

LOCHBROOM HOUSE

CARE HOME

HOME BROCHURE

Tel No. 01854 612705

WELCOME TO LOCHBROOM HOUSE

Where to find us

Lochbroom House is situated in the middle of the village, close to the fire station and is set in its own grounds with views across the Ullapool Hill, has good amenities and there are a range of visitors attractions very close by. There are good public transport links with Inverness daily, morning and evening.

What we have to offer

Lochbroom House is a purpose built home that in addition to offering long-term and respite care also provides Day Care facilities for members of the local community. Many consider Lochbroom House to be the heart of the community and it has a relaxed and warmly welcoming feel to it.

Lochbroom House has places for 11 residents, 2 which are used to provide short stay and respite breaks, with the other 9 places for those in need of long-term care. In addition, we provide up to 12 day care places each day with these day visitors making use of a designated lounge whilst sharing our dining room, etc.,

All the residents' rooms in Lochbroom House are single occupancy, except for one room with two single beds which could be shared. Every room is equipped with their own en-suite facilities and lots of natural light. Should you require any particular aids/adaptations, specialist advice will be sought to ensure your needs are properly met.

All the rooms are fitted with an Alarm-call, should you require assistance of any kind. You will have a key to your room and staff will only enter with your expressed permission. All the doors have a number and a picture of you to help identify your room.

There are a number of seating areas around the house and you are free to welcome your visitors at times that are most suited to yourself.

There is a main dining area that is also used by the Day Care. You will be free to choose whether or not you wish to take your meals in the main dining area, your room or elsewhere.

From time to time, the dining area is also used by other groups who make use of our facilities and you will always be kept aware of who is here.

There is paving around the building and if there is a particular spot you would like to occupy please feel free and we will make it as comfortable as possible. We welcome any suggestions you may have about the garden and should you feel you wish to take a more active role, please feel free and if you may need a little help to fulfil your goal, we can work together on that.

Making Lochbroom House Your Home

The decision to move into a home is a big step and some people will take longer than others to reach a decision. If you are thinking about coming to live here but have never stayed with us before, we would suggest that you pay us a visit and if possible, a respite stay may be arranged with us that will help you to get a feel of the place. If you would be interested in making such an arrangement please speak with your Social Worker.

All admissions to Lochbroom House are made via the Social Work Department. If you have not previously had any dealings with the department please let us know, so we can give you the necessary details of who to contact.

If you are choosing to come and live at Lochbroom House we want you to feel as much at home as is possible. Please feel free to bring whatever personal belongings you feel you need. A favourite chair, table, photos, ornaments, etc., can all go a long way to making the room your own. Whilst we would hope to accommodate all your treasured possessions, these may be restricted by the space available. If you are bringing any electrical goods i.e., TV, Video, Clock radio, hairdryer etc., for safety reasons, these must first be given a thorough safety check by a qualified electrician.

In order to conform to the Fire Regulations personal furniture will only be allowed in the communal areas if it meets the most recent Fire Safety Regulations and if it doesn't pose a hazard to other users of the area.

Dining

All mealtimes are very flexible and you are free to choose where to eat and when. Most residents see mealtimes as a social time to meet and chat but if you would prefer to take your meals in your room or elsewhere, just let us know.

If it is necessary for you to adhere to a particular diet or, need your food presented in a particular way please be assured that we will do all we can to accommodate your particular needs.

We recognize that everyone has individual needs and requirements. Should you require any modified items of crockery and/or cutlery, we will ensure that the items that best meet your needs are available.

Housekeeping

We are very aware that your personal space is very important. Arrangements for cleaning your room and personal effects will be discussed with you and undertaken where possible, at times most suited to you. Should you wish, will off course be free to see to this yourself.

Care of your personal clothing is very important. In order to prevent any confusion we consider it essential that all your personal items are discreetly labeled. We feel that labeling as opposed to marking is most effective, as marking with pens etc., can rapidly fade or stain the garments.

If at anytime you notice that any area of the home is not as it should be please do not hesitate to notify any member of staff.

