



Lanark

Crosslaw House Care Home, Home Street, Lanark ML11 9AZ

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CROSSLAW HOUSE CARE HOME

Crosslaw House Care Home is designed to promote small group living providing accommodation for 45 Residents. Although equipped with every modern comfort, Crosslaw House nevertheless retains an air of unhurried tranquillity, a welcoming atmosphere and a sense of family that ensures residents feel relaxed and at home.

To make guests truly at ease requires dedicated staff. We have such a team of staff who have an intuitive understanding of Crosslaw House's tradition of care, hospitality and service and our residents are entrusted to them, certain that they practise these old-fashioned values in relaxing comfort.

Whilst staying with us you will enjoy charming surroundings, hand-prepared cuisine and quality care, and from the moment you walk through the door of Crosslaw House you will find a very warm welcome.

We would like to thank you for giving us the opportunity of caring for you and your loved one. This brochure has been compiled with the help of residents, staff and management in an attempt to answer most of the questions you may want to know about life in our Home. We have tried to make it as easy as possible to read.



ACCOMODATION

Accommodation throughout the Home is of a good standard with specially selected furnishings to give a sense of quality and attention to detail.

In the main reception area of the Home you can expect a warm and enthusiastic welcome from our staff. A visitor's book is left at reception for signing when anyone enters or leaves the Home to comply with Health & Safety regulations. We also have a greyhound called Lady who lives with us. She's friendly, tolerant of other dogs and loves a cuddle.

There are lounge/dining areas throughout the Home which are bright, cosy and suited to purpose. They offer a variety of environments for visiting friends and relatives, from quiet and unhurried to more lively and bustling.



The gardens of Crosslaw House are landscaped with lawned areas, trees, shrubs and raised flowerbeds. Residents are encouraged to sit and enjoy the views in a tranquil setting. There is paved access to the gardens to allow for excellent mobility of wheelchairs. Many residents and their families enjoy passing time in the garden.

We pride ourselves on the high standard of meals served, all prepared from fresh produce. Menus are displayed daily and offer an extensive choice for each meal and a selection of home baking is also served daily. Our experienced qualified catering staff are delighted to cater for your individual dietary requirements and for special celebrations such as birthdays and anniversaries.

Normally meals are a sociable activity enjoyed in the dining room but should you prefer, due to illness or simply for a change, your meals can be served in the comfort of your own room.

The bedrooms offered at Crosslaw House are of a good quality. Most have en-suite facilities, are spacious, have a pleasant outlook and are decorated and furnished to a good standard. Included in the room is an advanced nurse call system. To reflect your own individual tastes we would encourage you to feel free to have any articles of furniture, framed pictures and photographs in your room. A record of any personal possessions brought into the home will be taken on admission and updated if required. Any electrical appliances must be checked by our qualified electrician before use.

Your room is your own private area. Our caring staff are always at hand but never intrusive. A specific member of staff (named nurse/keyworker) will be allocated to you during your settling in period. If you inform your named nurse/keyworker of your preferred retiring and waking times they will be pleased to assist with this and should you wish a key in order to lock your bedroom door these are readily available.



'Our aim is to create a homely atmosphere where family and friends are always welcome and where residents may remain independent but safe in the knowledge that care is always at hand'

DINING TIMES

In order to provide the best possible service we have arranged for meals to be available from the following times: -

BREAKFAST	7.30am - 10.00am
MORNING TEA/COFFEE	10.30am
LUNCH	12.00pm - 1.00pm
AFTERNOON TEA/COFFEE	2.15pm
HIGH TEA	4.00pm - 5.00pm
EVENING TEA/COFFEE	7.30pm
EVENING NIGHTCAPS	8.00pm
TOAST AND TEA	9.30pm

Sandwiches and teacakes are available with evening tea/coffee for your enjoyment. It would be our pleasure to serve early morning tea in your room and our staff will be delighted to arrange this for you. Please feel free to invite friends and relatives for tea and home baking at any time, which is available at your request.



ENTERTAINMENT

Entertainment, appealing to a wide variety of tastes, is provided regularly. A continuous programme of activities runs within the Home and Crosslaw House has strong links with the local community. Concerts and sing-a-longs are held as often as funds permit and no memorable occasion is allowed to go unmarked; Christmas, Easter, St Andrews Day and not forgetting our national bard, Robert Burns.

Crosslaw House seeks to cater for all interests and tastes and we would welcome your suggestions on how we may expand these. Should you have a hobby or interest of your own which is not included within our programme we would be delighted to assist you in pursuing it, in addition to the activities already provided.

To add to the various services and activities already mentioned the Home has access to a mini-bus to take residents on outings and it's fully equipped to accommodate residents in wheelchairs. Our activities co-ordinator is responsible for planning and directing most recreational activities.

