

# *Welcome to* **Edenholme Care Home**



# CONTENTS

**Page 4 Introduction**

Edenholme  
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 Edenholme 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 Edenholme can offer the type of care and support that you require. If you decide to move into Edenholme you will be provided with an agreement which sets out our mutual responsibilities.

At Edenholme 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 Edenholme, 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 you receive are outlined in the National Care Standards. Edenholme 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](http://www.scswis.com)

## Staff

The staff team includes the Care Home Manager, Assistant Managers, Nursing staff, Carers, Domestic Assistants, Catering Assistants, Laundry Assistants, Cooks, Admin Assistant, Clerical Assistant, Activities persons and a Handyman.

Edenholme 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

Edenholme is located within the pretty coastal town of Stonehaven, approximately 15 miles south of Aberdeen. Edenholme is close to the railway station and is served reasonably well by bus. Local amenities include the beach and harbour, library, various churches and many shops.



Edenholme  
Edenholme Crescent  
Stonehaven  
AB39 2FT  
Tel: 01569 690560

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## Your Accommodation



Edenholme is a two story building with facilities to accommodate a maximum of 60 residents including respite. The home is divided into 5 households of 12 rooms. Each bedroom has a bed, chest of drawers, bedside cabinet, armchair, blinds, curtains and bedding, an en-suite shower room and a built in wardrobe. A small number of bedrooms are used for those requiring a short break

All rooms and public areas have call points enabling you to call for assistance 24 hours a day. There is an audio-visual entry system and signing in procedure for visitors to increase your feeling of security. A key for your bedroom is also available.



Staff will respect your privacy and knock before entering, except in emergencies. Housekeeping staff will arrange a suitable time for cleaning your room and should you wish to be involved we would be happy to accommodate this.

Although there is a non-smoking policy within Edenholme and grounds for staff and visitors, a first floor smoking room is available for the use of residents.

### 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. At your own expense you will be at liberty to redecorate your room. There are phone, broadband and television aerial sockets in every room.

You may wish to install Sky TV but you will incur the installation and monthly fees. Outside the bedroom door there is a memory box where you can install mementoes and photos that are important to you and will help you connect with the room.

## Bath and Shower facilities



All the bedrooms have an en-suite shower room and each household has an assisted bathroom.

## Lounges and Quiet Areas

Each household has a kitchen/dining room, main lounge and two other quiet sitting areas. Each lounge is fitted with an induction loop system for hearing aid users. Should you wish to entertain your visitors, there is usually a private area available for this purpose. There

is also the Cherry Tree lounge (a large double height communal space) and the feature ceiling reception area on the ground floor where tea and coffee facilities are available. Visitors can also make tea and coffee in the individual household kitchens.



## Meals

Meals will be served in the households from heated trolleys which will come from the main kitchen. The household kitchens will be fully equipped and you will be able to make yourself a hot drink with supervision when you wish to. Every day there is a choice of menu which is displayed in the household and alternatives are always available. Our cooks use in season fresh produce and they will be offering taster sessions, before seasonal menu changes, so that you can try new things. If you have specific dietary needs or favourite dishes you enjoy please discuss them with the cooks.



Here is a sample menu

<b>Breakfast.</b>	<b>Lunch</b>	<b>Tea</b>
Fruit Juices	Lentil Soup	Smoked Haddock and
Porridge or cereal,	Shepherds Pie	Poached Egg or
Toast, Butteries or	or	Assorted Sandwiches,
Pancake	Cheese and Pineapple Salad	Scrambled Egg,
Tea or Coffee	Butterscotch Flan	Cheese and Biscuits
	Tea or Coffee	Tea or Coffee

## Teas/coffees and snacks



Hot and cold drinks, milk shakes and fresh fruit and snacks are served at regular intervals throughout the day but available at most times on request. If you are able you may, with supervision as required, make your own drink in the household kitchen. Fresh water is made available to residents in their rooms.

Tea and coffee making facilities are also available in the seating area in the main building.

## Visitors

We have an 'open house' policy here at Edenholme 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.

Public toilets are available at the front of the building. For visitors or residents who wish to use their computers there are wifi connections and a computer station for their use.



## Your Personal Plan

When you move to Edenholme 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 Edenholme, including what should happen should your capital be reduced.

