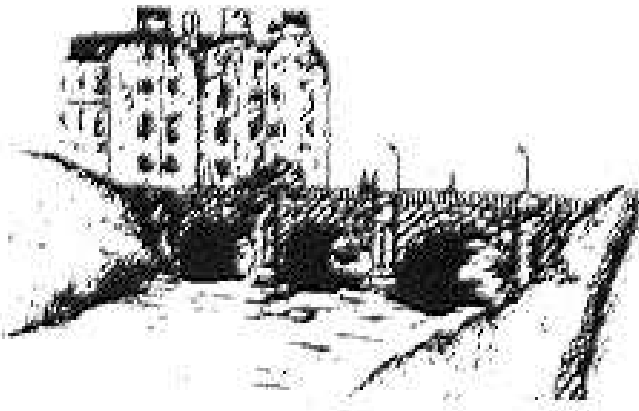




# **R F MORE LTD RIVERSIDE HOUSE CARE HOME**

2 Bridge Street, Wick, KW1 4NH  
[www.riversidehousecarehome.co.uk](http://www.riversidehousecarehome.co.uk)

## **Information for Residents and their Families**



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# INTRODUCTION

This booklet has been put together to enable you and your relatives to understand the procedures and organisation of Riverside House Care Home when making the decision to come into full time care. We have tried to include items that will answer most of the usual questions asked by potential residents and their relatives.

We have included a description of the services that we offer at Riverside House and give insight into the locality and day to day routine.

Riverside is registered by the Scottish Commission for the Regulation of Care. A copy of the National Care Standards is held by the home and you are welcome to read it if you wish. For further information on the Care Inspectorate and how it works to improve care across Scotland please refer to their website, [www.careinspectorate.com](http://www.careinspectorate.com),

Tel: 0345 600 9527.

To be granted and retain registration the home must meet the requirements of the Regulation of Care Act and to develop care practice in line with National Care standards.

We hope this brochure can answer most (or all) of the questions you may have, but please contact our Manager, who will give any further assistance necessary.

# PHILOSOPHY OF CARE

At Riverside our aim is to maintain a friendly and homely atmosphere whilst providing a high standard of nursing and support services for our residents.

Our carers will provide for the person centred daily needs of all our residents and combined with the support and love of friends and relatives, we hope to achieve a comfortable and dignified lifestyle within the home.

## DAILY CARE & CARE STAFF

The Manager Donna Grant is assisted by the Lead nurse Joanne Sinclair, Care Co-ordinator Alison Huggins and an experienced, competent and trained care team that consists of nurses and care assistants. All the nurses are registered with the Nursing and Midwifery Council (N.M.C) and all the carers are registered with the Scottish Social Services Council (S.S.S.C). Our staff to resident ratio is maintained to the dependency level which is updated monthly or sooner.

In addition, we have excellent cooks who provide a high standard of food presentation tailored to the needs of our residents.

The cleanliness and maintenance of the home is maintained by conscientious domestic staff and maintenance team.

Our care planning is based on the Activities of Daily Living and positive outcomes. All the residents are allocated a named nurse and a keyworker. Nursing care is discussed between the residents, relatives, named nurse and key worker. Plans are based on assessed needs and are reviewed on a monthly basis.

Social care is also discussed between the residents, relatives and named carer, covering the residents rights and choices, social history and risk taking.

# RESIDENT ACCOMMODATION

Resident accommodation is in single rooms with 'ensuite' facilities, including a minimum of WC and sink. A small number of rooms also have 'full access' showers in the 'ensuite'.

The decoration of the rooms varies in colour and pattern to enhance a homely atmosphere. There is a TV aerial socket in all rooms. All rooms have a nurse/carer call point for each bed and toilet and are wireless allowing it to be used elsewhere in the room if so desired. You can have your room decorated to your personal taste.

We have a small stock of TV's which can be supplied if desired, but you are welcome to supply your own if you so wish. Residents are encouraged to bring in their own pictures, ornaments, plants and small personal items to make them feel at home. Where practicable small pieces of their own furniture can also be accommodated.

All nursing equipment is provided by the home. This includes specialist cushions, pillows, duvets, commodes, mattresses and beds, etc, dependent on the needs of the resident. However some residents may consider purchasing special items for themselves – maybe a personal armchair or wheelchair – there is currently a large range of these products to suit individual needs.

# BATHROOMS

All bathrooms are fitted with handrails. The baths have been chosen to give maximum aid to the elderly.

A bath hoist is available for those who require greater assistance. All bathrooms and WC's are connected to the call system.

We do not provide toiletries – these must be purchased by the resident or relatives.

## MEDICAL CARE & GP VISITS

The majority of our residents are registered with a GP at Wick Health Centre but all residents can request to register with a doctor of their own choice.

The Wick practice doctor makes regular visits to Riverside House, to examine residents and prescribe treatments/medications. Residents can consult the doctor confidentially on these visits.

