



Aberdeenshire
Health & Social Care
Partnership

Westbank House

Care Home Brochure



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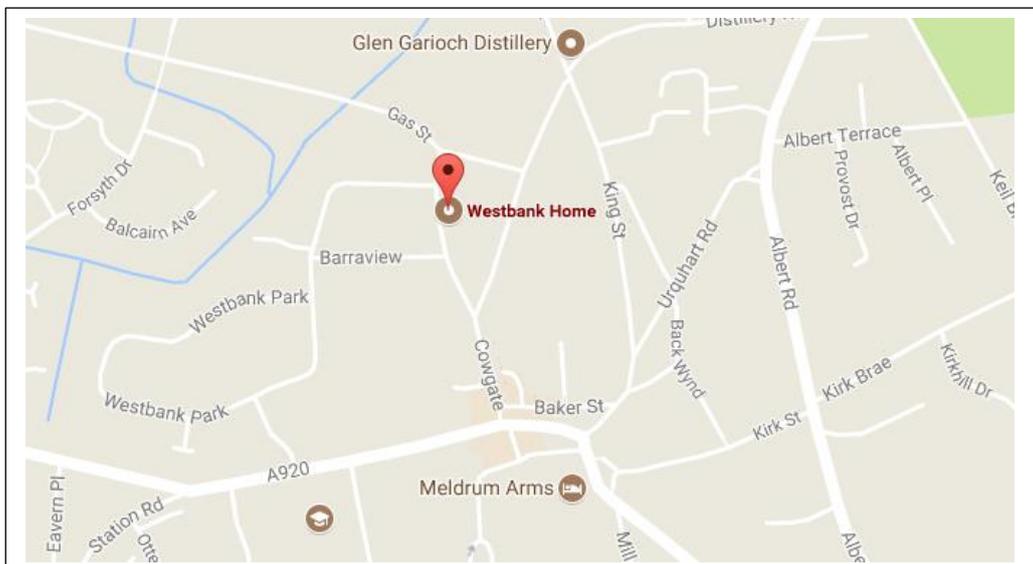
1 Introduction

Making the decision to move into a care home can be one of the most difficult decisions you will have to make. This brochure has been prepared in order to provide as much information as possible to help you decide if Westbank can offer the type of care and support you require. At Westbank we welcome visits from prospective residents and their family to see around the home, to meet with staff, and to discuss the services provided. It is advisable to pre-arrange visits to ensure staff have time to spend with you. You can also telephone and speak to the Manager who will be happy to discuss your personal requirements and any issues not covered in the brochure.

Your Care Manager from the local Social Work office can provide you with advice on services in your area, some of which you may find beneficial in meeting your needs. This advice will assist you to decide upon a possible move to Westbank.

1.1 Location and Contact Details

Westbank is located in the village of Oldmeldrum. Inverurie is 5 miles to the south and Aberdeen lies 19 miles south east. There is a bus stop nearby with a service to and from Aberdeen and Inverurie. The building sits in a quiet part of Oldmeldrum in extensive grounds, with panoramic views of Bennachie. It was purpose built as a care home in 1965. Local amenities include a library, primary and secondary schools, golf course, bowling green, community café and several other eateries, town hall, churches and a variety of small shops.



Westbank Care Home
Lower Cowgate
Oldmeldrum
AB51 0PP
Tel: 01651 267 380
Email: Westbank.carehome@aberdeenshire.gov.uk

1.2 Rights of Citizenship

If you choose to live in Westbank, our aim is to enable you to maintain your independence, respect your individuality, and support you to continue to live your preferred lifestyle. As everyone is unique it is vital that each resident is allowed time on their own to enjoy privacy if they wish. Having choice is part of being a citizen – from choosing what you wear to participating in making decisions at residents meetings which can impact on the running of the home. Each resident will be treated with dignity and will have their confidentiality respected at all times.

1.3 Standards of Care

The standards of care you can expect to receive are outlined in the Health and Social Care Standards – My support, my life. In order to ensure we meet these standards Westbank is subject to inspections by the Care Inspectorate and the latest report is available to read at the home or on The Care Inspectorate website at www.careinspectorate.com.

1.4 Staff

The staff team includes the Care Home Manager, Assistant Managers, Social Care Officers, Carers, Domestic Assistants, Cooks, Assistant Cooks, Clerical Staff and a Handyman. Westbank staff are bound by the Scottish Social Services Council's Codes of Practice and this is reinforced by Aberdeenshire Council's own Code of Conduct which staff must adhere to. Therefore, you can be confident that staff providing your care and support have knowledge and skills based on these core values, which are then developed through continuous training and experience of working with older people.