About your Care

At Lochbroom House we are committed to taking a Person Centered Approach to the individual care needs of everyone who lives here. That is to say, that your views and express needs and wishes and preferences will be paramount at all times and you will be fully involved in all aspects of your care. As stated before, you will be free to elect someone else to represent you views should you wish.

Over time an individual's needs may change and the plan of care tailored for you will be adjusted accordingly. Again, you will be fully involved and your rights and choices respected at all times.

Whilst you may be living in a group setting can we assure you that any information discussed and recorded will be treated in the strictest confidence.

From time to time, it may be necessary to involve other professionals in planning your care and it may therefore be necessary to share particular details with them. You will be informed should such information sharing be necessary and you can be assured they will adhere to the same guidelines as us in respect of Confidentiality.

Decisions & Choices

Upon deciding to come and live in Lochbroom House, please be assured that you have not given up any of your rights as a citizen. You will be involved in all decisions relating to your care, and are free to choose someone to represent you should you prefer.

You will continue to have the right to vote and if you prefer a Postal Vote can be arranged.

Smoking Policy

Following the implementation introduction of the Law on Smoking in Public places on 26th March 2006 this home applies a **NO SMOKING POLICY** for all staff & visitors. There is a designated smoking area for residents and day care attenders and these individuals may also smoke in the grounds. If you wish, we will happily help to organize support to help you stop smoking.

Residents are not permitted to smoke in any bedrooms.

Comments & Suggestions

We welcome any Comments and Suggestions that you or your representatives wish to make. We are always striving to improve the service we provide and recognize that those who live or visit with us are so often best placed to advise us on what changes might be most beneficial.

Should there be anything that you are not happy about we would hope that you would bring it to our attention immediately and you can be assured that any concern will be given our immediate attention.

In the event that you feel any matter has not been dealt with to your satisfaction, you can take the matter further, using the Councils Complaints Procedure or by contacting the Care Commission.

Changes to the Service

In the event that any proposal is put forward that could result in a change of use or ownership of Lochbroom House the Highland Council has implemented a Communication Strategy that ensures that your views and expressed wishes are taken into account and that you and your carer/representative will be kept fully involved and informed by:

- Promoting a clear and consistent understanding of any proposals or project.
- Minimizing misunderstanding and misinformation.

- Addressing anxieties.
- Communicating timely, accurate and relevant information in a sensitive and appropriate manner.

In addition, “surgeries” and Consultations will be held in the home for staff, residents and relatives/representatives in order that questions can be asked and concerns raised and addressed. It further confirms that meetings will be held at key stages of any process and at times that ensure everyone has the best opportunity to participate.

The Care Commission

In addition or, alternatively you may prefer to contact The Care Commission on any matters that may be concerning you. The Care Commission is the Government body responsible for the regulation of all Care Homes and Standards within the homes. In addition to being the Regulatory Body for all Care Homes, the Care Commission is responsible for the inspection of all Care Homes such as ours and these are carried out on a regular basis.

The Care Commission has its own Complaints Procedure and will act on all matters brought to its attention.

Additional Information

Additional Information about Lochbroom House is contained in the Home information pack. Should you like a copy do not hesitate to ask. Should you have any questions or want to make informal enquiries, please feel free to phone and make an appointment with the Manager or the Senior Officer on Duty.

Should you require any additional information or wish to make an appointment to discuss your care needs, please do not hesitate to phone and speak with the Duty Officer who will be only too happy to help.

Everyone at Lochbroom House looks forward to welcoming you.

Home Information - useful things to know

We hope you will find this a useful guide with regard to those important everyday matters that affect us all. Your views matter. Items are not necessary listed in order of priority because what may be most important to one person may be of less a priority to someone else.

If you feel there is anything missing please let us know and we will be happy to include it.

Visiting: We have an open door policy for visiting and you are free to welcome who you wish into your room. We do ask that if looking to receive your visitors in a lounge area occupied by Fellow Residents, that you remember that this may disturb others and it might be best to look to entertain your visitors elsewhere. Staff will be happy to advise where else in the home may be suitable at a particular time.