RESIDENTS MONTHLY MEETINGS

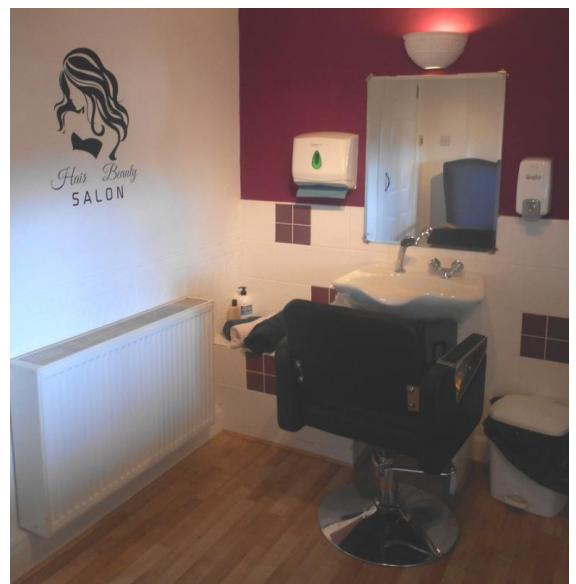
It is of paramount importance that the resident's lives are as fulfilling and happy as possible and to assist this, a monthly meeting is held within the Home. This ensures that any issues can be raised openly and residents are encouraged to be actively involved in any changes which are being proposed. It also gives them an opportunity to make suggestions regarding changes to our activities, staffing and meal times.

EXTRA SERVICES

The following is a list of available optional services for which there is an additional charge not included in the contract price.

HAIRDRESSING

A qualified resident hairdresser visits the home twice weekly. You are free to have a hairdresser of your choice to visit the Home or you may prefer to attend a hairdressing establishment.



CHIROPODY

We have a private chiropodist who will be delighted to attend to your chiropody needs at least once every eight weeks and more regularly as necessary.

NEWSPAPERS AND JOURNALS

We have a selection of daily newspapers delivered to the Home. If you would like a newspaper of your choice this can be arranged via the office.

EXTRA CHARGE ACTIVITIES

Most of our outings and excursions are paid for by the Residents Fund, for which we fundraise on a regular basis, however on occasion residents may need to pay for admission tickets and meals out with the Home.

POSTAL SERVICE

Personal mail will be kept for you in the nurse's office; you can collect it from there or ask a relative to collect it for you. Any mail that you require posted should be passed on to the office by 4pm. Anyone who has difficulty with reading can have their mail read to them in private. Your keyworker will also assist in writing letters if necessary.

TELEPHONES/E-MAILS

Some residents have a telephone installed in their room and if you wish to avail yourself of this service please contact British Telecom. As the Home is very busy during the day with GP calls etc we would request that if possible you call after 5pm, although we appreciate that sometimes this is not always possible.

If you would like to keep in contact via e-mail this is also possible, the office staff can print off any letters or pictures and have them delivered to residents. Newsletters and minutes from meetings can also be sent out via e-mail, to keep families and friends updated, please ensure we have relevant contact details in order to be kept informed this way. Our e-mail: lynne.mclellan@btconnect.com

VISITORS

For your comfort and convenience the Home operates an open visiting policy and visitors are welcome at any time although they may wish to avoid meal times. You can see your visitors in any of the lounges or in the privacy of your own room, the choice is yours, and our catering staff will prepare refreshments at your request. Children are always welcome within the Home but must be supervised at all times by the accompanying adult to ensure both their safety and that of the residents.

CHURCH SERVICES/CHAPLAINS

Every month a church service is held in the Home. Chaplains of all denominations are welcome to visit the Home, to enable resident's spiritual needs to be met. Eucharistic Ministers offer communion to the Roman Catholic residents on a regular basis.

HOLIDAYS

Should you intend going on holiday your named nurse will assist in your preparation. We would request that your relatives leave a contact name and telephone number when they go on holiday for use in the event of an emergency.

VALUABLES & MONEY

It is a requirement that accurate records of any valuables and money brought into the home are maintained and updated accordingly. As such it is your or your relative's responsibility to inform staff of this. Whenever possible, residents are encouraged to take responsibility for personal valuables and small amounts of cash. A locked drawer can be provided for their safekeeping. It is recommended that larger amounts of money are deposited with the office. The administrator has affected insurance cover to the sum of £500 per resident for personal effects but does not provide insurance cover for cash securities or money.

LAUNDRY

Our own experienced laundry staff will cater for your personal needs. Should any items require dry-cleaning; this will be your responsibility to arrange. It is a requirement that accurate records of all clothing brought into the home are maintained and updated accordingly. As such it is you or your relative's responsibility to inform staff of any changes. To assist in identifying personal clothing it is requested that all items be name tagged prior to admission and recorded in our resident's personal inventory.

