

Welcome to Ythanvale Care Home



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Introduction

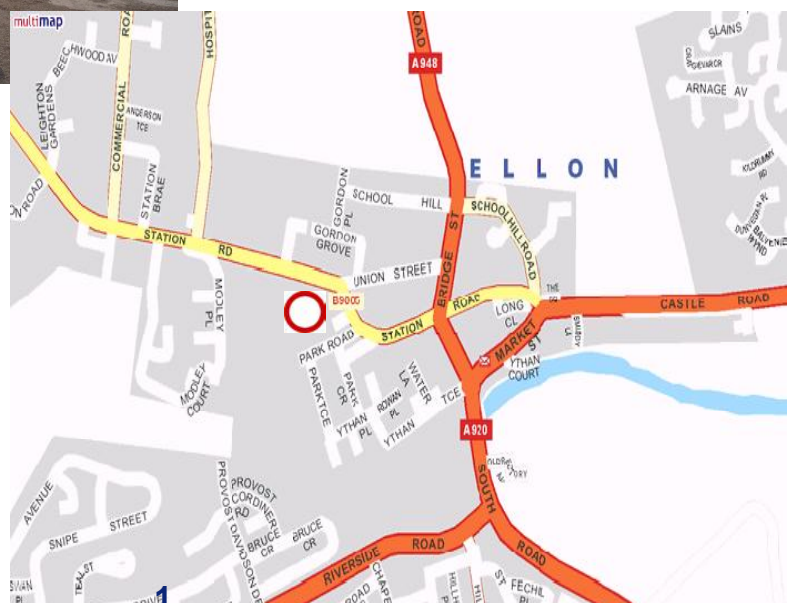
Making the decision to move into a care home is one of the most difficult decisions you will have to make. This brochure has been prepared in order to provide as much information as possible to help you decide if Ythanvale Care Home can offer the type of care and support you require. You are very welcome to visit Ythanvale 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 Ythanvale 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 three care staff on duty overnight.

Location

Ythanvale is situated in the heart of Ellon, close to Gordon Park and all the local amenities including the library, various churches and shops. Aberdeen is only 20 minutes away by road. There are good bus services into the city.



Ythanvale Care Home
Park Road
Ellon
AB41 9AB
Tel: 01358 720378

Your Accommodation

We have 31 private rooms and one respite room, each offering en-suite toilet and wash hand basins, adjustable heating, 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 3 shower rooms and two large bathrooms which include two specialised baths. If you need any other special equipment to help with your personal care, this will be arranged.

Lounges and Quiet Areas

We have 3 wings - Ythan, Gordon and Schivas. At the end of each of these wings we have small lounge/dining rooms. Two of these lounges look out on to Gordon park and in the summer months it is a great place to watch all the activities which occur in the park.



We have a large lounge situated at the front of the home - a good place to sit and watch the world go by. We also have a sun room. All these lounges have a T.V. In the lounges situated in the wings there are tea and coffee making facilities which you or your visitors are welcome to use.

Meals

We serve meals in the small lounges at breakfast and suppertime. Lunch is 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 Ythanvale. We welcome your friends and family at any time. We do ask however that all visitors sign in and out for security and safety reasons.

Your Personal Plan

When you move into Ythanvale 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.

Funding

Charges should be discussed with your care manager prior to considering a permanent move into care; including what should happen as your capital reduces.

Accidents or Incidents

Any such occurrences that take place as Ythanvale are recorded as part of good practice. This ensures the correct actions are taken at the time.

Visiting Services

Religious Services

On the second Sunday of every month the minister from Ellon Parish Church conducts a service in the main lounge from 6.30pm to 7pm. Services of Holy Communion are held twice yearly. In addition, on the last Friday of every month at 11am there is a church service conducted by St. Mary's on the Rock Episcopalian Church. (Residents of all denominations are welcome to attend these services but there is no obligation on residents to participate. You may of course wish to continue attending your own church and we will assist you with arrangements if required.)

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 Ythanvale, you are welcome to use the facilities.

G.P.

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 Ythanvale.

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 Ythanvale.

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.

If any item requires dry cleaning, the cost will need to be covered by yourself.

Shop

The Womens Royal Voluntary Service operates a small trolley shop on a Thursday afternoon where you can purchase items. Staff at Ythanvale will support and encourage you to use the local shops and services within Ellon 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 have a mobile book trolley that goes around the home every fortnight. We can organise for you to receive a daily/weekly newspaper or magazine of your choice. The newsagent will provide you with a regular bill and will include a small delivery charge.

Telephone

We have a pay phone in a private sound proof booth for your use and you can make and receive private phone calls. The number is 01358 723272. 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 Ythanvale we have one budgerigar and a cat. New residents could negotiate to bring in any small pets, such as a budgie, but it would not be possible to bring in larger ones such as a dog or cat.



Regular Events/Activities

Bingo/Knitting Group/Craft Group

These activities happen weekly within Ythanvale and are organised and run by volunteers. In addition, there are various other activities and entertainments organised throughout the week.

Christmas and New Year

The festive period is always a busy time here at Ythanvale. 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!

Holiday at Home Week

This is arranged every year during the summer and it is a time when we enjoy outings and entertainment. We just have to hope for good weather.

Aims and Philosophy

At Ythanvale 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 and 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 Ythanvale.

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, 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 Ythanvale

We are always interested to hear your comments because we want to make sure that services at Ythanvale 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).

In the event of Ythanvale closing down or ownership changing from Local Authority - you would be able to consult fully with your Care Manager as to what would be the best option for you following this.

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

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