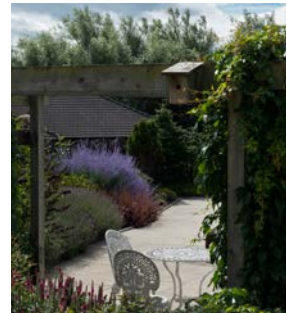
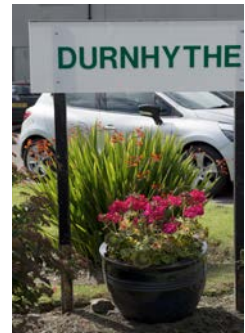


Welcome to Durnhythe Care Home



CONTENTS

Page 4 Introduction

Durnhythe
Rights of citizenship
Standards of care
Location and map

Page 6 Your Accommodation

Bedrooms
Bath and shower facilities
Lounges and Quiet Areas
Meals
Teas/coffees and snacks
Visitors
Your Personal Plans
Reviews
Funding

Page 9 Visiting Services

Medical/Health Care
Religious/Spiritual
Hairdresser
Other

Page 10 The Home's Facilities

Laundry
Personal Monies
Library
Telephone
Pets
Activities

Page 12 Aims and Philosophy

Page 14 Comments and Complaints

Page 15 The Care Inspectorate



Introduction

Your Care Manager from the 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 Durnhythe should your assessment identify you require a care home.

Making a decision to move into a care home can be one of the most difficult decisions you have to make. This brochure has been prepared in order to provide as much information as possible to help you decide if Durnhythe can offer the type of care and support that you require. If you decide to move into Durnhythe you will be provided with an agreement which sets out our mutual responsibilities.

At Durnhythe we welcome visits from prospective residents and their family to see round the home, meet with the staff and discuss the services provided. You can also telephone and speak to the manager who will be happy to discuss your personal requirements and any issues not covered in the brochure.

Rights of Citizenship

If you choose to live in Durnhythe, you can choose to live your preferred lifestyle as far as possible. We acknowledge that everyone is unique and the aim is to ensure that you continue to express your individuality. It is vital that each resident is allowed time on their own to enjoy their own privacy if they wish. Having choice is part of being a citizen – from choosing what you wear to making decisions at residents meetings that can impact on the running of the home. Each resident will be treated with dignity and their confidentiality respected.

Standards of Care

The standards of care you receive are outlined in the National Care Standards. Durnhythe care is subject to regular inspection by the Care Inspectorate to ensure that these standards are met and the latest report is available to consult at the Home or online.

www.scswis.com

Staff

The staff team includes the Care Home Manager, Assistant Managers, Carers, Domestic Assistants, Catering Assistants, Laundry Assistants, Cooks, and administrative support.

Durnhythe staff are bound by the Scottish Social Services Council's Codes of Practice and this is reinforced by Aberdeenshire Council's own Codes of Conduct; which staff must adhere to.

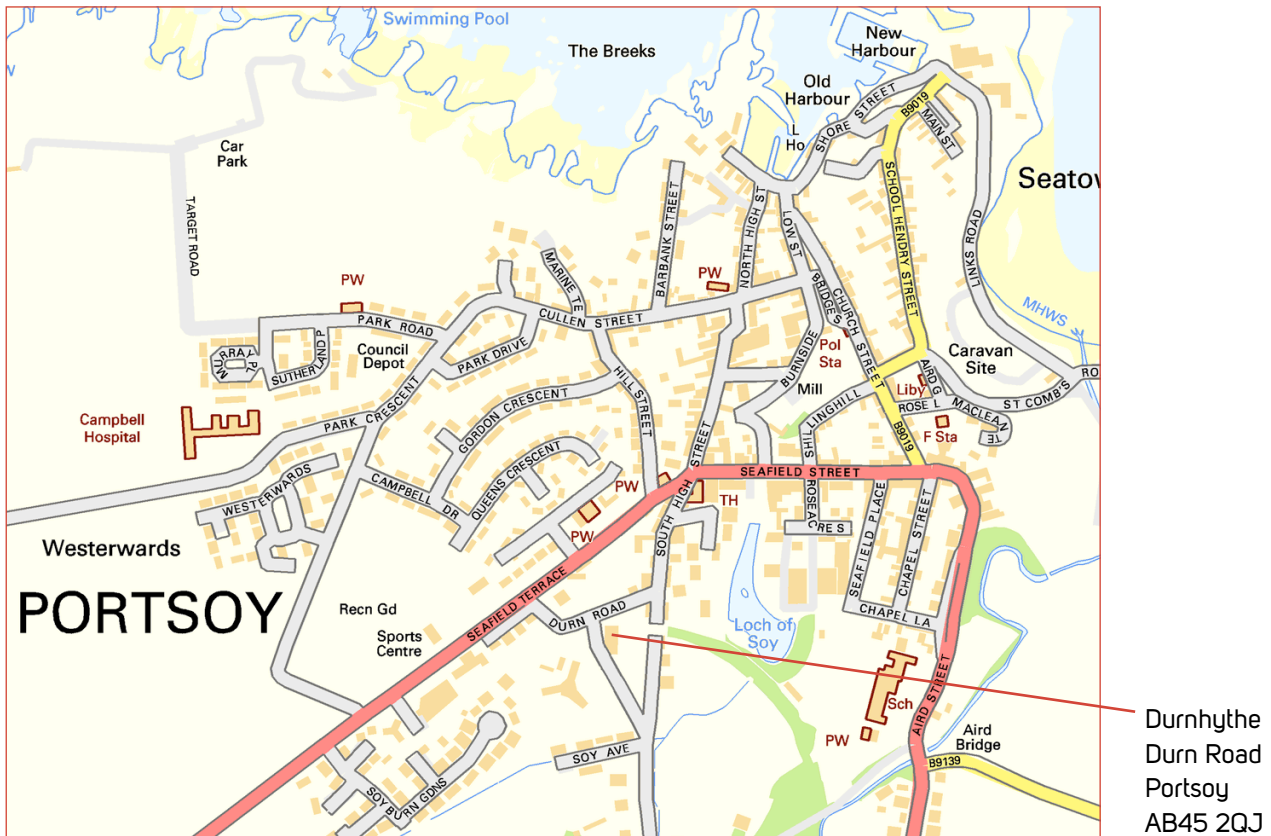
You can be confident that staff providing your care and support have knowledge and skills based on core values that are then developed through continuous training and experience of working with people whose needs might be similar to yours.

