

## *Pulteney House.*

*Pulteney House is an attractive building, owned and operated by the Highland Council, Social Work Service since 1969.*

*It has been adapted, upgraded and extended to provide a care home for older people.*

*Pulteney House was initially extensively re-furbished in 1998, this refurbishment provided all bedrooms with en-suite bathrooms.*

*Pulteney House was then refurbished again in 2007 to take into account fire and Care Commission regulations, at this time Pulteney House was also extensively re-decorated.*

*Pulteney House has eighteen en-suite bedrooms all of which are occupied by permanent residents.*

*There are two lounges, one the Seaview lounge with picturesque views of Wick bay, the other the main lounge near the entrance of the care home.*

*Both lounges have television, video recorders, DVD players and are fitted with loop systems to assist with hearing.*

*The Seaview lounge has been fitted with a public telephone and a lap-top computer with internet access for residents' personal use.*

*Throughout the care home there are public toilets on each corridor.*

*There is a shower room and bathing room which has been specially adapted.*

*Equipment available in the home for safe moving and handling include a stand aid, hoist, manger elk and slide sheets.*

*It is important to the staff of Pulteney House that your quality of life is maintained or improved, and that you feel a part of the everyday activities that are going on around you.*

## **STAFFING STRUCTURE**

*1 Manager  
3 Full Time Senior Social Care Workers  
2 Full Time Social Care Workers  
6 Part Time Social Care Workers  
4 Night Social Care Workers  
3 Full Time General Assistants  
3 Part Time General Assistants  
2 Cooks  
1 Kitchen General Assistant  
1 Laundry General Assistant  
1 Driver/Handyman  
Relief Staff as required*

*The Manager is responsible for the overall management and organisation of Pulteney House.*

*The Senior Social Care Workers are responsible for the day-to-day running of the care home and for the supervision of the staff on duty.*

*All staff currently hold a relevant Scottish Vocational Qualification.*

*Every resident is allocated a key worker who will take particular interest in their welfare.*

### **Eating well;**

*There is a large dining room should residents wish to join the others during mealtimes, alternatively residents may wish to dine elsewhere in the building or in the privacy of their own room.*

*Mealtimes are as follows;*

*Breakfast; 8.30am.*

*Lunch; 12.30pm.*

*High tea; 4.30pm.*

*Residents may eat at any time they choose.*

*If residents need any help to eat and enjoy their food, staff will assess, discuss and arrange this for them.*

*A small training kitchen is available with all the facilities for cooking and baking, if residents wish to use such skills.*

*Meals are changed daily and menus are displayed on the tables in the dining room and in the weekly newsletter. All menus are assessed by the NHS Dietician located in Caithness General Hospital.*

*Pulteney House offers a varied choice of menu, we are open to any requests or suggestions and cater to all dietary needs.*

*Our fish, butcher meat, bread and free range eggs are all from the county and purchased from local suppliers, all is of the highest quality.*

*Butcher meat and free range eggs; George Sinclair Butchers, Wick.*

*Fish and seafood; Blackstairs Fish shop, Wick.*

*Bread and Bakery; RG Macdonald, Wick.*

*Residents can have snacks and hot and cold drinks whenever they like, there is always a member of staff on duty with an Elementary Food Hygiene Certificate who can prepare snacks day or night.*

**Keeping well;**

***Residents can continue to be registered with their usual GP and dentist; if this is not possible staff will assist residents to register with a GP and dentist of their choice from those providing the services in the area of Pulteney House.***

***Residents can continue to receive community healthcare within the care home.***

***If residents need to attend any clinics out-with the care home staff will arrange these.***

***Staff will when appropriate discuss with the resident their healthcare needs within daily interaction and the completion of their care plan; staff will ensure that these stipulated needs are met.***

***If residents need any health advice from another professional staff will arrange this them to visit.***

***Residents can see their GP and any other health professional in private but if they wish staff will attend with them.***

***Residents can choose whether or not they wish to manage your own medication.***

***Residents can get assistance from the staff with ordering and collecting prescriptions if they wish.***

### **Residents rooms;**

*All rooms have en-suite facilities and are fully furnished. Residents can bring in personal belongings with them to make their own personal space more homely to them, including items of furniture.*

