

Kincarrathie House

Statement of Purpose

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This document will be reviewed annually unless circumstances dictate it should be reviewed earlier.

Aims and Objectives

With over 20 year's experience, the management of Kincarrathie House pride ourselves on offering a highly professional care service for the elderly, with a personal touch. We are pleased to accept residents for long and short-term care and for convalescence and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, with staff who have time to give attention to small detail, and where they have the choice of enjoying the company of other residents.

PRIVACY: The right of residents to be left alone and undisturbed whenever they wish.

DIGNITY: The understanding of residents' needs and treating them with respect.

INDEPENDENCE: Allowing residents to take calculated risks, to make their own decisions and think and act for themselves.

CHOICE: Giving residents the opportunity to select for themselves from a range of alternative options.

RIGHTS: Keeping all basic human rights available to the residents.

FULFILMENT: Enabling the residents to realise their own aims and helping them to achieve these goals in all aspects of daily living.

PHILOSOPHY OF CARE

Kincarrathie House Home for the Elderly aims to provide its residents with a secure, relaxed, and homely environment in which their care, well-being and comfort are of prime importance.

Carers strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing are sensitive to the residents' ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and residents are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

PRIVACY: The right of residents to be left alone and undisturbed whenever they wish.

DIGNITY: The understanding of residents' needs and treating them with respect.

INDEPENDENCE: Allowing residents to take calculated risks, to make their own decisions and think and act for themselves.

CHOICE: Giving residents the opportunity to select for themselves from a range of alternative options. For example - food and activities.

RIGHTS: Ensuring that all basic rights are available to the residents.

FULFILMENT: Enabling the residents to realise their own aims and helping them to achieve these aims in all aspects of daily living.

This is achieved through programmes of activities designed to encourage mental awareness, self-esteem, and social interaction with other residents and with recognition of the following core values of care, which are fundamental to the philosophy of our Home:

All Care Staff within the Home are appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with current developments in Care Practices as laid down in appropriate Legislation and Regulations.

We have relatives of residents who are willing to speak with prospective residents and relatives, prior to and during the transitional period of coming into care. For details of telephone numbers please contact Mrs Kay, Manager.

Name:

Maggie Kay (Manager)

Experience:

Qualified as Staff Nurse in 1982. Staffed in elderly care ward and promoted to Charge Nurse. Gained two years experience as Community Psychiatric Sister. Moved on to Community Care Management which involved managing Care Homes and Day Care facilities. Twenty years experience as Care Home Manager.

Qualifications: R.M.N. and Registered Manager's Award

Address of Home Owner/Manager

Kincarrathie House
Pitcullen Crescent
Perth
PH2 7HX

Telephone: 01738 621828

Fax: 01738 633011

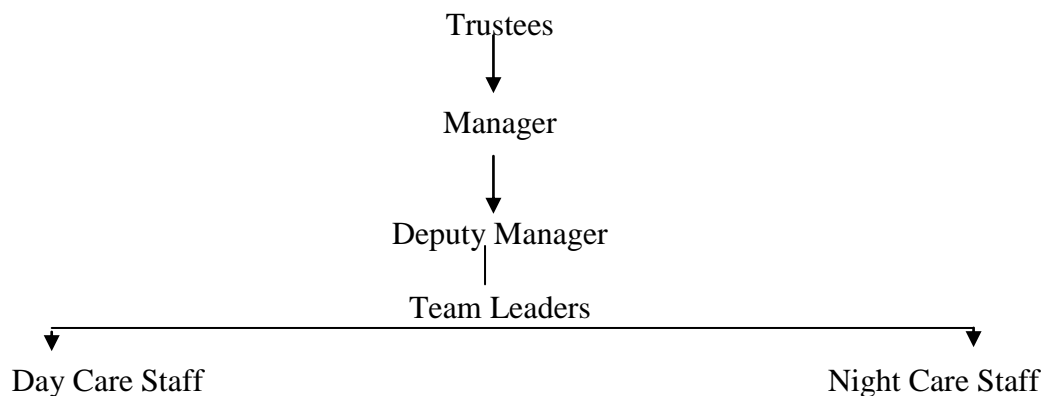
Web site: www.kincarrathiehouse.org

Care Speciality of the Home:

Long Stay Care of the Elderly

Short term and respite.

Home Organisational Structure



Details of Staff Numbers and Staff Training

The home employs Manager, Deputy Manager, Team Leaders, Senior Care Officers and Care Assistants. The home's staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. Disclosure Scotland checks and references are always obtained and thoroughly vetted. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
- Confidentiality
- The rights of residents
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistants Responsibilities

All new staff will complete an induction. The home insists that all Care Assistants hold a minimum of S.V.Q. level 2 in Care. All new members of staff must train to achieve this important qualification.

The home also sends all staff on external training courses for such topics as Food Hygiene, Moving and Handling, Care of the Elderly, First Aid, and Drugs Practice etc.

Accommodation

The home has 44 bedrooms all en-suite.

