Welcome to Dewar House

Dewar House is a partnership care home facility, between South Lanarkshire Council and Hanover (Scotland) Housing Association. South Lanarkshire Council lease the building and provide the care service with Hanover (Scotland) Housing Association owning and maintaining the property. The home accommodates 16 people with diagnosed dementia. Dewar House in Woodburn Grove is in the centre of Hamilton and is close to local train and bus routes. Town centre shops and restaurants are a ten minute walk away. Car parking facilities are available.

The home is single storey built. It has two self contained wings which accommodate eight residents in each.

Each wing has a public lounge with separate dining areas. This is a unique design feature where the cooking process from preparation to presentation can be enjoyed and viewed. Staff will be on hand to assist you and your visitors with snacks, teas and coffees.

The unit currently has a reminiscence room and small multi-sensory room.

You will have a spacious private single bedroom comprising of a seated area with bay window and en-suite toilet and shower.

Resident’s rooms do not have telephones as standard however if you wish your own private telephone connection can be arranged (there is a charge for this). Email facilities are available in the home for the use of the service users. Staff will be available to assist.

The home has a lovely enclosed organic garden with raised beds and sheltered seating.

As part of our admission process and to help make you stay feel as safe as possible, there will be a requirement for staff to take some photographs for use in our Care Plans, Medication records, emergency evacuation box, newsletters and to send to relatives to name just a few examples. A permission request form for photography/video will be issued to you or your representative at admission.

Our aim is to provide a home for you within a friendly and homely environment where care is delivered by a highly motivated and trained team offering personalised care and support to meet your individual assessed needs.
What is a short respite break?

Respite is regular planned short breaks provided in some of our care homes. The aim is to provide a break for you and the person(s) who care(s) for you.

What is long term care?

This can begin with a four week assessment period giving you the opportunity to experience Dewar House and the care provided there. This can help you in reaching any decisions about your long term future.

At the end of your four week assessment a meeting called a ‘review’ will take place where your agreed care needs and your views of the service will be discussed with you. You can bring anyone you wish to your review meeting.

If the care home meets your needs and a suitable room is available you will be offered a users agreement, “contract”, which sets out the terms and conditions of your residence which you have been offered. This covers things like health and safety and staffing arrangements. Staff will discuss the document with you in full. If the care home is not suitable then other alternatives will be looked at including a return to your own home, if you have decided that a care home is not for you. You should keep your own home until you make your final decision.

Staff

Dewar House is staffed 24 hours a day. Staff are employed in line with robust recruitment procedures which includes a thorough background check. All care staff are registered with the Scottish Social Services Council which is the professional registering body for social care staff and they ensure that the staff have the appropriate qualifications and skills to work with our residents.

The staff at Dewar House work as a team to ensure that the services and care on offer are of a high standard. An ongoing programme of staff training and development is in place to ensure up to date care and knowledge and best practice.

Nutrition

The home offers a nutritional diet with a varied menu. Hot and cold snacks and drinks are available to you throughout the day and night. Mealtimes can be flexible. You can eat your meals in your own room if you choose to do so.

If you need a special diet for medical, cultural or religious reasons, this can be arranged. The cook will discuss the menu and your personal preferences on a regular basis.
Medication and health

Dewar House offers an enhanced GP service.

It may be possible for you to retain your own General Practitioner if they agree to this request. If this request is declined then staff will help you to register as quickly as possible with the named GP Practice.

You can retain your present dentist however if this is not possible the unit will arrange for dental and oral hygiene input for you.

If you need help with your medication then staff will do this. All staff involved in the administration of medication have been instructed in the homes medication system on how to administer medication safely.

If you need an outpatients appointment at your local hospital or domiciliary visits to the home for physiotherapy etc this will be arranged for you.

Hearing your voice being involved in decisions affecting you

You will be invited to attend meetings on a regular basis to discuss the day to day running of the care home.

Your views and suggestions enable the staff group where possible to continually improve the quality of the service you receive.

You will be fully involved in your review meetings to discuss your personal views and individual care needs.

You and your family/representative will be consulted in decisions regarding our facilities and services. Regular meetings take place which are minuted and available to view on request.

Your contributions will always be welcomed.

Social, cultural and religious beliefs

It is important that your social, cultural and religious beliefs or faith are known and respected by staff and that you are given the opportunity and support you may need to practice your beliefs. You may wish to continue with your present arrangements enabling attendance at your chosen place of worship.
Health and safety

As part of our fire regulations all visitors must sign in and out of the home using the visitor’s book. Staff will ensure that you and your visitors are familiar with fire evacuation procedures which are displayed throughout the home.

The fire protection system together with fire equipment, is regularly checked and maintained. The home carries out regular fire drills. There is a sprinkler system in place.

Dewar House does not have a designated smoking area within the unit. There is a designated smoking area outside.

The home has a controlled door entry system in place.

Copies of health and safety, and environmental health reports on Dewar House are available to read on request. If you have any concerns or comments then let a member of staff know.

There is a call system in all areas of the home so that you can get assistance at any time. You will be advised on how to use this system.

You will be offered a key to your private living area and you will have a key to a lockable space an area for the safety of your belongings. We would recommend consideration be given to private insurance that would cover your personal belongings and valuables. You and your family can arrange to do this privately. (You will be charged for this insurance cover).

Heating will be kept at a warm comfortable temperature. If your room temperature is not to your satisfaction, then staff will help you to alter your room temperature.

All electrical equipment provided in the care home will be subject to periodic inspections by a competent person.

You may bring your own furniture and soft furnishings into your own room as long as they comply with current fire safety regulations.

