

**WELCOME TO
LOCHBROOM HOUSE
DAY CARE**

**Ladysmith Street
Ullapool Ross shire iv26 2uw
Tel No. 01854 612705**

Lochbroom House

Where to find us

Lochbroom House is situated in the middle of the village near the fire station and is set in its own grounds with views of the Ullapool Hill.

Our day care facility operates 5 days a week Monday through Friday. The space available for use is limited to the area around the main communal areas and it is for that purpose and the comfort of the attenders and residents of the home that there are no more than 12 places available on each day.

Toilet facilities suitable for those with special needs are available for men and women and there are full facilities for assisting with bathing, should that be required.

About the staff

There is a small group of friendly, dedicated staff who can support you if and when required and are there to monitor all your health care needs. In addition, there is a designated driver and there is always an escort to support Attenders who use our transport.

There is usually a Senior Social Care Worker available if you have any queries. The Manager likes to stay in regular contact with all service users. If you would like to speak with the Manager she will be more than happy to talk to you privately.

What we have to offer

At Lochbroom House we aim to provide a warm and friendly environment where you can come and take part in a variety of activities, whilst spending time with others on a social basis.

As an Attender, you will be free to choose whatever activities you wished to enter into and we always welcome any suggestions to try something new.

You will find a copy of our Aims & Objectives at the back of this booklet.

People attend Lochbroom House for a variety of reasons. Some will have applied themselves, whereas others may be attending on the advice of their GP, or to give their carers support and an opportunity to do other things.

Everyone's reasons and circumstances will be different, but you can rest assured that any information concerning yourself and others will be treated with 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.

Making Arrangements

Before attending, you will be visited by a Social Worker who will discuss your individual needs and complete a Single Shared Assessment Form this form will then be used to support an application for attendance at day care. If one of these has already been completed with you then it may only be a matter of sharing some additional information to ensure that this is fully up to date.

The details of the Single Shared Assessment form may be shared with other professions i.e., District Nurses, Home Carers etc. and you can be assured that this will be treated in the Strictest Confidence.

The number of days allocated for your attendance at Lochbroom House will depend on your own personal circumstances and the availability of places at the time.

Prior to commencement at Lochbroom House you will have the opportunity to visit to meet with staff and fellow Attenders and if you wish, you can spend a time with us to get a feel for the place. If you would like to be accompanied by a relative or friend, they would be most welcome.

If all the places are full or you wish to attend on a particular day, it will be necessary for your name to be placed on a waiting list.

Medication and Medical Support

If you require assistance to take any prescription medication whilst attending for day care, it must be in its original packaging or, we will accept medication made up in a dosset pack provided it has been made-up by the pharmacist. If necessary, staff will make arrangements for the safe storage of any medicines you need to bring with you.

In your best interest we ask that you only take those medicines that have been prescribed for you and you shouldn't share your medicines with any other Attenders.

Should you require a doctor, Community Nurse whilst attending for day care you are free to make your own arrangements or, staff will help you. Likewise, should you need to attend an appointment locally we will give all the assistance we can.

Meeting your Needs

In order to ensure that the service we provide meets your individual requirements, the staff will complete a care-plan with you and/or your carer/representative. Your care-plan will clearly reflect your needs, preferences and expressed wishes.

Your care-plan will be regularly reviewed with you and/or your Carer/Representative should you prefer, and any changes agreed and noted.

Should you require help arranging services such as appointments with opticians, dentists, chiropodists, etc., the staff will be only too happy to help.

Non Attendance

In the event that for any reason you are unable to attend for Day Care it would be much appreciated if you could let us know by phoning or having someone contact us on your behalf.

You should phone: 01854 612705. You can phone this number at anytime as there is always someone available to take your call and pass on a message.

Getting to and from the Lochbroom House

If you have your own transport, can access public transport or are in receipt of Mobility Allowance, you will be responsible for making your own arrangements for getting to and from Lochbroom House.

Where assessment of need has been demonstrated and it is practically possible, transport will be provided to and from Lochbroom House on the day(s) you are attending.

Transport is provided by way of a Mini Bus that is equipped with a lift for easy of access. The bus is driven by the staff who work at Lochbroom House who will give you whatever assistance you may require.

Alternatively, arrangements may be made for you to come to the centre by taxi or, a lift from a family member or friend.

Pick-up by the bus may be anytime after **9.30a.m.**, depending on where you live and we will make every effort to arrange your pick-up at a time most suitable to yourself. We do ask for your patience and understanding in the event we are unavoidably delayed.

