

## Abercorn Care Limited



Abercorn Care Limited comprises of three care homes which are all situated within the Portobello area of Edinburgh within very close proximity to each other. These homes include the Abercorn Nursing Home, Viewpark and Spring Garden Care Homes. They all practice the Company's expressed intent of delivering high quality professional care within the small care home environment in which residents can fully participate in the delivery of their care and enjoy the benefits that are derived from living within an atmosphere more akin to the family unit rather than the larger more institutional care homes that can lack the attention to detail and personal touch.

Although the homes all come under the Company's management umbrella, covering staffing levels, training supervision, policy and procedures they are still encouraged to operate as single entities thereby retaining and enhancing the small care home atmosphere and feel. Residents, family and friends are all invited to contribute feedback on all aspects of the homes that impact upon the care delivered and the service received.

*Susan Hill*

Susan Hill RGN  
Managing Director  
Abercorn Care Limited

## *Welcome to Abercorn Nursing Home*

It is hoped that this small brochure gives you and your relatives some useful information about life in Abercorn Nursing Home. It is our aim to offer all our residents continued happiness and comfort. We think this can be best achieved if you view Abercorn as your own home and not just a place to be looked after and that both you and your relatives take an active part in the planning and decisions that affect your individual needs.

We hopefully will all grow older gracefully and in the best of health. However, if we do enter into care it is of paramount importance to retain one's dignity and as much independence as is possible subject to an individual's health and mobility. This above all is a key to the happiness that we try to engender within Abercorn Nursing Home, and it is our aim to be able to serve you and your relatives' best interests throughout your time with us.

### *Your Involvement*

One of the key principles of planning care is to include both the individual and their family or advocate in assisting the Home's staff in compiling a plan of care to meet your individual needs.

## Background

Abercorn Nursing Home is located in the seaside town of Portobello in close proximity to local amenities including shops, banks and churches and is easily accessible by public transport. The Home overlooks directly onto the promenade and the sea beyond and is within a gentle stroll of the Joppa public park.

The Home is registered with the Social Care & Social Work Improvement Scotland (SCSWIS) for the ‘Regulation of Care’ to care for 21 residents and is managed by Susan Hill. We have a caring and committed team and offer a high standard of care designed to meet the individual needs of the residents who have varying degrees of dependency.

The Home’s Inspection Reports can be found at the Home and on the Care Inspectorate’s web site at:

<http://www.scswis.com>

The National Care Standard for Older People in Care Homes details your rights as a Resident and is freely available upon request from our Staff and also from Abercorn Care Limited’s main web site at:

<http://www.aberncorncare.com>

## Staff

Prior to admission, the Manager, or a senior member of the care team, will make an appointment to visit the individual at home or in hospital. This allows us to carry out an assessment of your care needs.

Although you may need some help in caring for yourself, we hope you will continue to undertake those daily tasks you are currently able to do. The Home's Manager in conjunction with her senior carers will help to plan a programme of individual care to ensure you get the support you need. Your 'Care Plan' is reviewed at least bi-annually in consultation with yourself or your family members and you are encouraged to fully participate in the planning and delivery of your care. A copy of the 'Care Plan' can be obtained from the Home's Manager or your Key Worker as required.

Our care assistants are there to deliver your care plan and to help look after your day-to-day needs. However, you will be assigned a single 'Key Worker' who will be an experienced carer responsible for ensuring you receive the support and assistance you need. All our staff are encouraged and supported in attaining the Scottish Vocational Qualifications required by Scottish Social Services Council.

The Staff are on duty 24 hours a day and is trained to look after your needs. They can assist you with bathing and using the toilet if you need help. Never be afraid to ask for help. There is a call system, which you can use to summon assistance should you need it. Someone will show you how to use it.

Our domestic staff will keep your room clean and tidy and the laundry assistant will look after your clothing as required. We would ask that your clothes are all-suitable for machine washing and are clearly labeled with your name. Labels can be ordered for you on request to your Key Worker or the Home's Manager.

We hope you will get to know the staff and the staff will get to know you, your family and friends.

## Meals

We try to provide a varied, nutritious menu. If you have any particular likes or dislikes, the chef, will discuss these with you. Menus for the week are displayed in the dining room. Meal choices are always available if you do not like what is on offer on the menu.

Snacks and drinks are also available any time you wish, please feel free to ask. There is always fresh fruit available within the Home.

