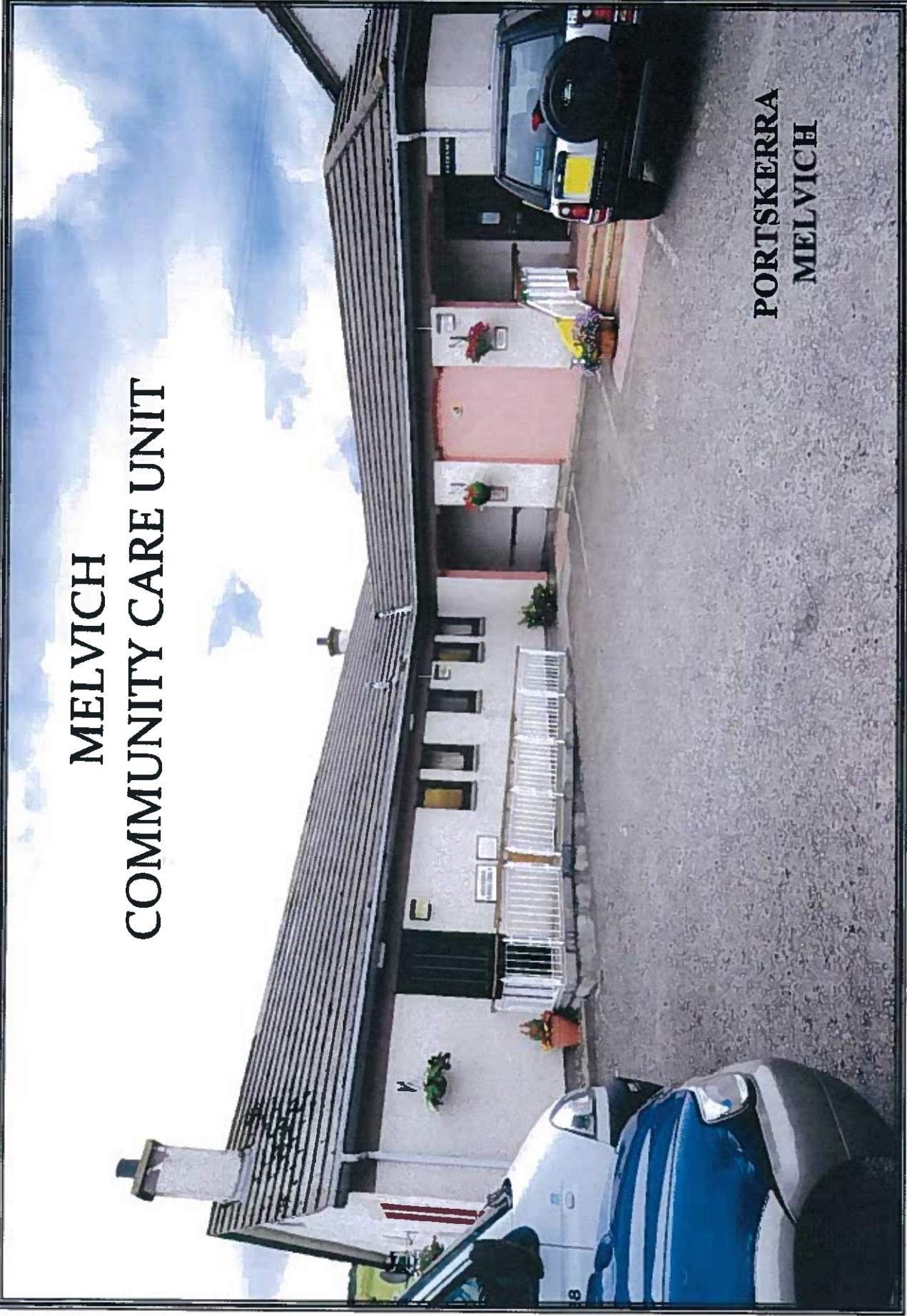


**MELVICH
COMMUNITY CARE UNIT**



**PORTSKERRA
MELVICH**

Supplement 1

Melvich Brochure

Welcome

Criteria

Useful Contact Names & Telephone Numbers

Staffing

**MELVICH COMMUNITY CARE UNIT
PORTSKERRA
MELVICH
KW14 7YU**

Welcome to Melvich. We have tried to put as much information together to help you through the unsettling time of moving into a new home. We may not have covered everything there is to know, so please ask staff if there is anything else that you would like to know.