*Residents' rooms are their own private space, if they wish they will be provided with a key to lock their door. Staff will not have access to residents' rooms without their prior permission other than in the case of an emergency.*

*Within the residents' bedroom the bathroom has a lockable door.*

*If residents' choose, small valuable items and monies may be kept in the safe in the main office. If they choose to use this facility residents will be given a receipt for any items.*

*Every room has been fitted with a TV aerial point. If residents wish to have your own television in their bedroom this can be arranged. A concession through ARC TV Licensing gives residents who are over 75 years of age entitlement to a free license. For those who are not yet 75 years of age the cost is £5 per year.*

*All bedrooms have thermostats on the radiators to control the heating in the bedroom and bathroom. If a resident wishes to have their room warmer or cooler a member of staff will assist them to do so if required.*

*All rooms have a helpcall system to allow a resident to alert staff should they require assistance.*

*There are no restrictions on the time a resident gets up or goes to bed.*

### Visitors;

*Visiting times are approximately between 9.30am until 9.30pm. In the event of any special circumstances Pulteney House staff would be happy to make arrangements for visiting out with these hours.*

*Staff can help residents arrange meetings with visitors, and help any disabled friends and relatives into and around the building.*

*Residents can entertain visitors and friends in private, children are very welcome.*

*Residents' friends or relatives are welcome to dine at Pulteney House in the large dining room, there is also a room, The Bexley Bend within Pulteney House where residents can have meals and entertain friends or relatives in privacy*

### Personal clothing:

*There is a fully equipped staffed laundry in Pulteney House. If residents wish to have any items of clothing dry cleaned staff will arrange this.*

*Staff will ensure that residents clothing and personal possessions are clearly marked and properly cared for.*

### Social activities/ entertainment;

*The care home will organise social events, entertainment and activities, all residents can join in if they wish to do so.*

*If it is the residents wish staff will support them to keep up relationships with friends, relatives and carers and links with their own community.*

*Residents will be kept informed of all entertainment, social events and activities in the monthly and weekly newsletter.*

### **Hairdresser;**

*Pulteney House has its own hairdressing salon, a hairdresser visits on a Monday morning.*

*If the resident wishes staff will arrange for them to visit the hairdresser of their choice or if possible arrange for them to visit the care home.*

### **Social, cultural and religious belief or faith;**

*Staff will ensure that residents are given the opportunity and support they may need to practice their beliefs, including keeping in touch with their faith community.*

*Resident's holy days and festivals, birthdays and personal anniversaries will be recognised and ways will be found to make sure that they can observe these as they choose.*

*Social events, entertainment and activities provided in Pulteney House will be organised so that residents can join in if they wish.*

*A number of churches hold services on a rota within Pulteney House and residents are free to choose whether they wish to attend.*

*Residents can get assistance to attend a church or religious service of their choice if they wish.*

### **Smoking;**

*In compliance with The Highland Council's procedures regarding smoking, this is only permitted in the residents' designated smoking area situated within the home.*

### Staff;

*Staff are on duty and available twenty four hours a day. Pulteney House has policies and procedures which cover all legal requirements.*

*Staff are aware of how to put these policies and procedures into practice.*

*Staffs receive regular training and have the knowledge and skills to provide residents with the relevant support and care. All staff are recruited and selected through a process that includes equal opportunities procedures, disclosure Scotland checks, taking up references and cross reference to the registers of the Scottish Social Services Council or any other professional organisation where appropriate.*

*Residents will be allocated a keyworker, a named worker who will assist them to write and co-ordinate their care plan, check its progress and stay in regular contact with the resident and everyone involved in providing their support and care.*

*The residents' keyworker or any member of staff will discuss with them any concerns they may have.*

### Finance;

*Residents Care Manager will discuss the cost of residential care at Pulteney House with them. The cost is assessed according to their financial means. The financial assessment will be explained by the Care Manager and a prospective resident will know how much they need to pay before accepting this service.*

*The 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.*

*Accommodation and care charges are all inclusive but do not cover such items as standard: toiletries, hairdressing and dry cleaning which a resident would be expected to pay for.*