2 Accommodation

Westbank is a purpose built multi-story building with facilities to accommodate 33 residents including one respite room. The home is split into 3 floors, with easy access provided to all levels. Outside there is a summer house and patio areas with beautiful flower tubs and a selection of garden furniture.

All rooms and public area have call points enabling you to call for assistance 24 hours a day. There is a door entry system and signing in procedure for visitors to increase your feeling of security.

2.1 Bedrooms

Our bedroom accommodation is for single occupancy. Each room has a profile bed, hand wash basin and can be furnished with a chest of drawers, bedside cabinet, armchair, curtains and bedding. Each resident is welcome to bring their own personal items of furniture, bedding, pictures, chair or any similar items. We want you to feel at home and having familiar items and décor can help facilitate this. For health and safety reasons we prefer that the profile bed remains in use. Each bedroom has a lockable space for safe keeping of small valuables and belongings. If you wish you can decorate your room to your own taste. You will be offered a key for your room. Staff will also retain a key for access to your room in cases of emergency. Apart from emergency situations, staff will respect your privacy and will always knock and seek permission before entering.



2.2 Bath and Shower Facilities



Although Westbank does not have rooms with en-suite facilities, there are numerous communal toilet facilities throughout the building and close to all rooms. There are fully equipped and accessible shower and bathrooms on every floor. If you require any special equipment to help with your personal care this will be provided following appropriate assessment.

2.3 Lounges & Quiet Areas

On entering the home there are three main seating lounges, two of which are equipped with televisions and music centres. The remaining lounge is designated as a quiet lounge/library where you can enjoy the company of other residents, or simply spend time with visitors and staff. There is an activity room where residents can participate in table top activities, including crafts and board games.

Near the entrance you will also find the main dining room. This is a bright and airy room where lunch and tea are served. This room also doubles as our entertainment room where functions and concerts take place.

At the end of the corridor on each floor you will find a kitchen/dining area where breakfasts are served. These areas enjoy magnificent views of the Bennachie area. Residents, families and friends are encouraged to use these areas to make drinks and snacks. Tea, coffee, biscuits and juice are available for this purpose.

Westbank is fitted with an induction loop system in the largest of the lounges for hearing aid users.

Daily activities are posted on a large notice board in the front reception area as well as in a weekly planner on the resident's notice board. You will also be given your own weekly planner so that you can choose which activities/events you wish to take part in, from the comfort of your own room.



2.4 Meals

Meals are homemade and usually served in the main dining room or the balcony areas. If you prefer meals can be served in your room at upon request. Every day there is a choice of menu displayed on the menu board and you will also be given a weekly printed menu in your own room so that you can plan your choice of meals. Our cooks offer a balanced and varied diet, prepared using seasonal fresh produce. However, should you have specific dietary needs we can accommodate these. The cooks welcome resident input when planning the menu so if you have a favourite dish, please let us know and they will speak with you about it. In addition, on request we can organise one of the smaller sitting rooms for you and your visitors to enjoy a meal or special occasion together, for example a special birthday or anniversary.



2.5 Tea / Coffee and Snacks

Drinks and snacks are served regularly during the day but you are welcome to request refreshments, or, to make your own at any time. Situated throughout the communal areas are several Snack and Juice Bars for your use.



2.6 Visitors

We have an 'open house' policy and we welcome your friends and family at any time. We do have an entry system which allows us to see who is coming into the home and we ask you to sign in and out for fire and security reasons. There are toilet and hand washing facilities for visitor use at the main entrance.



2.7 Parking

There is a small car park situated at the front of the building. Further on-street parking is available in the immediate vicinity of the home.

2.8 Smoking

At Westbank we respect individual lifestyle choices but need to balance this with our responsibility to promote healthy living, protect non-smokers from being exposed to tobacco smoke and uphold Aberdeenshire Councils Smoking Policy. We have a No Smoking Policy within the building and for visitors and staff this extends to include the grounds of the home. Residents are, however, welcome to smoke within the grounds but can only be supported with this on occasions where staff who are smokers are available and willing to assist.

3 Care Arrangements

3.1 Service Agreement

As part of your moving in process you will be asked to sign a Service Agreement. This document explains Aberdeenshire Council's responsibilities towards yourself, as a service user, as well as our responsibilities towards Aberdeenshire Council as a resident of Westbank.