SMOKING & ALCOHOL

The Care Home accepts without reservation the overwhelming evidence that smoking is a major cause of preventable illness and death, and that the adverse

effects of smoking fall not only on those who themselves smoke but also on non-smokers who are exposed in their working and domestic environments to the smoke of others. Therefore the Home is no smoking. Visitors are requested not to smoke within the home.

A wide selection of alcoholic beverages is available upon request. Many residents enjoy occasional light refreshments within the Home, either in a social setting or in the privacy of their own room.

INSPECTION REPORT

All care homes are inspected by the Care Inspectorate to ensure that the National Care Standards are consistently met and sustained. The report which details their findings and recommendations is available to all residents, families and staff; a copy is displayed on the notice board. A personal copy can be requested from the Care Inspectorate:

e-mail: enquiries@careinspectorate.com or telephone - 0800 600 9527

Crosslaw House has been a Nursing Home under the present Management since 2009. The Home is registered with The Care Inspectorate.

NURSING CARE

Nursing Care will be delivered by our fully qualified nurses, each being registered with the Nursing and Midwifery Council. All qualified nurses have a particular interest in the care of the elderly and a comprehensive knowledge of all aspects of nursing care.

You will have a named nurse allocated to you who will be responsible for assessing your needs, preparing your care plan with you and delivering and evaluating the care you receive. If you have any issues whatsoever, of a nursing or medical nature you should speak to your named nurse regarding your concerns.

Within the home we operate teams of nursing and care staff, one of which will be appointed to care for you. This is to assist you with your settling in period as well as ensuring the delivery of a more individualised and personal service. This system of nursing has proved to be extremely successful in providing continuity of care. In line with Care Inspectorate requirements at least one trained nurse will be on duty 24 hours per day.

CARE REVIEWS

Regular reviews of each resident's health and nursing needs ensure that all care is tailored to meet individual requirements. There will be a formal review of your care after one month, and six monthly thereafter. At these reviews you, your relatives, staff from the Social Work Department and your named nurse are invited to meet to discuss your health, care needs and any other issues arising. A review can be undertaken at any other time if your care needs change or if you have any issues, which need to be addressed. A record is taken and retained of all reviews.

TRAINING

All employees undertake training in Health and Safety, First Aid, Dementia, Fire Safety and Moving and Assisting. Many other specialised courses are available to staff and as a result of the regular individual staff supervision meetings, areas of training can be highlighted and identified. This has often led to further dedicated courses being made available.

MEDICAL CARE

We would encourage you to retain your own doctor however for residents from out with the Lanark area, the Home can arrange for registration with a local doctor who will be familiar to us.

Physiotherapy and dietetic referrals are made at the request of your doctor and should you require a dentist or optician your named nurse will be happy to arrange an appointment for you.

You will receive information about preventive healthcare, for example screening, immunisation and regular check-ups. If you want to take part in these your named nurse will help you to do so.

HOSPITAL TREATMENT

Wishaw General is the closest general hospital, approximately 20 minutes drive from the Home. If you require hospital treatment our staff will be delighted to arrange transport and accompany you. Staff in the Home can deliver all levels of care including extreme acute nursing, allowing for the provision of care in the comfort and security of your own room if your doctor recommends this.

MEDICINES

The trained nurse/senior carer administers medicines in a way that recognises your privacy and dignity. It may however be possible for you to take responsibility for keeping and taking your own medicines if you wish, unless in law you are prevented from doing so. A locked drawer in your room will be provided for their safe keeping and if needed you will also have a special storage area somewhere else, for example, in a fridge, which is secure and accessible to you. Staff will help you to order and collect your prescriptions. The Home keeps accurate and up to date records of all medicines taken, not taken, ordered, and disposed of.

EMERGENCY CALL SYSTEM

The Home is covered by a residents emergency call system. The call point and an extension cord are situated on your bedroom wall near the headboard and they are also situated in toilets, bathrooms, lounges and other public areas. A member of staff will always respond to your call.

FIRE PROTECTION

The Home is covered by a comprehensive fire prevention and smoke detection system. The fire alarm system is tested every week and we would like to take this opportunity to apologise for any inconvenience this may cause. Emergency fire procedures are available in the back of this booklet and we would advise that you take time to familiarise yourself with them as soon as possible. Please read them from time to time.

ELECTRICAL & HEATING SUPPLY

The heating in your bedroom can be adjusted for your comfort. There is a continuous hot water supply and taps are fitted with thermostatic valves to avoid the temperature exceeding 42 degrees, thus eliminating the possibility of scalding. In the unlikely event of there being a power failure the Home will be lit by emergency lighting.

