

Welcome to Blythewood House Care Home



March 2006

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 the Care Commission at:

The Care Commission

Johnstone House

Rose Street

Aberdeen

AB10 7UD

Tel : 01224 793870

lo-call 0845 60 30 890

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

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Introduction

Making the decision to move into a care home is probably the most difficult decision you will have to make. This brochure has been prepared in order to provide as much information as possible so that you can decide if Blythwood House can offer you the type of care and support you would like. You are very welcome to visit Blythwood to see the house and meet the staff or you can telephone and speak to the manager who will be happy to discuss your own requirements that are not covered in the brochure.

Your Care Manager from your 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 Blythwood House Care Home.



Blythwood House Care Home
Elphinstone Road
Port Elphinstone
Inverurie
AB51 3XD
Tel: 01467 620364

Comments/complaints about the service given in Blythwood House

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

Resident's Agreement

You will be asked to sign a residents agreement document which details what you can expect from Blythewood and also what Blythewood expects of you. Because there are thirty-nine people all living together, sharing communal areas in Blythewood there does have to be some fundamental rules such as no bad language, respecting other people's belongings etc.

Insurance

The 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 must therefore obtain their own insurance cover for such items which are otherwise brought onto the premises at the resident's sole risk and the council has no liability therefore.

Spiritual Beliefs

All staff at Blythewood will respect your spiritual beliefs and support your wishes regarding these. Local Inverurie Church Ministers attend in rota each second Tuesday of each month and hold a service in Blythewood, which you can attend if you wish. You are free to continue to attend the church of your choice in the community.

Location

Blythewood House is located in the Burgh of Inverurie. It is one mile from Inverurie Town Centre with its many shops and local amenities. Aberdeen is only fifteen miles via the recently built dual carriageway. Both are easily accessible by bus. There is a bus stop at the bottom of the driveway.

Blythewood sits majestically within its large, mature and secluded garden. It was built as a private residence and has been a Care Home since the early 1950's but it has always retained its original character.



Your Accommodation

Blythewood is a two-storey building with all the main rooms - dining room, two sitting rooms and smoking room, on the ground floor. There are thirty nine single bedrooms, three of which are large enough that they could accommodate two people on request. There are no en-suite facilities but there are plenty of toilets close to each room. There is a lift to access the upper floor.

All bedrooms are fully furnished, however if you would like to bring in some favourite pieces of furniture this will help to make your room feel more like home. Don't forget your pictures and ornaments, they are also important personal possessions which hold treasured memories and mark special events in your life as well as something about you as an individual.

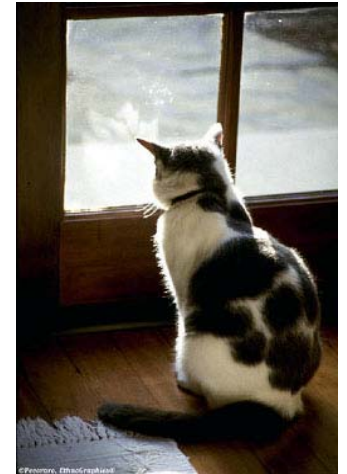
You may wish to have a telephone installed in your room for your private use and this can be arranged at your own expense.



You will have a key to your own room and a key to a lockable space inside your room. Staff will always knock and wait to be asked to come into your room, emergencies excepted. Domestic staff will arrange a suitable time with you for cleaning your room. If you would like to be involved in the care of your room, this is your choice and we will be happy to assist you to do this.

Pets

We welcome visiting pets, provided they are well behaved and under the control of their handler, and have our own resident cat.



Money

There is a charge for accommodation at Blythewood and people pay according to their means. All financial arrangements will be explained to you by your Care Manager. You are expected to manage your own money or arrange for a relative or another to do so for you. Staff can assist you with accessing small amounts of money for daily use from your own locked moneybox.

Shopping

Residents who are fit enough can go into inverurie or further with or without the assistance of their family or keyworker.

Library

Northeast Library Service provides a six weekly change of about six hundred books. Many of these books are large print and there are talking tapes. The books are kept in the main lounge and Garden Wing where you can look through them.

Newspapers and Magazines

A local newsagent will order and deliver your requirements, which must be paid for by yourself, with our assistance as required.

Laundry

We have a modern laundry where all linen and personal clothing is washed. If you wish to launder your own clothes the staff will explain all the facilities to you. With thirty-nine people living in Blythewood you will appreciate the need for **woven** nametags for all items of personal clothing.

All clothing must have named tags sewn in prior to admission, whether permanent or respite. Also, any new items of clothing brought in needs to have a nametag sewn in. Blythewood does not supply these nametags.

If items need to be dry cleaned we would ask that your family makes arrangements for this to be done.

Each room has a call point system so that you can call for assistance when required day or night. The windows can be opened and heating and lighting controlled from within the room.