For the purposes of fire safety it is essential that all visitors sign-in and out. The book for signing is located in the front hall.

Visiting Children: In the interests of their safety and wellbeing all visiting children remain the responsibility of those they are accompanying and must not be left unattended at anytime.

If you are in anyway concerned about the welfare of a child please speak to a member of staff.

Going out and about: We hope that you will feel free to come and go just as you would have done when living in your own home. However, for purposes of fire safety we ask that you let someone know if you will be out and when you have returned in order that we can account for you in the event of a Fire Emergency.

Hobbies, Interests & Activities: We aim to provide a range of activities including a variety of in-house entertainment. In addition, we will support you to continue your individual interests and to take up any new ones that you may be of interest to you.

If you have any suggestions of activities you would like us to support or provide, please do not hesitate to share these with us.

Participation: We want you to feel wholly at home in Lochbroom House and therefore you can be assured that we will actively seek your views and opinions on matters concerning the home. In addition, we hope that you and your relatives/representatives will feel free to share your ideas on anyway we can improve the service we provide.

We hold regular Residents Meetings and there is a three Monthly Newsletter that everyone is invited to contribute to.

You will be kept fully informed of any changes in the home and will always welcome your ideas and suggestions.

Keeping in touch by phone: At Lochbroom House we fully appreciate the importance of keeping in touch with friends and family.

Some people choose to have a phone line installed in their own room and are responsible for their own phone bill. Alternatively, there are mobile phones which have a loudspeaker facility and these can be used in the quiet lounge or in your room to make and receive calls.

Staff will be happy to help you make calls and if you receive calls, staff will bring the phone to you at any time.

Voting: On deciding to come into care you should know that you do not relinquish any of Rights as a citizen and voting is one of them. It has recently become much easier to vote by post but you can should you wish, continue to exercise your vote in the traditional manner and staff will be happy to help you arrange to do this.

The Fire Alarm: The Fire Alarm is tested every week and the times for this are varied. The Fire Alarm is very loud and will ring continuously until re-set.

During maintenance checks the alarm may sound and you will be made aware of any such checks at the time.

Should the alarm sound loud and continuously at any other time, emergency measures will be taken and you should await instructions from a member of staff. We appreciate that such instances can be extremely unsettling however it is paramount that you do as instructed.

Alarm Call System: Staff will show you the Alarm call system and how it works. There are alarm calls in all rooms in the house and you can also be provided with a pendant to wear should you wish.

To alert staff you can either use the red cord or press the large red button and should you wish you will be provided with a Pendant Alarm call that can be worn around your neck or, with a strap on your wrist.

Depending on the location of staff at the time, it may take them a minute or two to respond to your call however, please be assured that your call will be answered as quickly as possible.

Located under the base of the alarm unit in your room is a small red button, which you can press for privacy. This button allows you to be aware of staff wishing to contact you but they will not be able to hear anything in your room.

Please remember that this Alarm Call is for your benefit and we ask that you feel free to use it anytime of the day or night.

Mealtimes: These are varied and you should aim to choose times that best suit you. Should you wish to eat at other times please let us know your requirements and we will do all we can to best accommodate your wishes. You can choose where you would prefer to eat at anytime.

Breakfast: Early – late morning

Lunch: 12.15pm – 1.30pm

Supper: 4.45pm – 5.30pm

Refreshments: Tea & Coffee, or cold drinks if you prefer are served regularly throughout the day.

Everyone's habits are different. Many people retire late and some rises early and there are usually one or, two that don't sleep too well. Drinks etc., are available at times to suit you and the staff on duty through the night will be happy to make drinks as you may require.

You are free to have your own tea/coffee making facilities in your room. Consideration will need to be given to the safe use of such equipment and as with any other electrical item, it will need to either be new or have had a full safety check.

TVs & Radios: You are welcome to have these and other items such as stereos, organs etc., in your room for your personal use however, they will need to have had an electrical safety check before they can be used. You can make your own arrangements for this or if necessary we can arrange this for you. There will be a charge to you by the electrician for this service.