The Registered Nurse informs the doctor of any relevant changes in the residents health. In addition, other GP visits are requested when a need is indicated by a change in a residents condition.

Acute health problems can sometimes necessitate admission to hospital if the doctor feels increased medical monitoring is required, but most nursing care requirements can be maintained at Riverside House.

Our residents are observed and assessed continually by the nursing staff and the care adjusted accordingly

# MEALS & DIET

We aim to serve homely, appetising and well balanced meals. Our cooks provide excellent home cooking to the tastes of the residents. The kitchens are regularly monitored by the local Environmental Health department in line with legal requirements.

Some residents are advised by medical staff to maintain specific diets. Our staff will encourage all residents to heed this advice and the necessary diet meals are provided from our kitchen. We supply aids to assist with eating and drinking as necessary.

Meals can be eaten in one of our 3 dining rooms, in any of our 3 lounges or in your bedroom.

Throughout the day hot/cold drinks and snacks are encouraged and freely available, with late night drinks being offered at bedtime. Our residents personal likes and dislikes are always considered at all meal times.

Some residents enjoy a dram in the evening – some on a daily basis, others on special occasions. We prefer to store alcohol safely and need to be aware when it is being consumed. Alcohol is not always recommended with some medicines or diets, so please ask the staff for guidance.

Family parties to celebrate significant family events can be arranged and catered for, in one of the homes lounges, by speaking with the home manager. However we ask for a minimum of 10-14 days notice to enable us to make all appropriate arrangements.

# SECURITY OF CASH

For security reasons it is preferable that residents do not hold large amounts of cash. We encourage residents to only retain a small amount of cash in their rooms (small safe boxes are supplied when needed) and to deposit the rest in the homes safe. All monies held by the home for safe keeping is recorded and signed for.

## TV's / RADIOS / READING

There is a TV in each of the homes lounges. We understand that some residents may find TV unacceptable but all residents can return to their own rooms for 'quiet time' or to pursue their own interests.

Each room can be connected to the homes aerial system and residents can have a TV that will be supplied if they do not have their own, if we have any available. Radios and recording equipment are greatly appreciated by many residents in their own room, but are not currently supplied by the home.

Newspapers are delivered daily for those who have ordered them from the local shop. If you wish to be added to the order please let us know.

Some residents are entitled to taped newspapers and we can arrange these with the organisers. They can be a real bonus for the partially sighted.

Residents who are registered blind are visited by the representative from the 'Highland Vision Service' and offered special services or aids as required.



# LAUNDRY/WASHING SERVICES

We have our own laundry facilities and provide a basic laundry service for residents personal clothing.

It is recommended that clothes should be robust, machine washable items. Most clothes are washed after each days wear so need to be 'easy care'.

Our laundry service provides clean clothes for our residents, as and when required and we do out best to ensure the care of these items.

All clothes which go to the laundry have to be named and we purchase "Cashes" woven name tapes which are sewn on to all clothes. When taking in new items of clothing please ensure that you give them to a member of staff so that they can be named and marked on the inventory before going to the residents room.

Woollens , hand knits and other delicate items are difficult to launder and relatives are asked to deal with any items requiring dry cleaning.

## SMOKING

Smoking is not permitted inside the home this includes the use of E-Cigarettes. If you wish to smoke there are benches outside the front of the building.

# ANCILLIARY CARE

**HAIRDRESSING** – A hairdressing service is available for ladies and gents at a reasonable rate. Residents or their relatives are welcome to arrange an outside hairdresser to come to the home, or you may want to arrange to take your relative to a hairdressing salon of their choice.

**CHIROPODY** – A chiropody service can be arranged in the home or residents can attend clinics locally. The NHS chiropody service availability is limited and specific to need only. Private chiropody services can be accommodated in the home, paid for by the resident, at locally accepted fee rates.

**DENTIST** – Dental treatment can be provided by a visiting dentist and this service is normally available for the elderly through the NHS. Alternatively visits can be arranged to Dental Surgeries as required. Please remember to bring dentures at the time of admission.

**OPTICIAN** – Vision Call visit to perform sight tests and this service is available for all the residents through the NHS. Vision Call specialize in carrying out sight tests with residents living with dementia. Please remember to bring all spectacles on admission, clearly and securely marked. Residents can also attend any optician of their choice in the community.

**HEARING AIDS** – Staff from the local Deaf Care Centre regularly attend the home to maintain aids already in use and assess new referrals.

# TELEPHONE ENQUIRES

Telephone enquiries can be made to home at any time, particularly if you are worried about a relative or friend. The number to ring on these occasions is 01955 602314. When wishing to speak directly to a resident, occasionally it may be necessary to ask you to call back, after we have assisted the resident to the telephone so that they may take the call.

There is a payphone available for the use of residents in the back dining room on the ground floor 01955 602469.

## PAPERS

Newspapers and magazines can be provided, at the residents expense, on a daily basis if a regular order is placed.