We welcome the views, ideas and suggestions of service users, families and carers and would appreciate any comments about any other information that could be provided which may assist you or your family/ carer so that we can add this to our brochure.

As a staff team it is very important to us that your experience of living in Melvich is a very positive one, and that the quality of care you receive while living here is of the highest standard.

Donalda Cook



Manager

Criteria for selection

Should you choose to apply for a place in residential care or to use our short breaks service, your needs will be assessed by a care manager, who will discuss with you, your abilities or concerns and if this is an appropriate placement for you.

Your carer or advocate if required may be involved in the assessment if you wish and you will be given support throughout.

We would encourage you to visit Melvich and meet other service users and our staff, prior to you deciding to move in. The manager would also be pleased to visit you at home if you wish to move in.

The most recent inspection report on Melvich is enclosed for your information.

Melvich is a small community care unit, which serves an area from Melvich west to Armadale, east to Reay and south to Kinbrace.

Melvich Community Care Unit provides permanent residential care And a short breaks service, and is staffed on a 24 hour around the clock basis, 7 days a week.

Melvich is close to the local post office, shop and community centre.

Day care services are also provided in the unit.

Day care services are provided on weekdays and a wide range of activities take place, some of which include knitting, sewing, board games, model making and many more. Transport may be provided and arrangements can be made for this service if your care manager assesses this as being required.



Useful Contact Names and Telephone Numbers

**Care management
Social Work Office
Thurso**

01847 893835

**Service Point
Bettyhill**

01641 521754

**Service Point
Golspie**

01408 635200

**Pamela MacDonald
Administrator
Golspie**

01408 635231

**Sally Williams
Financial assistant
Golspie**

01408 635232

**Anne Duncan
Clerical
Golspie**

01408 635232

Staffing structure

Melvich

- Manager
- 1 full time clerical assistant
- 1 senior social care worker
- 3 full time social care workers
- 4 part time social care workers
- 2 night social care workers
- 1 full time cook
- 2 part time general assistant
- Relief staff as required
- 1 day care officer
- 1 attendant driver

The manager is responsible for the overall management and organisation of Melvich.

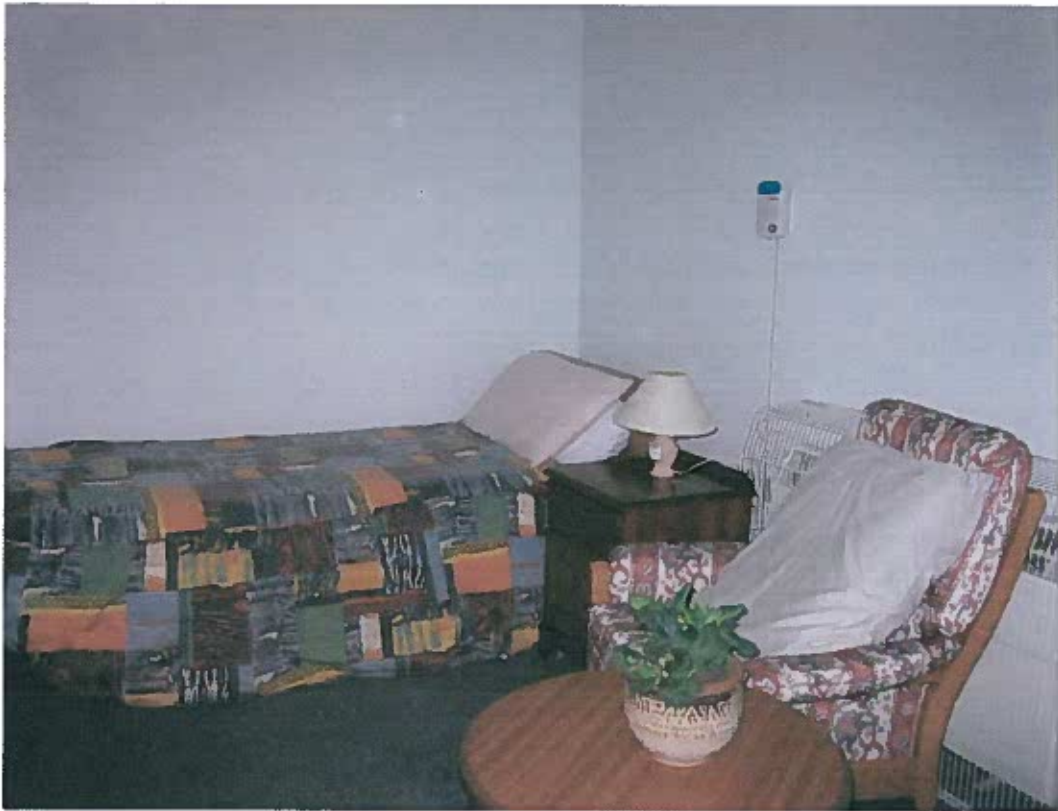
The senior social care worker is responsible for assisting with the day to day running of the home and for the supervision of the staff on duty.