It is important to remember as with all electrical appliances that they can become dangerous if plugs are over loaded therefore, care must be exercised at all times and it may be necessary to limit the number of items that can be connected to the plugs at anyone time.

TV Licence: If you are over 75 years as with living at home you will not need to pay anything towards a TV Licence however, it will be necessary to complete a form that will be sent to the TV Licensing Authority notifying them of your change of address and that you are continuing to us you're TV. Should you be eligible, you may even find you are entitled to a refund.

If you are under 75 years you will need to pay a nominal fee towards your TV Licence this is presently £5.00 a year and is subject to periodic review. This amount will be payable by you when the Licensing Authority is notified of your change of address.

As with any equipment that generates noise we ask that you be mindful of other residents and that they are not disturbed. If you feel you would benefit from any additional audio/visual aids please let us know and we will help you make arrangements to obtain professional advice.

Personal Treasures: Only you know the true personal value of your most treasured possessions and for most of these it is the sentimental value that is of the greatest importance.

That said it is important that care is taken of all items. Where items are of monetary value we advise that you continue your Contents Insurance as before or, take out some form of Contents Insurance for your own piece of mind.

Pets: Our pets are such an important part of our lives and many are like a member of the family. If you are coming to live in Lochbroom House and have a pet, we will take time with you to decide what will be in the best arrangements to make for you and your Pet.

Laundry facilities: We have a well-equipped laundry. You will appreciate that we deal with a large range of washing on a daily basis and it is advisable that personal laundry be discreetly labelled, in order to minimize any mix-ups.

Our experience has shown that embroidered sew in name tapes are the most effective and hard wearing, but please feel free to make your own choice about this. If required, we will order name tapes on your behalf but you should be aware that you will need to pay for them. We strongly advise that

ALL your personal items be labelled as we often find, it is items such as tights, socks, hankies etc., that are most easily mixed-up.

We have facilities for hand washing items and can arrange for items to be taken for Dry Cleaning. Where items require Dry Cleaning you will be responsible for meeting these costs. Should you wish to attend to any items of laundry yourself, we will do what we can to facilitate this.

Hairdressing: At present we have a visiting hairdresser who visits when you would like a hair do. Just ask a member of staff to arrange an appointment for you.

You are free to make your own alternative arrangements, which may involve going out to the Hairdressers or making arrangements for someone else to do it for you in the home.

If you would prefer to arrange for someone else to come and do your hair, please feel free to make use of the equipment available.

Promoting & Maintaining a Health Lifestyle: At Lochbroom House we are committed to promoting and supporting individuals to maintain their independence, health and quality of life and these shared aims along with your own aspirations will be clearly reflected in your Personal Plan which will be completed with you.

Medical Treatment: If you are coming to us from outwith the local area it is unlikely that your own GP will be in a position to provide you with your usual service. Should this be the case and you require medical support during your stay, then this will be provided by one of the GPs based at the nearby Health Centre.

You will be free to request a home visit or, arrange an appointment at the surgery should you wish. Alternatively, staff will make the necessary

arrangements on your behalf. Either way, any information shared will be treated in confidence and only shared with those who need to know.

In addition, if during your stay you will require specialist nursing input this will be arranged for you.

Your Medication: Medication can be such a worry and we aim to arrange the management of your medication in a way that best works for you. Ideally, we hope that you will continue to manage your own medication and we will advise on the correct storage and arrange repeat Px. for you as necessary.

Alternatively, if considered most appropriate we will undertake the management of your medication for you ensuring its administration, ordering and review as required.

In the event that you require for us to manage your medication we can only do this if it is in its original package or, in a dosette box that has been made up by a Pharmacist. For your safety and wellbeing we cannot accept medicines that are not in their original packaging or have been made-up in self-dispensing containers. We fully appreciate that individual systems work well for you at home but we are not permitted to double dispense medicines for people in the home.

If you are joining us for a short break it is very important that you bring with you a sufficient supply of your medicines to cover you for your stay as it would take a minimum of 2 days to obtain a prescription or, longer if it is a weekend and we wouldn't want you to run short.