## Mealtimes

MEAL	START/FROM	TO
Breakfast	8am	10am
Morning Coffee	10.30am	
Lunch	12.15pm	1pm
Afternoon Tea	3pm	
Evening Meal	5pm	
Supper	8.30pm	

## Dignity in Care

‘Dignity in Care’ is recognised within the Abercorn Nursing Home. The Government’s ten dignity challenges are key to ensuring that our staff, as well as our residents, understands what service is needed to meet the requirements of dignity in care.

## Medical Attention

We hope you will be able to keep your own doctor but if you are moving some distance away from your current location, you may have to change to a local Doctor.

The Doctor would provide the same service you have always received. If at any time you feel that you would like a visit from the Doctor, please tell a senior member of staff who will take the necessary action to meet your request.

## Medication

If the Doctor prescribes medication for you, the senior member of staff usually keeps it and will give it to you at the prescribed times. If you are able, and would prefer, we can arrange for you to keep your own medicines.

## Religion

Abercorn Nursing Home accepts and respects all religious denominations from within the British multicultural society of today. We have links to most of the local churches and religious organisations and your own Minister, Priest or religious leader is welcome to visit you at any time. Families or friends are welcome to take you to organised religious services but should inform the senior member of staff before doing so.

## Family

Most residents in our Home remain in close touch with their family. We think this is very important, and as well as calling to see you, we would like them to become involved in the life of the Home and your care. They should feel free to come and go as they wish and are encouraged to ask questions relating to any concerns they may have with your residency within the Home.

## Visitors

Your visitors, including, children and grandchildren are most welcome in the Home at any time. If they wish to take you out for part of the day or for the whole day, we would be extremely pleased, on your behalf, and we will do all we can to meet any practical problems they might encounter as a result of your time away from the Home.

All visitors are respectfully reminded that the Abercorn is the Home of some 21 Residents and that they, as well as the members of staff, would wish their home to be treated with respect.

Children, although most welcome, remain the responsibility of the adult visitor who accompanies the child. They are to ensure the safety, care and best behaviour at all times of the child/children in their company. We recognise the importance of child protection in accordance with the ‘Protection of Children (Scotland) Act 2003’.

## Specialist Equipment

The Home is well equipped with walking aids, wheelchairs, hoist, specialist baths, mattresses and other essential equipment used in the care of the elderly.

## Personal Liability

It could be considered unfortunate in a brochure such as this that we need to include reference as to personal liability. However, within our ever-increasing litigious society it is worth stating that a care home does have its own unique areas of risk, which are covered within the Abercorn's policy documents and risk assessment. Visitors have an individual responsibility to ensure the safeguard of themselves and the children under their supervision.

## Legal Rights

You will be given information on your legal position about your occupancy rights in Abercorn Nursing Home. You will receive a written contract/agreement which clearly defines the service that will be provided. It sets out the terms and conditions of accommodation and residence, including your rights to live in the Home, payment arrangements for changing or ending the contract. Abercorn Care Limited's contract/agreement has been compiled in accordance with the Office of Fair Trading Guidelines.

You can be confident that the Home is run in line with legal requirements. You can ask for confirmation that the Home meets with all the relevant legislation and guidance relating to fire, health and safety procedures, anti-discriminatory practice and risk management.

You can ask to have access to any of the Abercorn Nursing Home's policies and procedures.

## Palliative Care

Abercorn Nursing Home recognises palliative care as person-centred. Its aim is to maintain, and as far as possible to improve, the quality of life of people with non-curable progressive illnesses and those closest to them. It is based on recognising and respecting the unique individuality of the person cared for and is about quality of life. Policies and training practises are in place covering palliative care.

## Advanced Directive

Advance directives (also known as living wills) allow you to outline the treatment and care you would like in the future, when you may not be able to communicate your wishes.

In an advanced directive you can give your consent to particular forms of treatment; refuse certain treatments and give the name of someone you want to make decisions about care and treatment on your behalf. It is your choice if you wish to have an advanced directive.

You can set up an advance directive through a solicitor, or you can fill in a prepared form. The Abercorn staff will assist you if you decide to have an advanced directive.

We would recommend that you think about involving your doctor when you write your advance directive.

Your doctor can help you go through the issues involved. Also, speak to your close friends or relatives about your advance directive. Involving them will help them understand your wishes. Your advance directive should be reviewed regularly to ensure it is up to date.