An ongoing programme of Scottish Vocational Training is in place to ensure that all care staff will be fully trained to the required national standard.

Every resident is allocated a key worker, who will take particular interest in your welfare.

The unit is a small homely place and is non-institutional in its philosophy. Your bedroom will be respected by staff as a place of privacy, where for example, you can entertain friends, and where you will be surrounded by your own belongings, if you so wish.

There are six large comfortably furnished, private rooms, with en – suite shower facilities and a small kitchen area. Some pieces of your own furniture may be brought in, if desired. Couples can be accommodated.



An alarm system is installed, by which you can summon help from your bedroom, bathroom or lounges. Any or all of the furniture can be moved to allow you to bring in your own personal items of furniture. You may want to decorate your bedroom and have your own bedding etc. These would, however, have to be fire resistant, to comply with safety regulations. Any electrical appliances you choose to bring will have to be safety checked prior to their being used. Please feel free to discuss any of these matters with the manager.

You will be issued with a key to your room, so that you can lock your door when in or out of the room, for the safe storage of, for example, personal belongings or your medication.

In the interest of safety we observe a non smoking policy in public areas of the home, in line with Highland Council policy on smoking.

Facilities within Melvich include:

Telephones: A payphone is situated in the top corridor, telephone number: 01641 531373. You can also have your own personal telephone in your room. This would be a private arrangement between yourself and the telephone provider and you would be responsible for your telephone account.

Visitors

Visitors are welcome at any time in Melvich. You can entertain visitors in your room or in any of the communal areas. Staff will be pleased to offer refreshments, meals can be provided by arrangement.

Religion

If you are in the habit of going to church, we hope you will continue to do so. If this is not possible, a service is held in the home on a regular basis by a local minister / priest as requested. Your own minister / priest will be most welcome to visit you at any time.

Pets

It may be possible to bring your pet with you. Please discuss this with the manager.

Meals

- Breakfast is served around 9.00 am in the dining room. You will be able to have a long lie whenever you wish and in this case you could have breakfast in your room whenever you choose.
- Lunch is served from 12.30 pm. This is the main meal of the day, consisting of two courses with a choice of main course.
- An evening meal is served at 5.30 pm.
- Supper is served around 8.00 pm.
- Times of all meals are flexible; the right to individual choice where the menu does not appeal to you is respected.



Special dietary requirements are provided where necessary, accessing, for example, dieticians.

Personal clothing and laundry

Melvich has its own laundry and bed linen and towels are supplied and laundered by staff along with any items of clothing you may like us to wash on your behalf. If you wish to have any items of clothing dry cleaned, you would be responsible for the cost.

Medical care

If you live nearby you could keep your present doctor. Should you require the services of a district nurse or other medical specialist, your doctor would arrange this.

Medicines

It is the normal expectation that you will order store and administer your own medication. You will be supported in doing this if you so require. If there are difficulties, staff can assume this task for you.

Other services, for example, chiropodist, dentist and opticians are all available if you need them.

Hairdressing

You can make an appointment yourself or through care staff. The number is available on request to make an appointment directly if you wish.

Fire procedures risk assessment

Fire precautions and risk assessment of any items of furniture or electrical equipment will be discussed and explained to you and / or your relatives.



Supplement 2

- 1) Current residential care charges.

- 2) Care manager's agreement re funding / change of owner.

- 3) Changes to the service.

Current residential care charges

Your care manager will complete the financial assessment with you prior to your admission, to let you know what the cost will be.

Reviewing your needs

Your needs or wishes will be assessed on an ongoing basis and your care plans will be updated to reflect any changes. Care plans are reviewed internally on a 3 monthly basis and annually by your care manager. Your written care plan will be agreed and signed by all parties involved.