Downstairs:	15 Single en-suite rooms.
Upstairs:	17 Single en-suite rooms.
Main House	8 Single en-suite rooms
Bungalow	4 Single en-suite rooms

Social Rooms:

There are two lounges, sitting room, two sun parlours and a separate dining room, all centrally heated. Residents are encouraged to use these public rooms; however, residents who choose to stay in their own rooms may do so. Smoking is not allowed in these public rooms and bedrooms; a separate room is set aside for this purpose. All rooms are connected to a staff call system for the benefit and safety of residents. All rooms have privacy locks on doors and a lockable facility to secure valuables and personal items.

Admission

Those interested in coming to Kincarrathie House are encouraged to visit the home and sample the atmosphere and level of service. A six week trial period is always given before taking permanent residency.

Kincarrathie House cannot care for persons who require nursing care which cannot be managed by the Community District Nursing Service.

Privacy and Dignity

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents ever changing needs.

Smoking and Alcohol

The Home has a no smoking policy. With regard to alcohol, residents will normally make their own arrangements, but may require to be supervised.

Fire Safety

- The home has a modern Fire Alarm System fitted, with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the home, as advised by the local “Fire Department”.
- Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy. This includes use of the home’s fire appliances, evacuation, muster points, raising the alarm, etc. Residents are informed of the emergency procedure during admission.
- A fire exercise is carried out weekly on each shift, this ensures all staff and residents have a comprehensive understanding of their responsibilities.
- All fire systems and alarms are tested weekly by staff of the home and annually by the local Fire Officer. Records are kept of all such testing as part of the Trustees’/Manager’s responsibilities.
- All fire fighting equipment is checked annually by a qualified fire extinguisher maintenance engineer.
- Where possible, furniture, fixtures and fittings are made of fire-resistant or fire-retardant fabrics and materials.

Religion (Worship/Attendance at Religious Services)

Residents may attend religious services either within or outside the home as they so desire. If services are outside the home, the residents should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany residents on specific occasions if staffing levels permit.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Finance

As far as possible we promote independence or appropriate legal support and representation. However, in the case of a resident requiring support we would assist or access the relevant professional financial support.

Contact with Family and Friends

Residents' families, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help may be needed.

Visitors will be welcomed at all reasonable times, and are asked to let the Person in Charge know of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitor's book on each occasion.

The resident has the right to refuse to see any visitor, and this right will be respected and up-held by the Person-In-Charge who will, if necessary, inform the visitors of the resident's wishes.

Resident's Plan Review

Once developed the resident's plan will be reviewed monthly and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. Any plan is developed with the involvement of the resident.

Family and relatives will be encouraged to participate in the resident's daily routine as far as is practicable, and are invited to formal reviews. Residents and their relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

The Resident's Plan is reviewed at three levels:

- Daily on a shift-to-shift basis. At staff shift changeover the resident's daily care notes are handed by the out-going shift to staff on the in-coming shift and the resident's responses and activity patterns discussed as needed. Changes to the Resident's Plan may be proposed at this point.
- At the end of the six week settling-in period.
- Thereafter a formal review is held with Care Staff on a needs led basis with a maximum of 6 months apart.

All amendments to the care plan will require the authorisation of the Home Manager or Senior Carer. Certain amendments may require the authorisation of the resident's GP. All amendments to the resident's plan are recorded in full.

Complaints

If as a resident, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is, in your opinion, a serious one or if you remain dissatisfied, you can record the complaint on a Complaints Form, which is available from Reception or from the person in charge. A full investigation will be made into the complaint, and you will be advised of the outcome within 28 days after the date the complaint is made.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Care Inspectorate, Compass House, 11 Riverside Drive, Dundee DD1 4NY. Telephone no. 01382 207200.

A copy of Kincarrathie House complaint procedure is on display and can be made available on request

Therapeutic Activities

The home policy on “Therapeutic Activities” takes into account the residents’ interests, skills, experiences, personalities and medical condition. The home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life.

Staff encourage and in certain instances help residents to pursue their hobbies and interests:

An Activities Co-ordinator has been appointed.

A computer has been installed for residents’ use. This is linked to the internet.

The following games are available in the home for residents to play: -

- a. Cards.
- b. Scrabble.
- c. Bingo.
- d. Draughts.
- e. Carpet Bowls

Activities with the staff (On a Daily Basis)

- a. Chatting to Individual residents.
- b. Going for walks.
- c. Manicures
- d. Playing games.
- e. Armchair exercises.
- f. Reading letters/magazines/newspapers.
- g. Helping to choose Library books.
- h. Music and singalongs.
- i. Maintain life long hobbies, crossword puzzles etc

Weekly Outings

All outings are geared to residents’ needs and capabilities and due to this, a limited number of residents can go on any one outing.

Examples of outings are listed below:

- a. Visits to places of interest.
- b. Visit to a Garden Centre.
- c. Visit to a theatre.

Entertainment by musicians and others is arranged on a regular basis.

Monitoring and Quality

Within the Home, there are various systems which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the residents and their relatives. We regularly ask for comments on the Home, the staff and services we provide. We also circulate annually a residents' questionnaire, which assists in ensuring that we continue to provide a quality service.