## Daily Life

You may feel that coming to live in a care home means that you will have to give up your independence, but we hope you will not find this to be the case. There are bound to be changes to your daily routine but we seek to offer you as much choice as possible.

## Activities

Our activity coordinator visits the home three or four times a week and arranges activities on a group or individual basis.

If you have any hobbies or activities you particularly like to do, please tell them or a member of staff. We have musical afternoons and film shows. You do not have to join in if you would prefer not to, but it is hoped that you will enter into the spirit of the social events.

## Bedrooms

Abercorn has both single and double rooms. Abercorn Care Limited's single and shared room policy reflects the National Care Standards, which takes into, account the 'practicability test' and 'consent' aspects as specified in SCSWIS guidance. It also recognises that the choice to be accommodated within a single room is the individual's basic right and that accommodation within a shared room requires the express agreement of both parties.

We prefer you to see your bedroom prior to coming into the Home to ensure it meets your needs and standards.

Rooms are furnished, but if you would like to bring your own items of furniture from home we would be pleased to assist you in doing so. It is hoped that you will bring in pictures, photographs and other personal items to help make you feel at home. Also feel free to bring your own television and radio if you so wish. However, any furnishings and furniture that you wish to bring into the Home must comply with the fire safety requirement and electrical items are required to have been initially certified as safe, although the Home can undertake this testing.

We reserve the right to refuse to allow any item to be brought into the home where we consider it to be a fire risk or other hazard.

## Valuables & Money

Residents are welcome to bring any items of value into the Home on admission. However, it is strongly recommended that individuals insure their personal property as notwithstanding Abercorn Care Limited has insurance, covering all aspects of provision of the Service; this does not extend to the Resident's personal property. When you first move into the Home, we will list all your valuables and give you a copy for your retention. It is yourself and your family's responsibility to ensure the list is amended throughout your stay with us.

It is suggested that only a small amount of money is kept within individual Resident's rooms. A lockable cupboard or safety deposit box is provided. If a Resident wishes for the Home to maintain the safekeeping of money or valuables then this can be arranged. However, if you require to make a purchase and do not have the cash available then the Home's Manger is authorised to issue it from the Home's petty cash fund or make a direct purchase for goods on their behalf, the cost then being added to the individual Resident's monthly invoice for fees.

## Hairdressing

The Hairdresser visits the home weekly and a price list is available from her on request. However, if you prefer to go out to your own hairdresser and can arrange for your family to take you, you are most welcome to do so.

## Fire Precautions

Abercorn Nursing Home has an extensive fire alarm system. We have a policy in place and the staff is trained in 'what to do in the event of a fire'. On hearing the fire alarms, you should make your way to the front door where a member of staff will meet you and escort you to a place of safety. If you are unable to walk, please remain in your room and members of staff will be detailed to assist you.

The fire alarms are tested on a Friday afternoon and you will be informed of the test time.

## Non Smoking Policy

The Scottish Executive has legislated to ban smoking in public places. Smoking is not permitted in Abercorn Nursing Home or official vehicle. All public rooms are non-smoking areas. However, an area outside the Home is set aside for smokers.

## Policy for Closure

The National Care Standards requires that arrangements agreed with the SCSWIS are in place if a care home closes or there is a new owner. Abercorn Nursing Home would comply with the guidelines of the SCSWIS and Department of Social Work.

## Your Right to Make a Complaint

Abercorn Nursing Home welcome suggestions and criticisms as these are important ways of measuring our standard of care. Our Manager will speak to you regularly and you should take the opportunity to voice any concerns you have to her. This will be treated confidentially and you can be assured that action will be taken to remedy any situation that is giving you cause for concern. If you have any concerns that you feel cannot wait until you see them you should in the first instance speak to the Senior Carer-in-charge on any given shift. Make sure she/he understands the exact nature of your complaint

She/he will attempt to remedy the situation. You will be asked to complete a complaint form. If you require help to do this, it will be given to you. The Abercorn Nursing Home undertakes to try to deal with any complaint within 24 hours.

If you are not happy that your complaint is, being dealt with properly then you should ask to speak to Mrs. Susan Hill, Managing Director, Abercorn Care Limited to discuss the matter formally. She will take all the necessary steps to resolve the situation. Susan can be contacted at our office in North Berwick: Tel 0131 444 0700.

If you continue to be dissatisfied you have the right to approach the Care Inspectorate, East Region, Stuart House, Eskmills, Musselburgh EH21 7PB.