Activities

Planned entertainment and activities are arranged within the home in consultation with the service users on an ongoing basis. You are encouraged to continue to be involved in any activities and clubs you enjoyed while living in your home.

Laundry

A laundry service is provided for personal clothing, bedding and towels as part of this service. Items will be returned within 24 hours. Dry cleaning can be organised for you (you will be charged for this).
Daily newspapers and magazines

Arrangements can be made for you to buy these and have them delivered at your convenience (you will be charged for this).

Hairdresser

A hairdressing service is available Dewar House (there is a charge for this). You can continue with your own arrangements if preferred.

Pets

Pets cannot be accommodated within our care home but are welcome to visit at any time. Pets should remain with owners and be observed at all times throughout the visit.

Who is eligible for this service?

If you are 65+ and think that you need permanent care or regular temporary respite care then an assessment will be carried out by a member of staff from your local Social Work team. If you wish you can have a relative, friend, carer, GP, district nurse, with you at the assessment.

How much do I pay?

A charge will be made for living in Dewar House and this will be based on your ability to pay. Charges will be discussed with you during your assessment. If the council requires to fund the cost of your care a financial assessment will be necessary.

If you are funding your own care you can apply to the council for the free personal care payment. You will be able to retain a minimum weekly amount of your money for personal use. This amount is set by the Department of Work and Pensions and is reviewed every year.

If you are in Dewar House for respite you will be charged differently. Your assessment worker will explain everything to you.
Are there any additional costs?

Additional costs you will have to meet where applicable include:

- personal insurance
- dry cleaning
- postage
- telephone installation and calls
- TV Licence fee - if you are aged 74 years or below. There is no charge if you are 75 years or over
- TV aerial installation (for private use)
- hairdressing
- newspapers and journals
- private chiropody
- outings i.e. theatre, cinema tickets

Individual support plan

You have the right to make decisions about your care needs and about your life in the home. You will have a named member of staff, who will prepare a support plan with you and/or your representative, to agree and detail your care needs and the best way to meet these. You will be given a copy of this document to keep.

Individual risk assessment

A risk assessment will be prepared with you and/or your representative to identify any risks associated with your care. You will be offered a copy of this document to keep.

Regular reviews will be arranged and if your needs change your support plan and risk assessment documents will be updated.

Your rights

On becoming a resident in Dewar House you keep all civil rights that you had in your own home.

Staff will always respect and actively promote your individual rights. You have responsibility to consider the rights and needs of others around you and you can expect the same consideration in return. South Lanarkshire Council believes that each person is an individual and that society should respect that individual and their fundamental rights as a citizen. A Charter of Rights for people who live in the care home is on display.
Confidentiality

The council has a duty to keep written records for each person who lives in one of its care homes. These are kept in a secure place. All information shared with staff members is treated confidentially. Staff will ask you and/or your representatives, for permission to share information with others involved in your care provision, such as, GP and/or district nurse. When using information about you we will respect your legal rights under the Data Protection Act 1998. If you wish to see your personal record staff will help you to do this.

Principles of care

As a result of the Regulation of Care (Scotland Act 2001) National Care Standards for Care Homes for Older People have been set and your services will be delivered in line with these standards.

Dignity

Your right to:

• be treated with dignity and respect at all times
• enjoy a full range of social relationships

Privacy

Your right to:

• have your privacy and property respected
• be free from unnecessary intrusion

Choice

Your right to:

• make informed choices, while recognising the rights of other people to do the same
• know about the range of choices

Safety

Your right to:

• feel safe and secure in all aspects of life, including health and well-being
• enjoy safety but not be over-protected
• be free from exploitation and abuse
Realising potential

Your right to have the opportunity to:

• achieve all you can
• make full use of the resources that are available to you
• make the most of your life

Equality and diversity

Your right to:

• live an independent life, rich in purpose, meaning and personal fulfilment
• be valued for your ethnic background, language, culture and faith
• be treated equally and live in an environment which is free from bullying, harassment and discrimination
• be able to complain effectively without fear or victimisation

When delivering your care we also take into account the Dementia Standards which were launched in June 2011 by the Scottish Government. By following these standards we can ensure that our environment and our care meet the needs of any of our residents who have dementia.

Who makes sure standards are met?

The Care Inspectorate is the independent scrutiny and improvement body responsible for the registration and inspection of all care homes. Twenty care standards apply to care homes for older people. The Care Inspectorate will also look at how we are putting the Dementia Standards into practice. A copy of the Care Standards the Dementia Standards are available within Dewar House.

The Care Inspectorate inspect all care homes on a regular basis.

On completion of inspections, reports are written which detail any recommendations or requirements and comments on the quality of care by the home. Copies of inspection reports are available at the care home.

Copies of inspection reports are also available from the Care Inspectorate:

The Care Inspectorate
Princes Gate
60 Castle Street
Hamilton ML3 6BU
Phone: 01698 897800
Suggestions, comments, criticism, complaints and compliments?

The aim of the service is to promote a good quality of life for you in a homely environment, while at the same time encouraging your independence and individuality.

To help us get things right you will be given a copy of South Lanarkshire Council Social Work Resources complaints leaflet when you come to stay in Dewar House.

If you are unhappy with the care you receive or any other related matter then the manager will be happy to discuss these with you. However, if you wish to speak with someone else, advocacy services are available and can be arranged at your request.

You can also contact:
Community Living Manager
Social Work Resources
Council Offices
Almada Street
Hamilton ML3 0AA
Phone: 0303 123 1015

If you wish to arrange a visit please contact the Care Home direct.

We hope your stay at Dewar House is a positive experience.