Likewise, you should make sure that you will have a sufficient supply of your medicines for when you return home.

Chiropody Treatment: Comfortable feet are so important to our feeling of wellbeing. Appointments can be arranged at the Health Centre with the NHS Chiropodist and you should be aware that you may need to wait a couple of weeks before you can be seen.

You are free to make use of private Chiropody treatment, which is available locally, and requests for home visits can be made. Should you choose this option, it is important to remember that you will be charged directly for this service.

Dental Care: We have a community dentist who visits regularly. If you are over 60 years and receiving Income Support you will be entitled to free dental checks and a reduction on treatment. If you are not in receipt of any benefits and are not presently registered as a NHS patient with any practice, you will be charged for any treatment you have.

We will be happy to arrange appointments for you and provide an escort if needed. Alternatively, it may be possible to arrange for the Community Dentist to visit you in the home if this would be more appropriate.

Care of your Sight: Whatever your financial circumstances, you are entitled to free eye tests. Should you have any concerns about your sight you should have a test and if you prefer arrangements can be made for the Optician to see you here.

Leaflets are available detailing what help is available with health costs such as Prescriptions, Dental care, Sight care etc. and staff will be happy to help.

Spiritual Support: This is often private and personnel. Most Christian faiths have meeting places and representatives locally and if you would like to attend a Service or arrange a visit please let the staff know as they will be only too happy to help.

If your faith has no local representative and you wish to meet and practice with others please let us know and we will do everything we can to accommodate your wishes.

We hope you find this useful but please feel free to discuss any matters that are of particular interest or concern to you.

Making arrangements for your Care

Lochbroom House is managed through the Highland Council's Social Work Department. Whether you are choosing to make Lochbroom House your home or, are planning to join us for a short break your admission will need to be arranged by a Social Worker. If you do not have a Social Worker, we will be happy to put you in touch with one in the area where you live.

The information detailed below will be carefully discussed with you and we hope you will feel free to discuss any matters with us at anytime. We hope you and your relatives/carers will find it a useful reference during what will be a time of change for yourself and others.

The first steps

In the first instance a Social Worker will arrange to visit with you and you will be welcome to have a relative, Carer or representative of your choice with you.

The Social Worker will discuss your needs and record the details on a Single Shared Assessment Form. This is quite a detailed form, which may take some time to complete, as it needs to fully reflect your particular needs. In addition the details of this form may be shared with other professionals thus reducing the need for you to have to discuss this information with someone else who may be asked to visit. Once completed this form will be used to form the basis for an application for placement approval and this is needed whether the placement be short or long-term.

Once approved a copy of this form will be forwarded to Lochbroom House in order that the staff are aware of your particular needs and details of when you are coming to stay with us.

As well as the Single Shared Assessment Form it will be necessary to complete a Financial Assessment. We appreciate that many may feel this to be intrusive however, it is necessary in order ensure to that your circumstances are properly assessed and that you are charged correctly. Your

Social Worker will fully explain the process and also ensure that you are in receipt of all appropriate allowances.

An Introductory Visit

Whether you are planning to come to Lochbroom House for a short break or to stay with us on a long-term basis, we feel it is important if at all possible that you and your relatives have the opportunity to visit with us prior to your admission.

During your visit you will have the opportunity to see round the home, meet with staff and discuss your personal requirements. Some people find a return visit useful and this is welcomed. We would ask that if at all possible any visits are planned in order that staff will be available to give you the time you need.

If you do not have a relative or friend to bring you for a visit do let your Social Worker or us know, in order that suitable arrangements can be made for you.

Your Personal Plan

Prior to your admission and during the early days we will be working with you to formulate your own personal care plan. We hope that as part of this plan, you will be willing for us to compile a Personal Profile with you that reflects your Life Story and preferences.

Our experience has shown that some people really enjoy doing this and others prefer for a relative to do this on their behalf. Occasionally, this is too personal for some to feel they can share, and we will of course respect your wishes whatever you decide.

Your Personal Plan will inform all staff of your expressed wishes and individual needs such as level of assistance you may require with daily living tasks, preferences with food through to spiritual needs and preferences.

