of social activities within Westbank offering a wide choice to Residents to participate in if they so wish, whether it be a stroll down memory lane in one of our Reminiscence Groups or enjoying a sing song. The choice is yours.

Some of the more active Residents may perhaps enjoy a game of putting or pottering around in the summer house.

Residents also maintain links in the local community with local groups for example, The Friendship Group, The Guides, Scouts and the Brownies. The older residents living in Oldmeldrum are also welcomed to join in our fun on the putting green, croquet lawn and petanque court.

Westbank Shop is being run by Residents and The Fellowship, offering a wide variety of all kinds of items which can be obtained every Thursday morning at thier leisure.

## **Services Within Westbank**

### **Medical Care**

The Residents of Westbank are under the care of our local group practice in Oldmeldrum. A GP visits the Home every Wednesday and any Resident requesting a GP visit at any other time has the same rights as any other citizen to either a home visit or, if they wish, to attend the surgery at the Health Centre.

Residents have the right to a private consultation, or if they wish a member of staff to be present, this can be arranged.

Residents suffering illness will be cared for in Westbank unless the GP feels that a hospital setting would be more appropriate to meet their needs.

If Westbank cannot provide the level of care required then consideration may have to be given to a possible move to nursing care. This would be done with consultation with Resident and family. The Care Manager will also liaise with Resident and management regarding their future care BEFORE decisions are made.

We will endeavour to treat all Residents with the greatest dignity and respect and ensure their wishes are met as far as is possible.

### **District Nursing Service**

We have an excellent rapport with our District Nurses who visit the Home on Tuesdays and Fridays and will also attend on request. Advice and assessments are always forthcoming if the need arises.

### **Dental Treatment**

Our local community Dentist and Dental Nurse attend on request and provide a very valuable service.

### **Chiropodist**

This service is available through the NHS every six weeks. Private appointments can be arranged.

### **Occupational Therapy**

Occupational Therapists will visit on request regarding any special aids to daily living. They will also provide advice on request.

### **Telephone Facilities**

There is a pay phone provided in a small room on the ground floor offering privacy to residents to make or receive calls.

The telephone number is 01651 873750.

### **Shopping Facilities**

Residents will be assisted to the local shops by their Keyworkers if they wish, or perhaps further afield if preferred.

## **Hairdresser**

We have a Hairdresser who visits the Home every Tuesday. Residents have the choice whether to use this service or, if preferred, arrangements can be made for you to visit a Hairdresser of your choice.

## **Laundry Service**

Westbank provides a laundry service within the Home but you may, if you prefer, do part or all of your own laundry or relatives may wish to take on this role.

It would be very helpful to staff if all items of clothing could be named with sewn on name tapes prior to admission.

It would also be gratefully appreciated if family members helped with any small mending repairs to personal clothing.

## **Church Services**

The local Church provides a service in the Home every second Sunday of the month. You may of course prefer to visit your own Church. Communion can be given by your own minister in Westbank if you wish.

## **Pets**

At present we have one resident cat named Rosie. If you currently own a small pet, such as a budgerigar, please bring this to the attention of the Manager when you visit the Home.

## **Safe Keeping Of Valuables And Belongings**

Each bedroom has a lockable drawer where small sums of money or jewellery may be kept. However any large sums of money or expensive items of jewellery may be deposited in the Home's safe for a short period of time only. It must be stressed this is very short term until alternative arrangements can be made.

## **Insurance Policy**

"This Home has insurance cover in place to cover liability at Law to Employees, Residents and the Public. However Resident's personal effects or property are not covered by the terms of this policy. Residents should therefore obtain their own insurance cover for such items which are otherwise brought into the premises at the Resident's sole risk and the Council should have no liability therefore".

## **Charges For Accommodation**

Care Managers will discuss this with you prior to admission. The amount you will pay for your care will depend on your capital or any assets which you may have. This will be assessed by the Care Manager and arrangements will be made regarding your preference as to method of payment.

## **Problems Or Complaints**

Difficulties in Westbank may arise which either the Resident or their families feel are not being resolved within the Home. Should this be the case, we have a complaints procedure which we will discuss with you at any time. This will give you the opportunity to confide in Senior Management, for example

Social Work Manager, Residential Homes  
Head of Service

Both may be contacted through Social Work, Gordon House, Blackhall Road, Inverurie.

Telephone 01467 620981.



## **Registration Inspection**

Westbank is subject to inspection by the Registration and Inspection Unit. This Unit have set Standards for Residential Care which have been approved by Aberdeenshire Council Social Work and Housing Committee.

We at Westbank endeavour to work to these standards.

Registration Inspection Reports regarding Westbank are available to all Residents and any other member of the public.

I hope this information is helpful to you regarding your choice for your future care.

Please do not hesitate to contact myself at Westbank or any of the Area Community Care Management Teams who may be contacted as follows -

Inverurie	01467 620660
Westhill	01224 743653
Ellon	01358 720502
Huntly	01466 794878
Dementia Team	01467 624337