

Dun Eisdean

Care Home

**44 Westview Terrace
STORNOWAY
Isle of Lewis
HS1 2LD**

Tel No: 01851 703335

Fàilte



Dun Eisdean is a care home in Stornoway, which is owned and managed by Comhairle nan Eilean Siar Social Work Department.

This information brochure sets out important information for people who are considering coming to Dun Eisdean for residential or day care services.

Dun Eisdean is a care home for older people. It's purpose is:

"To provide a high standard of personal and social care to older people in a residential setting so that each person is enabled to live as fulfilling and independent a life as possible"

Dun Eisdean offers a level of specialist care, provided by trained staff, to enable individuals to take as much charge of their lives as possible while providing the warmth and comfort of a safe and caring environment.

Dun Eisdean includes a special unit for people with dementia. There are extra staff during the day and night to provide the increased stimulation and supervision which is needed. Respite facilities are available in this unit.

Stornoway provides all the usual facilities of a busy town including shops, banks, post office, pubs and library.

Dun Eisdean is situated in a residential part of Stornoway. It was opened in 1979 and it is on a bus route to town. There is a general store close by.

Dun Eisdean is staffed twenty four hours a day. Staff encourage residents to continue an active and mentally stimulating way of life for as long as possible. Visitors are welcome at any time. Residents can go out visiting or for a holiday whenever they wish. A programme of activities is planned each year and the van is used for outings in good weather. Worship is held daily and there is a religious service every Sunday afternoon.

Once a year Dun Eisdean have a Thanksgiving celebration where each person is able to invite a member of their family or friend to dinner, followed by a Thanksgiving Service taken by an invited minister.



Accommodation

Dun Eisdean has thirty-eight single rooms, all with en-suite facilities. All are attractively decorated and furnished. All rooms are on the ground floor and are connected with the emergency call system. All rooms are suitable for wheelchair use.

There are communal dining and sitting rooms as well as several small sitting rooms where residents can relax and socialise. There is also a personal care room that includes hair dressing facilities.

Residents are encouraged to bring some of their own furniture, television, radio, pictures and any items that will enhance their room. They may decorate and carpet their room at their own expense. All bedrooms are lockable with access from the outside in an emergency. Tea making facilities are available in each person's room.

Residents may have a telephone in their room at their own expense or they can use the mobile pay phones. Personal laundry can be done on the premises.

Smoking is permitted in the designated smoke room. Pets are welcome at the Manager's discretion.

Mealtimes

All mealtimes are flexible. Meals may be eaten in the person's own room or in the dining room, breakfast may be taken in bed if wished. Special diets are catered for and staff will be pleased to provide for any specific preferences.

Breakfast	8.00am - 9.30am Choice of cooked breakfast, cereal/porridge, tea/coffee, toast
Snack	10.30am Tea/coffee, biscuits
Lunch	12.00pm - 1.00pm Choice of two main meals
Snack	2.00pm Tea/coffee, home baking
High-Tea	5.00pm - 6.00pm Choice of menu
Supper	9.00pm - 10.00pm Tea/coffee/milk drink, toast, home baking

Residents can have snacks whenever they wish.

Facilities

Doctor	Residents either keep their own doctor or register with a Stornoway practice of their choice. Residents can see their doctor whenever they wish
Community Nursing	Is available as required.
Physiotherapy	As needed
Chiropody	Regularly
Hairdressing	Regularly
Optician/ Dentist	By appointment
Library Van	Weekly
Shop	Wednesday afternoons



Dun Eisdan offers respite care and day care as well as permanent accommodation for those who wish. If you would like to find out more about Dun Eisdan, please feel free to visit for a look around whenever you wish.

If you are interested in applying for a place in Dun Eisdan you should contact your local social worker. The social worker will assess your needs and decide with you if Dun Eisdan is the right place for you. He or she will also be able to give you an estimate of how much you are likely to pay per week.

Dun Eisdan

Our Care Commitment to you

Dun Eisdean will provide twenty-four hour care with experienced and trained staff who are responsive to your needs and wishes. All staff will encourage you to exercise choice in the decisions about your daily living arrangements, to take as much charge of your life as possible and to be as independent as you can.

You will have your own key worker who will be particularly responsible for you and who will get to know you and your specific wishes and preferences. Your key worker will draw up a Personal Plan with you. This is a summary of the care we will provide for you.

The reason for having a written Personal Plan, or Care Plan, is so that we can find out your likes and dislikes, what care and support you need and what we can do to make your life in the home as fulfilling as possible. It is also so that we can make sure that all care staff are aware of these things.

With your permission we may consult your family, your doctor, your social worker or other health care professionals involved in your care. This is so that we can gain as full a picture as possible of the care you need.

Your Personal Plan will be reviewed every three months by your key worker and a senior member of staff and at least once a year by your key worker, a senior, yourself and a family member, if appropriate. Professionals involved in your care may also be invited to this meeting. It can be reviewed at any time if your care needs change.