## RELIGION

Residents ministers are encouraged to visit regularly. The Salvation Army and the Harbour Mission visit regularly. If residents wish to attend local church services then arrangements will be made to facilitate this. We will contact a minister at any time if a resident requests a visit.

## VISITORS

Visitors are welcomed and encouraged to visit as often as possible. Residents can meet with their visitors in the communal day rooms, their own rooms or in one of the more private quiet rooms.

Visits at meal times are not necessarily discouraged. It can be rewarding for relatives to help with their tea or even help them undress at bed time. If you would like to assist with their care, please ask care staff. If arranged in advance you may have a meal with your relative.

Children are always welcome to visit the home, but it is requested that they remain with an adult at all times, for their own safety and that of the residents.

## MEDICATION

Resident medicines are prescribed on NHS prescriptions and the elderly currently receive these free of charge. Residents are not encouraged to self administer 'home remedies/preparations' as the nursing staff need to be aware of all internal and external medicines in use.

Residents and relatives are asked to give all pills, medicines, ointments, inhalers, etc, to the Registered Nurse on admission.

Any requests to self-administer medication will be discussed by the registered nurse with the resident, risks will be assessed and procedures agreed with the manager, as appropriate.

Residents would then be provided with lockable units in which to store their medication, adhering to pharmaceutical health & safety guidelines.

## OUTINGS & SOCIAL EVENTS

Some of our residents have disabilities that may limit their ability to leave the home unaided, so outings are carefully considered for each individual. However, with assistance and advice from the care staff, most obstacles can be overcome.

Due to our location in the centre of Wick, local amenities are not far from the door. Residents are encouraged to go to activities outside of the home if they are able and to do so including voluntary work if they so wish, church events, club meetings etc.

Please feel free to take your relatives/friends out, maybe for lunch or for a drive in the car. There are also several pleasant walks alongside the nearby river or harbour area.

Caithness is rich in natural scenery and beauty. We are near to the Heritage Centre, which gives a good insight into Old Wick.


Special celebrations are organised to mark holiday seasons and local events. Individual resident birthdays are celebrated with a birthday cake specially made by our cook.

## ACTIVITIES

We carry out one to one and group activities. The activities are carried out by our Activity co-ordinators, delivering a variety of quality individually based activities.

We try to involve all residents in the activities of the home with special reference to their personal interests and abilities.

We have regular musical entertainment sessions, visits from Theatre companies. Local artists visit the home and the residents thoroughly enjoy this. We also have a pet therapy and paired reading with primary school kids. We have a "themed" day each month as well which has provided great



Residents can also enjoy a number of other activities designed to encourage social interaction including, bingo, domino's, knitting, arts & crafts and nostalgia events, daily exercises and pamper days. A weekly plan is available in the front hall.

Residents who have sight difficulties also have access to audio books and newspapers. We can arrange a visit to the local library with residents who still enjoy reading.

## **FEES**

Fees include accommodation, full board, laundry and 24 hour care. Residents receive medical attention and medications as available under the NHS.

The level of fees is dependant on the amount of care required by the residents. Each resident is assessed, in consultation with NHS and charges are set accordingly.

Once a level of fees has been agreed, any changes required will only be made after discussion and agreement with the residents, their relatives and the care manager.

We endeavour to maintain these fees at the levels agreed with the NHS. Additional amount is added for any Self Funding residents but this will be discussed before admission.

Privately funded residents should approach the manager or social worker if experiencing financial difficulties.

# COMMENTS, SUGGESTIONS & COMPLAINTS PROCEDURE

COMMENTS & SUGGESTIONS - The home and staff always strive to improve our services and welcome any comments and suggestions. Please either approach the Manager (Donna Grant), Lead nurse (Joanne Sinclair), Care Coordinator (Alison Huggins) or the Nurse in Charge.

We send out a yearly questionnaire asking you to evaluate the care we offer your relative/friend. We also have four monthly relatives meetings and the named next of kin for each resident will be contacted in advance of each meeting with the details.

COMPLAINTS – Riverside House is registered with the Care Inspectorate, who carry out inspections to ensure that necessary standards are maintained. You can visit the Care Inspectorate site to view our inspection reports on [www.careinspectorate.com](http://www.careinspectorate.com)

We aim to provide an excellent standard of care to ensure the well being of all our residents. Please feel free to ask the named registered nurse for your relative/ friend about any aspect of their care.

If, however, you are dissatisfied with the service provided by Riverside House, any complaints should be made to the Care Manager, in the first instance, either verbally or in writing.

A complete written complaints procedure is available in the front entrance of the home, or on request.

# CONTACTING US

We aim to provide a secure, supportive environment and to help the residents maintain an active, independent and satisfying lifestyle, within their individual capabilities.

We hope this information has given you a good insight into Riverside House Care Home. However, the best way to find out more about us is to pay us a visit, which we welcome at any time.

**Proprietor:** Mr R F More

**Manager:** Miss Donna Grant

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KW1 4NH

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