Location

Durnhythe is situated in peaceful surroundings in the picturesque village of Portsoy, eight miles from Banff.

It is set in spacious grounds close to the Banff – Elgin bus route.

Local amenities include the Library, various places of worship, shops, Loch Soy and the Bowling Club where our residents are made very welcome. Portsoy also hosts The Scottish Traditional Boat Festival every year.



Based on Ordnance Survey mapping with the permission of the Controller of Her Majesty's Stationery Office.
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Your Accommodation



Durnhythe is a two story building with facilities to accommodate a maximum of 33 residents. We also have 2 respite rooms.

A call system is installed throughout the home enabling you to call for assistance 24 hours a day. We also have a door entry system at the front door to increase your feelings of security.

Bedrooms

All bedrooms are fully furnished however if you would like to bring in some of your favourite pieces of furniture, photographs or other personal items, this might make your room more personal and familiar to you.

Each bedroom has a lockable space for safe keeping of small valuables and belongings.

Bath and Shower facilities

We have 3 bathrooms and 3 shower rooms, assistance can be provided, where required, to use the facilities.

Lounges and Quiet Areas

Durnhythe has 4 sitting rooms of various sizes where you can enjoy the company of other residents or entertain your family and friends. On the first floor we also have a sun room which leads into our secure sensory garden which offers sheltered areas to sit on a fine day. We also have various quiet spaces you can sit and enjoy the views of the garden.



Dining facilities and meals

Durnhythe has one large dining room on the lower floor and a small one on the upper floor. The dining room on the upper floor has tea and coffee making facilities which we encourage residents and visitors to make use of.

We pride ourselves on the quality of our meals. Every day the choice of menu reflects specific dietary needs and residents contributions in menu planning groups. The Cook and Assistant Cook actively seek advice and ideas on providing a balanced and varied diet through discussions with residents, dieticians and undergoing training on nutrition.

Hot and cold drinks are served at regular intervals during the day but it is your entitlement to request refreshments/snacks at any time during the day or night.



Visitors

We have an 'open house' policy here at Durnhythe and we welcome your friends and families at any time. We do have an entry system which allows us to see who is coming into the household and we ask you to sign in and out for fire and security reasons.



Your Personal Plan

When you move to Durnhythe you will be introduced to the members of staff who will be your Key Workers – one for during the day and the other at night. These members of staff have a special responsibility to assist you with more personal aspects of your care and assist you to complete your Personal Plan. This plan outlines your individual needs and wishes and enables us to make your life as fulfilling and enjoyable as possible. On completion, we will ask you to sign your plan stating you are happy with all the entries made. A copy will be made available to you if you wish. Your Personal Plan will then be reviewed regularly.

Reviews

Reviews are held six monthly, at an informal meeting and annually on a more formal basis. The people present at these meetings may include yourself, your Care Manager, a Review Manager, your Key Worker, a manager from the home and your chosen representative, if you wish.

Reviews are organised to ensure you are happy in your home and that your care needs and wishes are being met (as detailed in your personal plan). They provide a forum to consider any difficulties or issues which need to be addressed.



Funding

Charges for your care should be discussed with your Care Manager prior to you considering a move to Durnhythe, including what should happen should your capital be reduced.

VISITING SERVICES

Medical/Healthcare

Durnhythe is under the care of Portsoy Medical Practice. A GP visits weekly but arrangements can be made to visit the local surgery if required. Out of surgery hours, the attention of a duty doctor or NHS 24 can be accessed. You have the right to a private consultation or to ask for a member of staff to be present. Should you require medication we will discuss any assistance you may require.



Community District Nurses will also offer advice and treatment as required.

Chiropodist

A chiropodist from the local health centre visits regularly, or if you prefer, staff can arrange for a private appointment. Charges for a private consultation will vary, as will transport costs.

