

# *BAYVIEW HOUSE*

*Smith Terrace*

*THURSO*

*Caithness*

*KW14 7JZ*

*Tel No: (01847) 892314*

## **FOREWORD**

The Highland Council, Social Work Services are committed to providing a high standard of care, which encompasses the right of the individual to privacy and dignity, to be treated with respect and to be encouraged to retain independence and freedom of choice.

The decision to go into a care home is a very important one, and it is our aim to ensure that people may air their views and freely discuss all aspects of such a move before this decision is made.

This brochure sets out the type of information potential users of our service at Bayview House may require in order to make an informed choice about which best suits their own needs. It also aims to tell the prospective resident what services he or she can expect when living in Bayview House, and what can be done if the standard of care does not meet their requirements or expectations.

Potential residents and their families are actively encouraged to visit Bayview House to see for themselves what is on offer and to ask any questions they wish.

With its panoramic views over the Pentland Firth to Orkney, Bayview House provides day care as well as care home accommodation in modern, spacious and comfortable surroundings.

Bayview House also provides the local focus for home care, domiciliary and helpcall services as well as a variety of lunch clubs throughout the area.

Bayview House also provides a base for an invaluable day-care and support service for Alzheimer's sufferers run by Alzheimer Scotland - Action on Dementia.

It is hoped you will find this brochure useful in dispelling any doubts or anxieties you may have about taking up residence in Bayview House. Please tell us if you think it can be improved in any way.

## **WHAT IS A RESOURCE CENTRE?**

A Resource Centre is a place where people can live and be looked after by trained staff day and night in homely surroundings.

Bayview House provides care home and day centre accommodation where trained staff look after you in the same way that you would wish your relative or friend to do.

Bayview House is owned by The Highland Council and run by the Social Work Services for the older person.

Bayview House provides the older person who, for whatever reason, is no longer able to cope in their own home with 24 hour care, which is broadly equivalent to what might be provided by a competent and caring relative at home.

It includes, for instance, help with washing, bathing, dressing and assisting with toilet needs and the administration of medicines. Should medical attention be required, appropriate guidance from your General Practitioner or Community Nurse will be sought. However, the staff of Bayview House cannot provide the professional kind of health care that is offered by nursing homes.

Your room is your private area, and staff will not normally enter it without your permission.

## **BAYVIEW HOUSE CARE HOME**

### **AIMS & OBJECTIVES STATEMENT**

#### **Aims:-**

- To provide a safe homely environment to individuals who are no longer able to live independently. Respecting the rights, dignity, needs and beliefs of the service users in a care home setting.
- Promote service users independence, promoting and maintaining social contacts within and outwith the care home setting.
- To lead as normal life as possible, through the assistance of qualified staff in accordance with National Care Standards and Highland Council Policies & Procedures.
- Provide a happy, friendly environment, social contact, help individuals to achieve their goals.
- A Key worker system ensures each service user has an accurate individual and complete plan of care.

#### **Objectives:-**

- To give service users and their families/carers short term breaks.
- To provide a safe homely environment, relieving pressures and worry from daily home life.
- Maintain people's contacts, encourage their existing living skills.
- Promote & maintain their independence to return to their home environment.

## **STAFF**

The staff within Bayview House are committed to providing a high standard of care, which encompasses the individual to privacy and dignity, to be treated with respect and to be encouraged to retain independence and freedom of choice.

The staff team at Bayview House consists of;

**The Manager** - who is a Registered Manager with the Scottish Social Services Council, assumes overall responsibility for the resource centre.

**Senior Social Care Workers** - are registered with the Scottish Social Services Council and are responsible for the day to day running of the care home, acting as supervisors whilst working their shift and assume total responsibility in the absence of the Manager.

**Social Care Workers** - care for, and are sensitive to the needs of older people and attend to their practical, physical, emotional, intellectual and social needs.

**Senior Day Care Officer** – is responsible for the day to day running of the Day Centre, serving as its supervisor and assumes total responsibility for the Day Centre in the absence of the Manager.

**Day Care Officers** - care for the social activities, and personal needs of day care attenders.

**General Assistants** - are mainly responsible for maintaining high standards of hygiene throughout the centre. They will, when asked, assist residents with laundry, tidying rooms etc.

**Handyperson/Gardener/Laundry Assistant** - is responsible for overseeing all maintenance and general upkeep of the centre.

**Mini-bus Driver/Escort** - provides transport for residents within the centre as well as clients attending the centre for day care or respite/holiday care.

**Cook/Assistant Cook** – attend to all catering needs within Bayview House. Choice is offered with special diets provided on any medical advice.

**Clerical Assistants** - handle all administrative work within Bayview House.

**Senior Home Care Officers** - have responsibility for providing Home Care Services to people living in the community, are based in Bayview House and managed by the Care at Home Co-ordinator based in Wick.

## **FACILITIES AVAILABLE WITHIN BAYVIEW HOUSE**

Built on three floors with access to the upper floor and lower floor by either stairs or lift. It has 23 rooms all single occupancy.

There are eight rooms on the first and middle floors and seven rooms on the ground floor comprising resident's own front door (lockable) with door bell and an en-suite facility with w.c, shower and wash-basin. Each bedroom has a single bed, chair, bedside cabinet, wardrobe and chest of drawers (with lockable top drawer).

(All rooms are fully furnished but you may decorate to your own taste if you wish).

A small lounge area is located on each floor with comfortable easy chairs, settees, television and radio. Adjacent to this on each floor there is a small, very well equipped kitchen with tea and coffee making facilities, toaster, cooker, microwave and refrigerator with a small freeze box. This facility is available for the use of both residents and their visitors.

There is a Smoking Room with outside ventilation provided in Bayview House for Residents only use but all other areas of the building are no smoking.