When traveling by Mini-bus it is very important that you follow the safety instructions of the staff. Seat-belts **must** be worn at **all times** and the instructions of the staff followed for your comfort and safety. No one is permitted to smoke on the bus.

Adverse Weather

During periods of very poor weather we will need to assess how safe it is to provide transport. We appreciate that this may be frustrating however, at these times we need to consider everyone's safety with regard to travel to and from Lochbroom House. Whatever the circumstances, you can be assured that we will keep you fully informed.

Even if we are unable to provide your usual transport, the day care service will continue to run for the benefit of those who can make their own way.

What does it Cost?

There is a day care charge of £5.00 per week that is paid by everyone who comes for day care and this charge is applied whether someone attends once weekly or more often.

In addition to the weekly day care charge there is a daily charge of £3.56 per day and this covers the cost of a main meal at lunchtime as well as morning & afternoon coffee/tea.

There is always a choice for lunch and if either option doesn't appeal or isn't suitable, the catering team will provide an alternative. We have an experienced catering team who are able to cater for the full range of nutritional needs.

Smoking Policy

Lochbroom House has a designated Smoking Area and in accordance with the Highland Councils Smoking Policy you can only smoke in this area.

Welcoming Visitors

You are welcome to receive visitors when you are at Lochbroom House. In the interests of their safety and wellbeing all visiting children remain the responsibility of those they are accompanying and must be supervised at all times.

If at anytime you are in anyway concerned about the safety and wellbeing of any child please speak to a member of staff.

For the purposes of security and Fire Safety it is important that all visitors sign in and out when visiting, even if they are with you for just a short period of time.

Your Comments & Suggestions

Your comments and suggestions are always welcomed and valued and you should speak immediately to staff if there is anything you are concerned about. We also welcome comments from your relatives and friends.

If you or your 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.

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.

Discontinuation of the Service

In the event of us no longer being able to provide Day Care Services, you and your carer/representatives will be kept fully informed of all developments and your Social Worker along with the staff from Lochbroom House will ensure that your needs continue to be met by providing appropriate and suitably agreed alternative arrangements.

Furthermore, The Care Commission will be advised of any such developments and you would be free to discuss any concerns/developments with them.

The Care Commission

The Care Commission is responsible for the Inspection of all Day Care Services and they will visit Lochbroom House regularly to inspect the service we provide.

When we know we are to receive a visit we will let you know. We want you to feel free to speak with the Commission

Officer visiting and we know that they will be interested to here your views and your representatives/carers are welcome to come and meet with the Officer during their visit.

Following an inspection a report on the service is issued. A copy of the report is available for you to read at anytime and should you wish to have a copy of any report please let us know and we will be happy to provide you with a copy.

The Care Commission can be contacted on Tel No. 01463 227630 or 0845 603089.

Alternatively you can write to them at:

Care Commission,

1st Floor, Castle House,

Fairways Business Park,

Inverness,

IV2 6AA

email:enquiries@carecommission.com

Further Information

Should you require any further information, please feel free to contact:

Christine McCallum – Acting Unit Manager or speak with the senior on Duty

Tel: 01854 612705 or alternatively, please pop in for a chat with the staff.

We look forward to welcoming you

LOCHBROOM HOUSE – DAY CARE

AIMS & OBJECTIVES

Lochbroom House aims to provide a service which will assist and enable all Attenders to enjoy an enhanced quality of life. We will provide a safe, supportive and stimulating environment in which all Attenders are encouraged to achieve their goals and maximize their potential. We will also provide ongoing monitoring of Physical, social and Health Care Needs of individual Attenders

We aim to achieve this by:

- Offering a high quality of care that recognizes and respects the equality and diversity of all Attenders regardless of religion, race, gender, sexuality, mental or physical ability.**
- Respecting and acknowledging Attenders as individuals and recognizing their individual needs.**
- Respecting the dignity and right to privacy of everyone.**
- Encouraging independence in a physically safe environment.**
- Providing appropriate physical and personal care where required.**
- Providing a suitable range of stimulating activities which reflect individuals' wishes and preferences.**
- Offering Attenders the opportunity to socialize, retain skills, develop new ones and develop new relationships.**
- Assisting and enabling Attenders to access additional services and resources when required.**
- Encouraging Attenders to make decisions about their own care and exercising their rights of choice.**
- Involving Attenders and/or their carers/representatives in drawing up a comprehensive Personal Plan which will be reviewed on a regular basis.**
- Acknowledging Attenders rights to take risks and make choices in their efforts to maintain their independence, achieve their potential and gain personal satisfaction.**