With your permission, your Personal Plan may be shared with other professionals such as your GP, District Nurses, etc., In addition and again with your permission, this plan may be shared with hospital staff, should you at anytime require a hospital admission. By sharing your plan with these other professionals we hope to ensure that there is as much continuity of care for you as may be possible.

We will regularly review your care with you and any changes will be reflected in updates to your Personal Plan. As part of this process we hope you will free to involve a relative/friend and if you do not have anyone to help you, we can arrange for an Advocate to represent you.

Key Worker

The home has a team of care staff and one of these staff will be identified as your Key Worker. Your Key Worker will help to draw up your personal plan with you and ensure it is kept up-to-date as well as, getting to know you and your relatives/representatives. In addition, your Key Worker may give you support as you may need with participating in activities, personal shopping etc.

Residents Contract

Whether you have joined us for a short stay/respite period or have come to stay in Lochbroom House on a long-term basis you will be provided with a Contract.

The Contract will detail the costs of the service along with other information about our responsibilities as a provider of the Service. You or your representative along with the Manager of Lochbroom House will be asked to sign and date the Contract and you will be provided with a copy for your own records.

Initial Review

For anyone who comes to stay with us on a permanent basis their care needs are regularly reviewed. As part of this process we always hold an initial review approximately 6 weeks or, sooner if preferred following admission to discuss how arrangements are working out. You will be central to this meeting and you must feel free to invite anyone you feel should be present. The meeting will usually involve yourself and those you have invited along with your Social Worker and a senior representative from the home along with your Key Worker.

Written Records

It is necessary for us to keep a range of written records including daily written records in order that all essential information is shared to ensure that your care needs are appropriately met. All Care staff contribute to these records and they will also contain any express wishes you may wish conveyed.

In addition visiting professionals such as GPs, Community Nurses, Physiotherapists etc. will be invited to contribute to these recording systems. All relevant staff will have access to these records and they may be used to inform other professionals such as NHS24, dentists etc., of particular aspects of your care.

In being required to keep the records as detailed above, these records will be checked as part of the Home's inspections and these are currently carried out by the Care Commission.

Your Comments, Compliments & Suggestions

Everyone at Lochbroom House is committed to ensuring that your experience of our service is always all you hope it will be.

It is a great help to us to know how you feel about all aspects of our service and it is good to know if we are doing well or, if there are things we could do better.

Your views and those of your relatives/representatives are very important to us and your comments, compliments and suggestions are always welcomed and valued.

If you or your relative/representative, wish to raise any matter further, please do not hesitate to contact the Manager or your Social Worker. If you are unable to do this yourself, a staff member will assist you.

Leaflets are freely available about the Comments, Compliments and Complaints Service of the Highland Council.

In addition, we have a Comments & Suggestions Book where you can comment on any aspect of the service and there are also Comments and Compliment Slips that you can complete.

We hope that you and/or your representative will always feel free to raise any concerns you have directly with us however, should you feel unable To do this you should contact the Care Commission who will arrange for one of their Officers look into any concerns on your behalf.

The Care Commission

The Care Commission is the Government Body responsible for the Regulation of Care in all Care Homes and part of their duties involve carrying out thorough inspections of the homes at least twice a year.

When we know that we are to receive a visit we will let you know. We want you to feel free to speak with the Inspector visiting and we know that they will be very interested to here your views. In addition, your representatives/carers should feel free to speak with them during the visit or can contact them at anytime.

Following an inspection a report of the home is issued and you or any member of the public is entitled to have a copy of the report. Should you wish to have a copy of any report issued please let us know, and we will be happy to provide you with a copy.

Care Commission – North Region Tel: 01463 227630 Fax: 01463 227649
or www.carecommission.com, alternatively you can write to them at:

Care Commission

1st Floor

Castle House

Fairways Business Park

Inverness

IV2 6AA

Lochbroom House Contact Details:

Acting Unit Manager – Christine McCallum

Address: Lochbroom House,
Ladysmith Street,
Ullapool
Ross shire IV26 2UW

Tel No: 01854 612705