## VISITING SERVICES

### Medical/Healthcare

Edenholme is under the care of Stonehaven Medical Centre. 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. All nursing needs are met by the in-house nursing staff. We have a nurse in the home at all times. 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 Edenholme.

### Dentist

We can contact a dentist on your behalf who will attend to you in Edenholme 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 Edenholme when you require. Should you wish to visit your own Optician, we can assist you with arranging transport.

## Religious/Spiritual

Local churches provide a service most Sundays at Edenholme and communion can be given at Edenholme if you wish. Staff will assist you to attend your own church should you wish to go.

## Hairdresser

We have a hairdresser who visits Edenholme 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.

## 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

A mobile library will call regularly but should you wish to visit the local library we can assist you to make arrangements.

### Telephone

We have a payphone available for your use from which you can make or receive phone calls. There is a phone

socket in your bedroom if you wish to install a telephone. The phone company will then bill you individually for the cost of installation and all calls.

## Pets

We welcome pets providing they are well behaved and under the control of their handler. Should you wish to bring with you a small pet, please discuss this with the Manager.

## 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 Edenholve 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 Edenholve.
- Celebrate your birthday in the way you would like.

**At Edenholve there will be plenty of opportunity for you to join in with the support of our activities co-ordinators and collaborate in numerous events and social activities.**

**The choice is yours.**



# EDENHOLME CARE HOME AIMS AND PHILOSOPHY

**At Edenholme 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 will meet your needs and preferences as far as possible. We believe in encouraging and enabling you to be fully involved in your care and support.**

## Hospitality

We aim to provide a homely atmosphere; where you'll always be given a warm welcome and a friendly smile. We provide spaces around the home where people can have some quiet time to themselves or get together, in small groups or large, to share experiences.

We will endeavour to provide an environment where you can lead an independent life and be valued as an equal.

## Privacy

We will help you have the private times you need without intrusion or interference. Your right to confidentiality will be respected.

## Support

We aim to provide you with excellent service. You will be supported by a professional, qualified staff team who will be approachable; always treating you with dignity and respect. Our aim is to offer you a person centred service and we will work closely with you and your family to produce a plan of care and support that meets your needs, wishes and requirements. We aim to

be versatile and flexible in our approach to your care and support.

We will support you through the final stages of life and will respect your wishes. If you have family who wish to remain with you, to support and comfort you, they will be offered a room within the home so they are close by.

## Healthcare

Supporting you to remain as healthy and independent as possible is a priority for us. We will provide a registered nurse over each 24 hour period to act as our primary source of advice and support. We will also continue to work with our partners in Healthcare to provide you with a range of services that ensure your needs are supported and regularly reviewed.

We believe in good home cooking which is both tasty and nutritionally balanced. We will seek your opinion on the food and beverages we provide and our seasonal menus will reflect your likes, dislikes, and preferences. We will work with health professionals to ensure we support you with any nutritional needs you may have.

## Safety

We aim to provide a home for life which is clean, comfortable and safe. We will ensure you feel safe and secure in all aspects of your life and will not be overprotected; but fully informed of any risks that may arise.

If you require them we will provide a range of technologies to assist the staff team to support you.

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## Realising Potential

We will help you make full use of the resources that are available to assist you to make the most of your life and to achieve all that you can.

We aim to offer you a range of activities to stimulate and interest you.

We aim to make Edenholme residents feels part of their community.

We will encourage you to participate in the running of the home and aim to do this through discussions with individuals, resident group meetings and family events. We will ask for your opinions on aspects of your care and support and the running of the home and will assist you with a range of communication tools and the use of Advocacy. We will always listen with empathy to any views, comments or complaints and act accordingly.

We realise that the small things make a big difference and that you're never too old to have fun.

**Our philosophy and these aims were compiled taking into account the views and opinions of the staff and residents, and their families, of Edenholme at meetings on 28 & 29 May and 21 June 2012.**

# COMMENTS AND COMPLAINTS

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## Directed to Aberdeenshire Council

We are always interested to hear your comments, because we want to make sure that the services at Edenholme 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 Edenholme.

### 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](mailto:feedback.team@aberdeenshire.gov.uk)  
or on our website [www.aberdeenshire.gov.uk/haveyoursay/index.asp](http://www.aberdeenshire.gov.uk/haveyoursay/index.asp)  
or phone 08456 081207.

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## 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. Edenholme 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 Edenholme.

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](mailto:enquiries@careinspectorate.com)