Occupational Therapy

Should you require special equipment to assist with daily living we can request a visit from the Occupational Therapist, who will visit you at Durnhythe.

Dentist

We can contact a dentist on your behalf who will attend to you in Durnhythe when necessary. Should you need to visit the dentist we can assist you with arranging transport.

Optician

We can arrange for an optician to visit you here at Durnhythe when you require. Should you wish to visit your own Optician, we can assist you with arranging transport.



Religious/Spiritual

Every Wednesday at 3.30pm the Minister from Fordyce Parish Church conducts a service in the downstairs sitting room. Services of Holly Communion are held twice yearly. Ministers from neighbouring parishes also visit. Every effort will be made by Durnhythe staff to enable you to continue your preferred method of worship.



Hairdressing and Pampering Therapy

We have a hairdresser who visits Durnhythe on a regular basis. You are welcome to use this service or, if you prefer, arrangements can be made, as far as possible, for you to visit a hairdresser of your choice. We sometimes invite beauty therapists into the home so residents can enjoy pampering therapy and residents are free to utilise this service as they wish.

Other

We would ask that you or your representative arrange for delivery and payment of any newspapers.

THE HOME'S FACILITIES

Laundry

We have our own laundry facilities where all linen and personal clothing is washed. If items need to be dry cleaned we would ask that your representative make arrangements for this to be done.

All clothing must have nametags sewn in prior to admission, whether permanent or respite. Any new items also need to have a nametag. We can order these on your behalf at a small cost to yourself.



Personal Monies

You are expected to manage your own finances or arrange for a representative to do this on your behalf. Staff can assist you with managing small amounts of money for daily living from your own locked moneybox. Two persons will sign for all transactions.

Library

Within the home there is a selection of reading material, including magazines and large print books. Library services can also be organised.

Telephone

We have a payphone available for your use from which you can make or receive phone calls. You can also arrange to have a telephone installed in your room. The phone company will then bill you individually for the cost of installation and all calls.

Pets

If you wish to bring a pet this should be discussed with the care home manager and other residents



Activities

A life of prolonged inactivity can lead to a whole host of serious health problems (falls, fractures, urinary infections, constipation, and reduced appetites) while boredom and a sense of worthlessness can lead to depression and low self-esteem.

At Durnhythe we are committed to making our care home special and a bit different from the norm. We aim to make it a desirable place to live and one where people are kept stimulated occupied and feel content. We endeavour to empower all individuals who live here and ensure that they are involved in the planning and evaluation of the activities. To achieve our aim we will:

- Treat everyone as an individual with personal preferences, thoughts and opinions.
- Listen to all ideas and opinions equally and with respect.
- Have fun and enjoy doing things that enable you to be happy and fulfilled.
- Ensure that activities, entertainment and social events are organised to reflect the wishes, likes and dislikes of all individuals.
- Ensure that anyone can join in, or not, as they choose.
- Make sure that links with friends and relatives are maintained and welcome them to join in any event within Durnhythe.
- Celebrate your birthday in the way you would like.



Rights

At Durnhythe 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 Durnhythe

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 AND COMPLAINTS

Directed to Aberdeenshire Council

We are always interested to hear your comments, because we want to make sure that the services at Durnhythe are as good as they can be. We value all our service-users 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 as 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 that the problem can easily be sorted out. If you do not want to speak to that person directly, ask to speak to the Manager. The Manager will try and solve the problem on your behalf.

If you feel your complaint has not been fully addressed by these means then you are free to exercise your right to make an official complaint via a complaints form found in each individual bedroom in Durnhythe.

Complaints should be addressed to:

Social Work Manager (Care Homes)
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 wish to direct your comments or complaint to a source independent of the council. You can do this at any time by contacting The Care Inspectorate (SCSWIS). Details about the Care Inspectorate are on the following page.

If you wish to provide feedback on our services you can contact the care home manager or the Aberdeenshire feedback team.

email feedback.team@aberdeenshire.gov.uk
or on our website www.aberdeenshire.gov.uk/haveyoursay/index.asp
or phone 08456 081207.

The Care Inspectorate (SCSWIS)

Our formal name is Social Care and Social Work Improvement Scotland. (SCISWIS) From September 2001 our everyday name became The Care Inspectorate. We are a national organisation set up under the Regulation of Care (Scotland) Act 2001 to regulate and inspect Scottish care services.

The Care Inspectorate believes that a national independent system of regulating care in Scotland will promote consistency of practice and improve care services by listening to your comments care services is by listening to your comments.

Part of the Care Inspectorate's Role is to regulate the National Care Standards. Durnhythe is subject to an inspection at least once a year by the care inspectorate. You may wish to contact The Care Inspectorate to view our last inspection report or you could ask to see a copy located on the notice board here at Durnhythe.

One of the most important ways The Care Inspectorate can help to improve care services is by listening to your comments and complaints.

You can contact the Care Inspectorate (SCISWIS) at:

Compass House
11 Riverside Drive
Dundee DD1 4YN
01382 207100
Lo-call 0845 600 9527
Email enquiries@careinspectorate.com