The Service Agreement is a legally binding document and we strongly advise you to read it carefully before signing. If you have difficulty reading/understanding the agreement, please do not sign it, there are a number of options available to help you. For instance; request the document in a larger print, the home will be happy to supply this; ask a family member/friend to go through the document and explain it to you; contact Advocacy North East who will be happy to make an appointment for a representative to visit and go through the document with you. Westbank can supply contact details for this service.

3.2 Your Personal Plan

When you move to Westbank you will be introduced to the members of staff who will be your key and co-keyworkers. These members of staff have a special responsibility to help you with more personal aspects of your care and assist you in completing your Personal Plan. This plan outlines your individual needs and wishes and enables us to make your life as fulfilling and enjoyable as possible. On completion, we will ask you to sign your plan stating you are happy with all entries made. Your Personal Plan is kept within your room to allow you free access to your information at any time and will be reviewed with you or your representative regularly.

3.3 Reviews

Reviews are held six monthly, at an informal meeting and annually on a more formal basis. The persons present at these meetings may include yourself, your Care Manager, a Review Manager, your Keyworker, a Manager from the home and, if you wish, your chosen representative.

Reviews are organised to ensure you are happy in your home and that your care needs and wishes are being met (as detailed in your Personal Plan). They provide a forum to discuss any difficulties or issues which need to be addressed.

3.4 Funding

Charges for your care should be discussed with your Care Manager prior to you considering a move to Westbank, including what happens should your capital be reduced.

3.5 Insurance

Westbank has the appropriate insurance in place to cover liability at law to employees, residents and members of the public. However, a resident's personal effects or property are not covered by the terms of this policy. Residents should therefore obtain their own insurance cover for such items which are otherwise brought into the premises at the Residents sole risk with the understanding that the service will have no liability for such items.

4 Visiting Services

4.1 Medical/Healthcare

Westbank is served by Oldmeldrum and Fyvie Health Centre. When you move in you may be able to keep your own GP but if you have moved from out with this area, the care team will assist you to register with a local GP. The GPs visit weekly or upon request. We can also support you to visit the local GP yourself. If you feel you need to consult a doctor please let a member of staff know.

When you move in we will discuss with you how you wish your medication to be managed. You will be encouraged to administer your own medication if this is what you have been doing prior to moving in, but, if you feel unable to do so, we will be happy to do this on your behalf.

4.2 Community Nursing Service

At Westbank we do not have nurses on duty therefore any nursing needs are undertaken by our Community District Nurses. These nurses visit Westbank twice weekly and offer advice and treatment as required.

4.3 Dentist

We can contact a dentist on your behalf who will attend to you in Westbank when necessary. Should you need to visit the dentist we can assist you with arranging transport at your own cost.

4.4 Chiropodist

A chiropodist from the local Health Centre visits regularly, or if you prefer, staff can arrange for a private appointment. The cost of payment for private appointments is your responsibility. Charges for a private consultation will vary, as will transport costs if these are required.

4.5 Occupational/Physiotherapy

Should you require special equipment to assist with personal care or other activities of daily living, we can request a visit from an occupational therapist or physiotherapist, who will see you here at Westbank.

4.6 Optician

We can arrange for an optician to visit you at Westbank when you require. Should you wish to visit your own optician we can assist you with arranging transport. The payment for any such transport will be your responsibility.

4.7 Religious/Spiritual

A church service is held monthly on a Sunday at Westbank and Communion can be given here if you wish. Staff will assist you in making arrangements to attend your own place of worship should you wish to go.

4.8 Hairdresser

There is a hairdresser who visits Westbank on a regular basis. Staff can assist you in making appointments if you wish to use this service.

4.9 Newspapers

We would ask that you or your representative arrange for delivery and payment of any newspapers. The local newsagents offer this service.

4.10 Advocacy Services

Advocacy North East is happy to see you at a time and date of your choosing if you wish to discuss any concerns in private. Advocates can assist and advise you on a range of issues. You can speak to staff or pick up a leaflet at Westbank for further information.

4.11 Other

There are a number of other services around the area such as; beauticians, counselling services and speech therapists. Some of these services will be accessible through a referral from your GP, others are private and will incur a personal charge to yourself. Whatever service may be of benefit to you, please discuss with a member of staff who will be able to assist you to access information and, where applicable, costs.

5 Westbank Facilities

5.1 Laundry

We have our own laundry facilities where linen and personal clothing are washed. Due to the volume of laundering all items require to be suitable for machine washing and tumble drying. If items require to be hand washed or dry cleaned we would ask that your representative make arrangements for this to be undertaken at your own cost.

All clothing to be washed in the laundry must have name tags sewn in prior to admission, whether as a permanent resident or respite user. Any new items also need to have a name tag. We can order these on your behalf at a small cost to yourself. We cannot accept responsibility for items which are not labelled or require laundering other than machine washing and tumble drying.