You are welcome to read your Personal Plan at any time. If you wish you may keep a copy of your Plan. However we would remind you that this is a confidential document, we will keep it in a locked cabinet in a locked room. We would be unhappy if your copy was left where visitors could see it.

Rights and Responsibilities

Dun Eisdean will provide a relaxed and homely atmosphere where each person is respected and their dignity and privacy is of the

utmost importance. Equally everyone will be expected to be respectful of the needs and wishes of others in the home.

As far as possible you will have the right to live your life as you choose. However there may be times when it is necessary to restrict this right, either because you are unaware that your actions are putting you at risk or because your behaviour is placing others at risk.

Your rights will only be restricted if it is clear that the danger to you or others outweighs the effect of you losing your freedom. The Home has a Policy on Risk Taking and the Restriction of Rights, you and your relatives are encouraged to read and discuss these issues.

If you are planning to stay in Dun Eisdéan permanently you are encouraged to bring items of personal furniture into your room. Rooms can also be re-decorated to personal taste at your own expense, but you should consult with the manager before making any changes to fixtures or fittings. You may have a telephone installed in your room at your own expense.

Any faults should be reported to a senior member of staff who will arrange for repair as soon as possible.

Visitors

Visitors, including children, are welcome at any reasonable time, however young children should be accompanied by an adult. All visitors are asked to be sensitive to the needs of other residents and to ensure that any disturbance is kept to a minimum. If you are seriously ill or dying your close relatives will be made welcome at any time and facilities will be available for them to have meals and stay overnight.

Policies and Procedures

The Home has a comprehensive range of Policies and Procedures covering areas such as Health Care, Food Safety, Control of Infection and Health and Safety at Work. You or your

representative is welcome to read, or have copies of these at any time. Please ask the Team Leader about this.

Copies of Care Commission Inspection Reports, Fire Inspection Reports and Food Hygiene Reports are available in the office for anyone who wishes to read them.

Independent Representation

You are welcome to discuss any issues or concerns with someone who is independent of the Home. Your social worker is a useful contact or you can get in touch with the local Advocacy Service. Their address and telephone number is: Advocacy Western Isles, 27 Bayhead Street, Stornoway, Isle of Lewis, HS1 2DU. 01851 701755. Your keyworker or the Team Leader will be happy to make arrangements for you to meet with the person of your choice in privacy.

Residency

You are welcome to leave the home for holiday periods whenever you wish. However you will continue to be charged for your room in your absence.

If you are in hospital, your room will be retained for you for as long as there is an expectation of you returning home. You will continue to be charged as long as you are in receipt of benefits.

Departure

You may give up your place in Dun Eisean at any time by giving notice in writing four weeks before departure.

If you move into Dun Eisean you may choose to remain there for the rest of your life. If so, every effort will be made to care for your changing needs. Any further move would only be in the unlikely event that your medical and nursing needs were so high that you would be at risk without 24-hour medical or nursing care.

If you die while you are staying in Dun Eisean, staff will inform your next of kin at once and will help them with the funeral arrangements according to your wishes.

Your Care is Assured

In the extremely unlikely event of the Home having to close, Comhairle nan Eilean Siar will be responsible for ensuring that an alternative place is found for you. Your social worker will be contacted, the options will be discussed with you and your family and you will be offered a place in another Care Home.

FINANCIAL ARRANGEMENTS

Weekly Contribution

Each person pays a weekly contribution, which is determined by the standard charge set annually by the Council. A rebate will be available depending on your income and capital as assessed by the National Assistance Act Regulations as updated annually and any Council policy on the treatment of capital and property.

Initially the weekly contribution is assessed by your Social Worker prior to or on admission. After that weekly contributions will be reviewed annually by the Council in conjunction with you. Please tell the Team Leader of the home of any changes in your income or capital so that we can adjust your weekly contribution.

You can pay your weekly contribution directly to the home, through a bank or by a third party.

Insurance

The Council insures its premises. The Council provides insurance cover for up to £1,000 worth of personal effects for each person.

Dun Eisean has a safe where you may put specific items for safekeeping. It is advised that items of value, for example, jewellery, are either kept in the safe or insured separately.

Unhappy with our Service?

Please Complain!

We want you to be satisfied with the service provided by Dun Eisean.

If there is anything you are unsatisfied about please speak to a member of staff or the management of the Home.

If a complaint cannot be resolved within the home, or if you do not wish it to be dealt with by the management of the home, it will be independently investigated by the Director of Social Work. The Social Work Department has a written Complaints Procedure, a copy of which is included in this folder for your use.

The Home is regularly inspected by the Scottish Commission for the Regulation of Care. You are welcome to raise any concerns with the Care Commission. The address and telephone number of the local office is:

Care Commission Office
Custom House
Quay Street
Stornoway
Isle of Lewis
HS1 2XX
01851 706157

***We hope that you will enjoy
your stay in Dun Eisdean and
that you will feel that it is a
real 'home from home' for you.***