*Clients who are self funding their placement will be entitled to a contribution towards their personal costs (and nursing care costs if appropriate).*

*All residents are advised to take out personal insurance for personal items.*

### **Moving on;**

*There may be a time that a resident chooses to leave Pulteney House to live elsewhere.*

*If this happens a resident will be assisted and supported by staff to be involved in making choices about planning their move, where appropriate a resident's family member or representative will be involved in the planning process.*

*Staff will assist a resident to;*

- *Visit the new prospective accommodation.*
- *Maintain links already established at Pulteney House.*
- *Discuss possible consequences of moving including risks to self and others.*

*If the move is due to Pulteney House no longer being able to care for a resident satisfactorily, staff will ensure that the move will be with the least amount of stress and disruption to the resident.*

*All records along with the residents' permission and involvement will be passed on without delay.*

**The National Care Standards; Care Homes for Older People.**

***Pulteney House is inspected twice yearly by the Scottish Commission for the Regulation of Care; (The Care Commission).***

***Care Commission Inspectors inspect and grade Pulteney House against the National Care Standards.***

***The standards describe what service each resident can expect from Pulteney House.***

***A copy of the National Care Standards for Care Homes is in the residents' introductory pack in their bedroom.***

**Your views;**

***Residents' have the right to express their views on any aspect of the care home at any time.***

***The Highland Council seeks to provide its services efficiently and to a high standard.***

***If a resident or a family member have a comment or wish to make a suggestion which would help us to improve our service please feel free to express your views.***

***Should residents and/or families feel they have not been treated courteously, or have not received the service they are entitled to, there is a complaints procedure in place which should be followed.***

***If agreement cannot be reached with the staff members present, then the complainant should ask to speak to the manager or person in charge that day. He/she will be pleased to meet with the complainant to discuss the difficulty.***

***If following the discussion, the complainant is still not satisfied, a complaint form is available.***

*This form explains how to contact the Head of Quality Assurance, who will arrange for the complaint to be investigated.*

*Complaints can also be referred to the Care Commission*

*Local Office*

*1<sup>st</sup> Floor, Castle House,  
Fairways Business Park,  
Inverness, IV26AA.  
Tel. No. 01463 227630  
Fax. No. 01463 227649*

*Headquarters*

*Compass House,  
11 Riverside Drive, Dundee.  
DD1 4NY  
Telephone no. 01382 207100  
Lo-Call 0845 6030890  
Fax. No. 01382 207289*

*Complaint forms for the Highland Council and the Care Commission are available from any member of staff, in your Introductory Pack and in various places around the Care Home.*

*The Care Commission's website is [www.carecommission.com](http://www.carecommission.com).*

## **Pulteney House Aims and Objectives.**

***To provide a safe, homely environment to individuals who, for whatever reason are no longer able to live and care for themselves independently.***

***To respect the rights, dignity, needs and beliefs of the residents, their families and carers within the care home setting.***

***To recognise individuality and respect how lives have been chosen to be spent.***

***To promote independence, maintaining social contacts and the importance of choice.***

***To help enable the resident and their families and carers to live as normal a life as possible.***

***To be assisted by a highly trained, qualified staff team in accordance with the National Care Standards and The Highland Councils Policies and Procedures.***

***To provide a happy, friendly environment free from threat or fear and to help individuals achieve their goals.***

***To provide a keyworker system which ensures that each residents and their families and carers are involved where appropriate in an individualised, person centred plan of care.***

***To give residents, families and carers the opportunity to comment and contribute towards/influence how Pulteney House is run.***

***To recognise the need to live ones own life and to protect individuals from risk.***

**Participation and Quality Assurance.**

***Pulteney House believes that residents, families and carers have rights to have their say and be heard, to enjoy exercising choice and control over their lives and to share in the decision making about the day to day running of the care home.***

***We believe that individuals should be encouraged and supported to express their opinions to ensure our service is tailored to the needs and preferences.***

**Participation and Quality Assurance Group.**

***The group will consist of Residents.***

***Residents' family members, friends and acquaintances.***

***Staff of Pulteney House.***

***Guests as requested by the group.***