5.2 Personal Monies

You are expected to manage your own finances or arrange for a representative to do this on your behalf. Staff can assist you with managing small amounts of money for daily living from your own locked moneybox in accordance with the service Money Handling Policy and Procedures (a copy of these can be made available to you upon request). Two persons will sign for all transactions.

5.3 Library

Within the home there is a selection of reading materials, including magazines and large print books. The library van delivers books regularly to Westbank.



5.4 Telephone

We are happy to take phone messages from family/friends and, where possible, support you to access a phone when they call. You can also arrange to have a telephone installed in your own room. The phone company will then bill you individually for the cost of installation and all calls.

5.5 Pets

Residents can request to bring in small pets such as goldfish or budgie, but it would not be possible to accommodate larger pets within the home. We do welcome visiting pets into the home as long as they are well behaved and we ask that dogs are kept on a lead, for the safety of all in the home. Please talk to the Manager on duty before inviting a visitor into the home with a pet.

Westbank presently has a cat who has made his home with us. He is free to roam around the building and we would ask you to let us know of any pet allergies you may have.

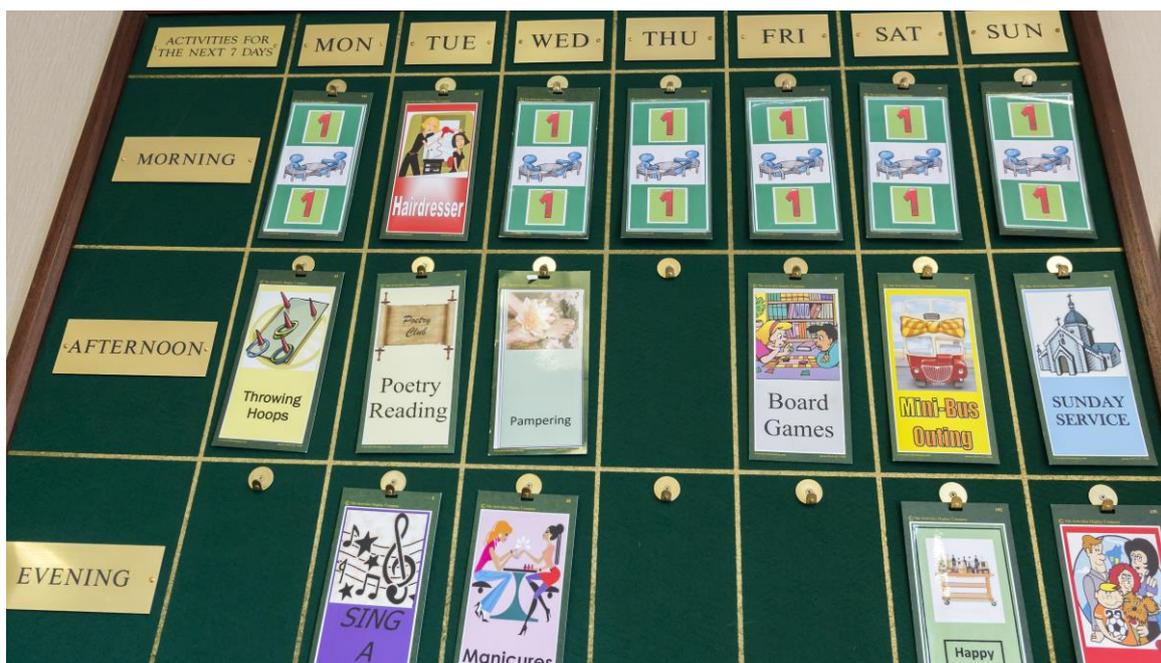
5.6 Regular Events/Activities

A life of prolonged inactivity can lead to a whole host of serious health problems (falls, fractures, urinary infections, constipation, and reduced appetites) while boredom and a sense of worthlessness can lead to depression and low self-esteem.

At Westbank we are committed to making your care home special and a bit different from the norm. We aim to make it a desirable place to live and one where people are kept stimulated, occupied and feel content. We endeavour to empower all individuals who live here and ensure that they are involved in the planning and evaluation of the activities. To achieve our aim we will:

- Treat everyone as an individual with personal preferences, thoughts and opinions.
- Listen to all ideas and opinions equally and with respect.
- Have fun and enjoy doing things that enable you to be happy and fulfilled.
- Ensure that activities, entertainment and social events are organised to reflect the wishes, likes and dislikes of all individuals.
- Ensure that anyone can join in, or not, as they choose.
- Make sure that links with friends and relatives are maintained and welcome them to join in any event within Westbank.
- Celebrate your birthday in the way you would like.