Your visitors are welcome at Blythewood at any time that suits you and you may prefer to entertain them in your own room where you can have privacy. Visitors are welcome in the main sitting areas but we would ask that other residents are not disturbed if watching television or reading.

Only residents smoke in the smoking room. Visitors and staff are not permitted to smoke within the house or grounds.

There are tea and coffee-making facilities which you or your visitors can use at any time - just help yourself.

Blythewood has extensive gardens and within them a specially designed garden with paved ramps and raised flowerbeds for use by all residents and visitors. Particular care has been taken to provide plants that stimulate all the senses and reflect the seasons.



In addition fruit and vegetables are produced for our eating pleasure. Our gardener is very keen for residents and their families to take advantage of our garden and even help out with some of the gardening tasks.

All visitors are asked to sign the visitor's book on arriving and leaving.

Garden Lodge

The Garden Lodge offers specialised care and support for people with memory impairment or dementia. There are ten rooms in this part of the house as well as sitting and dining areas, bathrooms and toilets. There is also safe access to the garden.

Here we can offer increased levels of support in order to provide individual care and reassurance for those having great difficulties in many aspects of daily life as a result of memory impairment. Our experienced staff are able to offer the support and assistance in the way that you choose.



If you require to be admitted to hospital for a short period of time then your room is kept for you until your return.

The Community District Nurses also visits twice weekly or as often as required to monitor residents. Advice and assessments are always forthcoming if the need arises. There is also an Occupational Therapist who visits regularly and is involved in all aspects of personal activities and the provision of helpful equipment and advice. The GP can also request a Physiotherapist to advise you about walking or other mobility difficulties.

Another important member of the medical team is the Chiropodist who visits approximately every three months. A private Chiropodist can also visit but their fee is payable by you.

Lastly we come to the Optician and the Dentist who will visit on request by your keyworker.



Hairdressing

We have a hairdresser who provides a service for both men and women every Thursday. There is a moderate charge for this service and we have a specially equipped room.

Services Provided

Meals

Breakfast is anytime between 8.00am and 11.00 am. The midday meal is served from 12:30pm onwards and has three courses. Supper is between 4.30pm and 6.00pm. You can arrange to have your meal at a different time or on your own in your room.



The menu is displayed daily and drinks and snacks are available throughout the day. We can cater for special food needs and diets and our cooks are always pleased to hear your suggestions.

Medical Care

Blythewood is covered by the Inverurie Health Centre, with one of their doctors visiting every Friday, as well as when called out. Your present doctor may be able to continue to attend you; on the other hand you may have to change to a local doctor. You can be seen in the privacy of your room or in the home's GP room, with or without a member of staff present, depending on your wishes. You have a right to a private consultation and can make your own appointments at the health centre. If you do not wish to look after and administer your own medication the staff will advise and assist.

Your Care Plan

Before coming to stay at Blythewood you may wish to come for a visit or your allocated keyworker can visit you so that on the day you arrive you will have a face you recognise to greet you.

Your Keyworker will help you make up your personal plan of care and will arrange our services to suit you. Key workers will make time especially for you - to share interests, arrange outings/visits, and offer you assistance in any way. However you can ask any member of staff for assistance at any time of the day or night. The key worker will use the personal plan of care to outline your wishes with input from your family members and anyone else you wish.

Your care plan is kept strictly confidential and can be accessed by you at anytime as it is your property or you may wish to keep your own copy. It will signed by all those involved, thus safeguarding your rights to citizenship, choice, independence, individuality, fulfilment, privacy and dignity.

From voting during elections to choosing when to have a bath **your rights as a citizen** are maintained. You, as an **individual**, will make **choices** about how you live your life. For instance, how you manage your finances, your medication, your own room key etc.


You will be involved in all decision making and there are regular meetings and suggestion boxes. Blythewood also encourages the continuing involvement of relatives and friends and the community at large.

There are plenty of opportunities for you to join in with the numerous social activities and you will be involved in your personal care. You will be treated with dignity and we will make sure that your confidentiality will be maintained. We will do our best to ensure that you can make the most out of life whilst you are a resident at Blythewood.

It is our aim at Blythewood to offer you a personal service in as far as we are able. You decide when you rise in the morning and go to bed at night. During the day you can spend time with others in the lounges, on your own in your room or visiting friends. Outings with family and friends are encouraged. Our main aim is to provide a high quality of care, offering support and allowing you to maintain as independent a life as possible.

We strive to achieve this through our philosophy of care and by the way we carry out the guidelines for care from the local authority.

As well as providing long term care Blythewood also provides respite care both in the main house and in the Garden Wing.



Philosophy of Care

Within Blythewood we hold the following fundamental beliefs:

- quality of care
- integrity and impartiality
- personal worth
- rights and responsibilities of the individual
- the need to protect those who cannot protect themselves
- the importance of respect
- training and support for staff and carers

“Your needs are paramount”