There may be times however where the home can no longer cater for your needs, for example. If your needs become more complex and more specialised care is required your care manager will discuss any changes with you before making these decisions.

Your care plan allows staff to understand and provide for all your needs and wishes, for example:

- what level of support you wish or require?
- allowing you to maintain your independence in entertaining visitors;
- visiting the local shops;
- participating in community activities;
- continue to rekindle or learn activities.
- staff will endeavour to provide activities as and when you wish and a programme of organised activities is ongoing within the unit.

We hope this information has been of value to you and should you have any other queries please do not hesitate to contact the manger.

Should you decide to come to Melvich, you will be encouraged to lead as independent a life as is possible. You will be given every assistance to maintain your links with friend and the community in general.

Changes to the service

In the event that any proposal is put forward that could result in a change of use or ownership of Melvich the Highland Council has implemented a Communication Strategy that ensures that your views and express wishes are taken into account and that 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" 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 attend.

Our mission statement:

"Melvich staff make every effort to provide a safe friendly homely environment for older people within their own community following council guide lines making provisions for privacy, dignity, independence, choice, right and personal fulfilment"

Melvich Community Care Unit statement of aims and objectives.

"Melvich aims to offer a standard of care based on the recommendations of 'homes are for living in – a code of practice for residential care'. This code of practice was devised concurring with Highland Council's 'Care Homes Procedures' and the National Care Standards – Care Homes for Older People'."

The Scottish Commission For The Regulation Of Care, whose officers inspect Melvich twice yearly, monitor and ensure that the highest standard of care practise is maintained and delivered to clients and other service users. The latest inspection report is provided for your information. Refer to supplement 4.

The principles of care outlined here are only extracts from these codes. Staff at all levels are instructed to read in full and digest the issues raised and the principles of care recommended. Also to consider that these standards should be our objectives in every aspect of care given. Every effort should be made to exceed them whenever possible for residents and day care offered to the clients seeking services within this unit.

Principals of care

Those who choose to use the services within Melvich should do so with dignity. They should at all times have the respect of those who care for them and support them, regardless of their personal circumstances or behaviour.

Rights and responsibilities

Those who choose to use the services within Melvich will have the right to be involved in any decision making relating to their care and not be subjected to inhuman or degrading treatment. Residents will be issued with a 'statement of rights'. This statement is an attempt to set down your rights as a resident. Refer to supplement 5.

Fulfilment

The purpose of Melvich is to enable service users to achieve their potential capacity, physical and intellectual, emotional and social.

This may be achieved by sensitive recognition and nurturing the potential in each individual and understanding that it may change over time. Residents and users of services should have the chance to realise their own personal goals and abilities in all aspects of their daily lives.

Risk and choice

Responsible risk taking should be regarded as normal, and service users should not be discouraged from undertaking certain activities solely on the grounds that there is an element of risk. Those who are capable to judge the risk themselves should be free to make their own decisions so long as they do not threaten the safety of others.

Melvich has a written policy on risk taking and risk assessment, which highlights the fact that residents have the right to incur a degree of calculated risk, where they have the ability to make an informed choice. Refer to supplement 6. The Highland Council follows Health & Safety Law with regard to reporting of accidents or incidents.

Independence and individuality

At Melvich care home regime are designed to provide a high degree of independence which each individual can enjoy, consistent with the needs of others. Residents are also actively encouraged to be involved in making decisions which affect their lives, whenever possible. All service users should be allowed reasonable differences in terms of dress, food preference, bed times if appropriate and the general run of daily activities within Melvich.

Emotional needs

Residents within Melvich should have the opportunity to form friendships and have the freedom to enjoy in private, loving relationships within, and outwith the home. They have the same right to form personal, social and loving relationships as any other member of the community.

Quality of experience

The quality of life within Melvich will be enhanced by inclusion of the widest range of normal activities, particularly those in which residents have been familiar with in the past. The presence of personal possessions is extremely important, as are continuing opportunities to go on shopping, attend places of worship and so on.

Opportunities should be made available for religious, spiritual, cultural needs and so on, of residents and users.

Residents of Melvich will not be discriminated against because of, for example, their age, gender, race or beliefs.

Safety of Building

For the purpose of maintaining an environment free from unwelcome visitors, visitors can gain access by summoning staff using the door bell.

A visitor's book is held in the front entrance as a further security measure. This record can also inform staff who is in the building in the event of a fire.