### **LAUNDRY**

Laundry facilities are free and articles for washing are collected daily or, if preferred, you may deliver items of clothing to the laundry yourself.

It is helpful if all articles of clothing have name tags sewn on before admission as this makes identification of a new residents clothing much easier for everyone.

Name tags can be bought locally or ordered. See Senior Staff for details.

### **EMERGENCY CALL SYSTEM**

A pull cord/push button alarm system is available in every room within Bayview House, enabling you to summon help if required.

All rooms are equipped with smoke detectors and a water sprinkling system.

### **MINI-BUS**

The mini-bus driver/escort will be pleased to help you with any transport requests you may have, as and when available.

**HOW MUCH WILL I BE ASKED TO PAY?**

If your savings exceed £22,500 you will be expected to pay the full cost of your stay in care less any entitlement to free personal care.

For everyone else we will work out your assessed weekly contribution by adding up your income and assessing your ability to pay. All financial information you do give us will be confidential and will not be shared with anyone unless you request it.

The full weekly charge from 6 April 2009 is £819.00\*

\*Less Free Personal Care payment of £153 if applicable.

## **DAY CARE CENTRE**

Bayview Day Care Centre is part of Highland Council's Community Care provision enabling older people to live in their own homes for as long as possible.

### **How do I access day care?**

If you decide you would like to attend or enquire about Bayview Day Care Centre, you or someone on your behalf could apply to the Social Work Services for a place at the centre.

A home visit will be provided by the Care Manager to discuss with you, your needs and if day care is appropriate for you.

### **Meals**

A two course lunch is provided at the centre, lunch will be served at 12.45pm, a charge of £3.56 per day will be made for lunch which includes morning and afternoon teas. If you have special dietary requirements please inform us and arrangements will be made.

### **Activities**

The Centre provides a relaxed caring, safe environment and attenders are given the opportunity to learn/gain new experiences. A variety of activities are on offer at the centre, it is a matter of choice if you wish to participate. Some examples of activities are:- bingo, carpet bowls, quizzes, craft work, whist, floral art.

A hairdresser visits the centre twice weekly and if you would like to use this service arrangements can be made.

### **Transport**

The centre has its own minibus which can provide transport to and from day care. If however a friend or family member is available to provide transport for you, this would be most helpful.

**BAYVIEW HOUSE DAY CARE CENTRE**

**AIMS & OBJECTIVES STATEMENT**

**Aims:-**

- The service should create a friendly inviting environment to encourage people to use the service.
- The National Care Standards should be adhered to at all times.
- Listen to what service users and their carers have to say and take their opinions into consideration.
- Care should be provided by a competent, caring and qualified workforce.

**Objectives:-**

- To enable older people to live in their homes for as long as possible.
- To provide respite from the caring role to families and carers.
- To provide an environment where people can socialise, participate in activities and receive personal care.
- To provide trained staff who can advise on a range of services and information, to meet the needs of older people and their carers.

## **VISITING SERVICES**

All of the services listed below will call at Bayview House by arrangement, if, for any reason you are unable to visit them at their surgeries.

General Practitioner

Dentist

Optician

Physiotherapist

Occupational Therapist

The following visiting services call on a regular basis and no strict appointment system operates;

Chiropodist

Community Nurse

Care Manager

Hairdresser

Minister/Priest

## **RELIGIOUS OBSERVATION**

A religious service is held every Sunday afternoon at Bayview House. This is run by all local denominations and is done on a rota basis. Large print hymn books are available within the centre.

Anyone wishing to attend their own place of worship is free to do so.

### **TROLLEY DOLLIES SHOP**

Visit us three days a week selling sweets, soft drinks, stationery, stamps and toiletries both from the shop, located in the dining area, and from their mobile trolley shop which can be taken to your room should you feel unable to visit the shop.

### **NEWSPAPERS**

There is a daily newspaper available to residents.

However, you may prefer to have your own newspaper and daily papers are ordered in advance and delivered each morning. Weekly papers are also available in this way.

### **SUGGESTIONS, COMMENTS AND COMPLAINTS**

If you have any suggestions as to how we may improve the care given to you, do let senior staff know.

Residents and visitors should raise any questions or worries, in the first instance, with the senior member of staff on duty. If you are not satisfied with their response, do please discuss with the Manager.

The Highland Council operate a complaints procedure "Have Your Say and Be Heard" and leaflets are available in Bayview House or alternatively you can contact the local Care Commission office.

Contact details are: Care Commission, 1<sup>st</sup> Floor, Castle House, Fairways Business Park, INVERNESS, IV2 6AA.

### **VISITORS**

Visitors are welcome at any time which is convenient to the resident to whom they are calling, and may be entertained either in the resident's room, or in any one of the sitting areas/lounges.

If you wish to keep in touch with your family or friends by telephone, there is a pay telephone situated in the foyer/reception area. Alternatively, you may wish to have your own private telephone line connected in your room. (the usual B.T. connection fees will be charged for this facility).

Bayview House

## **PETS, HOBBIES AND RECREATION**

At Bayview House it is sometimes possible for people to take their own pets with them (small animals). This, however, would require to be discussed with the Manager, and you would be required to insure your pet to cover the costs of any veterinary bills.

Visitors may also bring in pets when calling to see a resident.

Residents are encouraged to pursue the hobbies and interests they had when living at home, and to take up new pastimes.

We have monthly resident's meetings where you are free to express any suggestions or new ideas with staff who will endeavour to help out in any way they can.

Throughout the year we provide outings of various kinds, e.g. special places of interest or simply for a meal or just a run around the countryside. In-house entertainment is also provided, e.g. ceilidhs, slide shows and various local artists.

Residents may also wish to invite individuals or organisations into Bayview House to provide entertainment, or to give talks/demonstrations on subjects of special interest.