At Westbank there will be plenty of opportunity for you to join in with the support of staff and collaborate in numerous events and social activities.



6 Statement of Aim and Philosophy of Care

Aim

At Westbank we aim to provide a service in a homely environment that recognises each person as an individual. Working in partnership, we build on strengths, identify what is important to the person and provide agreed support to achieve their outcomes.

Philosophy of Care

In order to achieve this aim we have developed the following Philosophy of Care based on The Nation Health and Social Care Standard Principles.

Dignity & Respect

At Westbank we believe each person is a valued citizen and aim to support them in understanding and exercising their human rights. We appreciate each person as an individual, treating them with dignity and respecting their privacy, values, beliefs and personal choices. We strive to prevent discrimination and to treat everyone fairly.

Compassion

At Westbank we have a dedicated team whose role is to nurture and support individuals by actively seeking to understand their needs and wishes, responding with warmth and compassion.

Be Included

Everyone has the right to choose how they live. At Westbank we aim to enable people to make informed choices by giving information at the right time and in the right format so that it can be understood. We encourage individuals to participate as partners so that they have control over their care and support. Individuals are also given every possible opportunity to be involved in making decisions around their home and the service provided. We value these opinions and take them into consideration as part of the decision making process.

Responsive Care & Support

We recognise that health and social care needs change, as do individual choices and priorities. To meet these changes we regularly assess and review the support being provided implementing changes where required. When there are situations that have not gone as well as expected and/or a complaint is made about the service, we take this very seriously and work with all concerned to find a suitable resolution. We understand the importance of having a consistent, motivated team and strive to be an organisation that values and retains staff.

Wellbeing

At Westbank we understand the importance of finding a balance between maintaining people's safety and supporting them to take positive risks where it enhances experience and quality of life. We work with individuals to understand their lifestyle, what is important to them and areas where they want to make changes or to develop. Together we then build a plan of how they can be supported and encouraged to achieve these. Where there are areas of risk we support to identify ways of reducing those risks and are diligent in protecting people from any avoidable neglect, abuse or harm.

7 Comments and Complaints

7.1 Directed to Aberdeenshire Council

We are always interested to hear your feedback because we want to make sure that the services at Westbank are as good as they can be. We value all our residents as individuals, so please tell us how satisfied you are with the services we provide.

We will respond and act on feedback, as quickly and easily as possible. Feedback forms are on display at the reception area and are also available from the office upon request.

To help the home act promptly, you should first of all try to speak to the member of staff with whom you have direct contact and tell him or her what is troubling you. It could be that there has been a basic misunderstanding and that the problem can easily be sorted out. If you do not want to speak to that person directly, ask to speak to his or her manager. The manager will try to solve the problem on your behalf. If you feel your complaint has not been fully addressed by these means, then you are free to exercise your right to make an official complaint.

Complaints should be addressed to:

Location Manager (Turriff and Oldmeldrum/Fyvie)
Turriff Community Hospital
Balmellie Road
Turriff
Aberdeenshire
AB53 4DQ
Tel: 01888 564130

All complaints are dealt with within a strict set of procedures and a letter acknowledging your complaint will be sent within 5 working days. Your complaint will not go unanswered, nor will it affect your right to quality services now, or in the future.

You may wish to direct your comment or complaint to a source independent of the Council. You can do so at any time by contacting the Care Inspectorate.

7.2 Directed to the Care Inspectorate

The Social Care Social Work Improvement Scotland, Regulation of Care, (SCSWIS), is a national organisation set up under the Regulation of Care (Scotland) Act 2001 to regulate and inspect Scottish care services.

The Care Inspectorate are part of the SCSWIS organisation and responsible for carrying out un-announced inspections of the home to ensure that services are being provided in line with the National Care Standards.

You may wish to contact the Care Inspectorate to view the home's latest inspection report or you could ask to see a copy at Westbank.

One of the most important ways the Care Inspectorate can help to improve care services is by listening to your comments or complaints.

Copies of the Comments and Complaints procedures are available within the home or online at our website, www.scswis.com.

Contact information:

The Care Inspectorate
Johnstone House
Rose Street
Aberdeen AB10 1UD

Tel: 01224 793870

Lo-call: 0845 60 30 890

www.careinspectorate.com

***We hope that you have found this brochure helpful.
We are always looking for ideas and suggestions to help us improve.
If you have any ideas or suggestions for items which should be included in any
future publications please let us know.***