This brochure and supplements are available in other formats e.g. large print, Braille, computer disc, audio tape, or suitable language, please inform the manager of your requirements.

Finance

Your care manager will discuss the cost of residential care at Melvich with you. However, this cost is assessed according to your means. The financial assessment will be explained to you and you will know how much you need to pay before accepting this service.

Your care manager will explain and plan any arrangements that require to be made if private funding for your placement runs out. The care manager will also discuss arrangements agreed if the care home closes or has a new owner.

Please refer to supplement 2

Accommodation and care charges are all inclusive, but do not cover such items as standard: toiletries, hairdressing and dry cleaning, which you would be expected to pay for. Clients who are self funding their placement will be entitled to a contribution towards their personal care costs (and nursing care costs if appropriate).

Complaints

We are inspected twice yearly by officers from the Scottish Commission for the Regulation of Care. You are encouraged to speak to any of the complaints officers at any time, or if you have a complaint about the service, you would inform the manager or you can contact the care commission officer direct.

Information on how to access both the Highland Council and Care Commission Complaints Procedure are displayed in the front hall and residents lounge. You have the right and should feel free to access the Head of Client Services with your complaint, if you do not wish to discuss the complaint with members of the unit staff.

Data Protection Act 1998

The Highland Council and Melvich comply with this legislation. Please discuss with the manager, if you wish to uptake your right to access the records held in your personal files.

Supplement 3

Complaints brochure

Comments and complaints leaflet inserted here.

Have your say and be heard leaflet inserted here.

Notice To Service Users

If you are dissatisfied in any way with the service you receive from the Highland Council Social Work Services, you have the right to complain.

Please ask any member of staff for a complaints form. If for any reason you are not satisfied with the outcome and decision made about your complaint, please contact:

**The Scottish Commission For The Regulation Of Care,
1st Floor
castle House
Fairways Business Park
Inverness
Inverness – Shire
IV2 6AA**

Telephone Number: 01463 227630

Supplement 4

Our most recent inspection report

Supplement 5

Statement of rights

Social Work Services

Statement of rights

Whatever circumstances have led you to become resident in this home, you will no doubt be feeling somewhat at a loss to know what to expect. This statement is an attempt to set down your rights as a resident. It is hoped that you will find it useful and informative.

- 1) to be sheltered, cared for and spoken to in a manner befitting your status as an adult, without the threat of any kind of abuse by staff or other persons.
- 2) to be involved, whenever possible, in decisions affecting your life.
- 3) to know it is the normal expectation that residents manage their own finances / retain their own personal pension allowances and their independence regarding their finances. If unable to do so, authorise the home or a third party to administer your money and personal property and to receive an accounting of all financial transactions you have thus authorised.
- 4) to receive a weekly monetary allowance, as determined by the guidelines laid down by the Department of Social Security.
- 5) to exercise the full civic and legal rights of a citizen, including access to voting opportunities, and to be kept informed of and involved in issues that affect you.

to have unhindered access to a mechanism to express personal feelings, criticisms and grievances to the Head of Operations – Community Care, that will exclude access by the manager if desired, without fear of reprisal or discrimination.
- 6) to refuse medical treatment and medication and to be informed of the medical consequences of such a refusal.

- 7) to receive assistance towards independence and self care at the maximum level possible in comfort and dignity.
- 8) to receive all necessary assistance to be able to participate in and have access to all activities that the home has to offer.
- 9) to form friendships and to enjoy in private, loving relationships with other residents without hindrance or embarrassment.
- 10) to know that your personal records are kept in confidence and are only available to those for whom the information is essential.
- 11) to have access to personal records within current national regulations.
- 12) to have opportunities to work on your hobbies as space allows.
- 13) to write, or have written, and to receive any mail or otherwise to communicate without any interception or interference by any member of staff.
- 14) to enjoy privacy in counselling, treatment, or care for personal needs, and to be provided with space for private communication with your family, friends, clergymen, lawyer, government representative or any other person. Persons not directly concerned in your care and treatment must have your permission to be present.
- 15) to have a written statement of your financial contribution towards your accommodation at the home and to be informed of all amendments and changes to such contributions.
- 16) to have adequate and nutritious meals and snacks appropriate to your needs and requests.
- 17) to have all studies, surveys and polls adequately explained and to have the freedom to refuse participation.