The complaint procedure is displayed in the Home, and has been compiled to inform you of your rights and to lay

down a path for correct handling of complaints. It is stressed that residents, their family and friends should not enter into any form of confrontation with members of the Abercorn staff who may appear to be involved, but to use the complaints process specified. Abuse of staff members will not be tolerated under any circumstances.

## Aims and Objectives

Our aims are:

- To co-operate with you and your relatives to make the transition from your home to Abercorn as smooth as possible.
- To assist you to obtain your maximum potential as an individual, with the rights of an autonomous person within the limits of your abilities.
- To be sensitive and empathetic to the needs of you and family, involving them, if required, in your planned care.
- To create an atmosphere of friendship and trust, in which each individual is valued and respected throughout their stay Abercorn.
- That you have a say in the service you receive.

- That you and your relatives have a right to expect excellence in the quality of provision from staff that is effectively educated trained and supported.

To achieve these aims, the staff of Abercorn Nursing Home will undertake the following:

- You and your family will be given information about the facilities provided and have an opportunity to see the premises and meet members of staff before admission.
- We will provide a personalised care plan for each individual, involving the family, if appropriate, and updating the plan as your needs change.
- We will update our knowledge and build on skills to improve the care given to you.
- Staff members will be approachable and friendly. The Manager will be available to speak with residents and families so ensuring a friendly, open environment
- We will integrate the Home into the local community, encouraging social ties with local groups.

## Fees - Self Funding

Care and accommodation fees range from £850 - £1200 per week depending on room type, single, double, en-suite combination and location within the Home. Fees are paid monthly, in advance, by standing order. Fees are reviewed annually and residents are given a minimum of one month's notice of any change in the level of their room fees.

Residents over 65 years may qualify for 'Free Personal Care' funding which is reviewed annually by Government and subject to change. The 2016/17 rate is currently paid at £171 per week for Personal Care and £78 per week for Nursing Care. An assessment of needs must be carried out by the Social Work Department to establish if an Applicant/Resident is eligible for this funding.

These payments are paid direct to Abercorn Care Limited in arrears and are then deducted from the total room fees, when the Council's payment process has been put in place, with the Resident liable for the balance.

## Social Work Funding

Care and accommodation fees for Social Work Funded residents are set by the Confederation of Scottish Local Authorities (COSLA) and reviewed annually. The fees are dependant upon single or shared (double) rooms and are

required to meet the National Care Standards as regulated by the Scottish Commission for the Regulation of Care.

*These fees are determined by COSLA's market position as a large purchaser and do not meet the full cost of care as determined by the Joseph Rowntree Foundation. No differentiation is made by Abercorn Care Limited between private and socially funded residents in the provision of care. The fees cover the following costs:*

- Providing staff to deliver the nursing care and all other services such as cleaning and personal laundry.
- Providing the accommodation i.e. repayments on loans to build or refurbish the home.
- Maintenance of the building and running costs such as heating & lighting.
- The meals service.
- Provision and replacement of furnishings.
- The gardening services.
- Purchase of equipment such as hoists.
- The repairs and maintenance services including redecoration.
- Administration services.

## Additional costs

Abercorn Nursing Home can arrange extra services in addition to those covered by the Contract Price for your Care and Accommodation. These are detailed in your Residency Contract and include items such as; Hairdressing, newspapers, private telephone line rental and calls, dry cleaning and aromatherapy massages to name a few.

## Advocacy Service

Abercorn Care Limited uses the Edinburgh Advocacy Representation Service (EARS) in all its homes. This service is funded by health and social work to provide free, independent advocacy (on a one to one basis) to older people in, or moving into long term care. They provide advocacy to older people in residential care homes or in hospital delayed discharge situations throughout Edinburgh and Lothian. Although the service is funded through the statutory sector, they are completely independent. They can be contacted on EARS Advocacy Service, Forecort Leisure, Ashley Place, Edinburgh, EH6 5PX, Tel: 0131 478 6030. or found on Abercorn Care Limited's web site:

[www.aberncorncare.com](http://www.aberncorncare.com)

## Participation

All Service Users and Carers are encouraged to take a full and active part in the organization and running of the Care Home as part of our participation strategy.

## Jot Down Any Questions You Want to Ask

Please use the following pages as a personal reminder of questions you may wish to ask when next you visit Abercorn Nursing Home. Most of us forget what to say, when we have the chance, so it may be helpful to jot down questions as you think of them and have them to hand when next you visit the Home.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