- 18) to be able to bring to the home and to keep, possessions, favourite pieces of furniture, family pictures and treasured mementos, as space allows. It is understood that you use reasonable precautions to protect and insure your belongings.
- 19) to be provided with palliative care, death with dignity, and, where families are unable to provide, a sympathetic funeral and burial service in accordance with your beliefs, last wishes and financial abilities.
- 20) to expect all staff, on being appointed, and thereafter through in service training, to have up to date knowledge about the process of ageing, and disabilities often associated with ageing, as these affect your life in the home.
- 21) to expect all staff to be informed of, and to assume that all staff will respect the above rights.
- 22) to know that it is the normal expectation that residents will order, store and administer their own medication.
- 23) to have the right to expect that establishments will ensure that anti discriminatory practise underpins their philosophy of care.
- 24) The Head of Operations – Community Care is:

Mr John King,
The Highland Council, Social Work Services,
Glenurquhart Road, Inverness, IV3 5NX

As a resident in a home, you will be a member of a small community. As such, you will have obligations of conduct towards your fellow residents and members of staff. The above rights should not be regarded as in any way over-riding these obligations.

Supplement 6

Risk taking / risk assessment procedures

Melvich Community Care Unit

Risk Taking Policy

Melvich operates a Risk Taking Policy as well as a Risk Assessment Policy, which enshrines a balance between the rights and choices of the individual to maximise an independent lifestyle, while ensuring that whenever practically possible, the hazards and inherent risks of any particular activity are minimised to enable each individual to fulfil opportunities within the establishment and the community.

If in doubt, the staff will refrain from supporting clients with any particular task or activity they should consider unsafe, informing the client of that decision.

There could be occasions when staff will require adhering to Highland Council Health & Safety Regulations and may require intervening when they believe they have a duty of care to prevent clients participating in hazardous tasks or pursuits.

All information will be shared with the client and recorded in their Care Plan when preventative measures have been taken.

Should the individual not be satisfied with any decision made, they have access to Highland Council's Complaints Procedure or to their Care Manager.

Signed: *D Cook*
(Manager)

The Highland Council

Health & Safety Policy on risk assessment inserted here.

The Highland Council
Health & Safety
POLICY ON RISK ASSESSMENT

POLICY REFERENCE

This policy document refers to the following aims and objectives outlined in the Council's general statement of Health & Safety Policy:-

- a) the provision and maintenance of plant and systems of work that are, so far as is reasonably practicable, safe and without risks to health.
- b) arrangements for ensuring, so far as is reasonably practicable, safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
- c) the provision of such information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of its employees.
- d) so far as is reasonably practicable, as regards any place of work under the Council's control, the maintenance of it in a condition that is safe and without risks to health and the provision and maintenance of means of access to and egress from it that are safe and without such risks.
- e) the provision and maintenance of a working environment for employees that is, so far as is reasonably practicable, safe, without risks to health, and adequate as regards facilities and arrangements for their welfare at work.
- f) identifying and assessing the risks associated with all activities of the Council with the aim, of eliminating or controlling the risks, so far as is reasonably practicable:-

RISK ASSESSMENT

The Highland Council acknowledges the importance of risk assessment in terms of its overall management of health and safety. Arrangements will therefore be made to ensure that risk assessments are carried out throughout the range of the Council's work activities and premises. In particular, the risk assessment process will:-

- a) Identify hazards

- b) Determine who might be harmed and how, for example employees, clients, pupils and contractors etc.
- c) Determine the likelihood of harm occurring
- d) Identify appropriate measures necessary to control or eliminate the risk
- e) Record findings
- f) Arrange for monitoring and review

ARRANGEMENTS

Service Directors will be responsible for ensuring that the risk assessment process is fully implemented in their Service and that procedures are in place for dealing with situations of serious and imminent danger.

Staff should report any hazard which they believe is not adequately controlled to their line manager to enable:-

- a) An initial assessment of risk to be carried out or
- b) A review of an existing assessment

All employees must ensure that they comply with any control measures identified by the risk assessment process, ie use of machine guards, personal protective equipment and safe systems of work.

INFORMATION INSTRUCTION AND TRAINING

All staff will be informed of the work related hazards they may be exposed to and the control measures necessary to prevent harm occurring.

Suitable instruction and training will be given to ensure that staff are familiar with the use of appropriate controls and the need for implementation of those measures.

Training will be also be provided for all persons given the responsibility of carrying out risk assessments.