SECURITY

Security is of prime concern, and the Home has a comprehensive security system providing a safe and secure environment for all our residents. All doors in Crosslaw House are electro magnetically locked, they can be opened using a keypad code or a hidden switch, and if the fire alarm is activated they also open immediately. We

would ask that you use the main door at all times when entering or leaving the building, using the doorbell to gain access.

MEMBERS OF STAFF

'Crosslaw House prides itself on the genuine warmth of its staff'

The owner of the company is Care Concern Ltd who dedicate professional skills to providing a committed service within superior accommodation.

The Manager has overall responsibility for the day-to-day management of the Home and for resident's welfare. She ensures that staff have appropriate qualifications, training, and liaises with professional agencies such as the Health Board, Social Work Department, GP's, Hospital Staff, Education Authorities, SCSWIZ etc. She would welcome the opportunity to discuss any matters with you.

The Deputy Manager is responsible for assisting with the day-to-day management of the Home.

Registered General and Enrolled Nurses are responsible for carrying out all nursing procedures and ensuring an excellent standard of care is received by all residents on a day-to-day basis. Each nurse is the named nurse for a particular group of residents. Our Senior Care Staff are qualified with SVQIII or HNC in health and social care and are able to help the nurses with medication and the well being of our residents.

Care staff are responsible for meeting the personal and social care needs of the residents in a way which respects their dignity and independence and affords freedom of choice.

Our cook is responsible for menu planning, food preparation and food hygiene. Our catering staff are all experienced and home baking is a speciality. All baking and meals are freshly prepared on the premises for your enjoyment.

Domestic staff are responsible for cleaning within the Home and ensuring that the required high standards are maintained.

Laundry staff are responsible for laundering all personal clothing.

Our activities co-ordinator is responsible for co-ordinating and planning our extensive programme of recreational activities, entertainments and outings.

Our handyman is responsible for the day-to-day repairs and maintenance of the building.

Local gardeners maintain the lawn and landscape gardens to provide an attractive, colourful setting.

The administrator can help you with petty cash enquiries and other office related matters.

COMPANY MISSION STATEMENT

“We are committed to providing the highest standard of care for our Residents. The care which we offer covers all aspects of a resident’s life.

We are dedicated to working together with each individual resident to empower them to live the life they choose. We have endeavoured and will continue to endeavour to make Crosslaw House a home from home. An excellent quality of life is available here as many residents have already experienced and it is an honour to be part of this.”

CHARTER OF RIGHTS & RESPONSIBILITIES

Residents are encouraged to live together harmoniously, treating each other with courtesy and respect. Crosslaw House believes that each person is an individual and that society should respect that individual and their fundamental rights as a citizen. To that end a resident has the following rights/responsibilities which all staff, other residents, visitors and families must respect:

1. The right to be treated with dignity at all times and to be treated as an individual whatever disabilities or frailties one may have;
2. The right to pursue independence, responsibilities and choice where they do not infringe the rights of others;
3. The right to privacy in relation to one’s own space, one’s own belongings, one’s own financial and personal affairs;
4. The right to have one’s cultural and religious needs accepted and respected;
5. The right to have one’s physical, sexual and emotional needs accepted and respected;
6. The right to care for one’s self as far as possible and have appropriate assistance if required;
7. The right to be informed of new procedures and have these made explicit, the right to comment and have one’s opinions heard and listened to;

8. The right to mix with other people in the community either by going out or by inviting others into the home;
9. The right to have assistance where necessary and practicable to access the facilities available within the wider community, medical, social, educational, leisure and other services;
10. The right to establish a Residents group and freely nominate a representative to serve on such a group;
11. The right to have free and clear access to complaints procedures;
12. The right to confidentiality in relation to medical and personal information, access to information on file and to know on what basis information is shared with others;
13. The right to have a personal advocate (representative) to safeguard one's interests if required. The notice board in the front reception provides details for the advocacy service
14. The right to take appropriate risks in relation to the exercising of one's rights;
15. The right to obtain a copy of the Care Homes policies and procedures;
16. The right to request the relevant legislation and guidance relating to fire, health and safety and anti-discriminatory practices and risk assessment.
17. The right to live in a safe, secure and non-threatening environment.
18. The right to contact the local M.P. or M.S.P.

We aim to provide a level of support to help residents achieve maximum possible independence, to allow residents an individual voice in how they live their lives, to provide individually tailored care plans that promote choice, independence and quality of life to “add life to years not merely years to life”

MEETING THE COST OF CARE

At Crosslaw House, we recognise that one of the major worries facing families is how to pay the home fees.

We hope that the following will assist you in understanding what help is available.

The starting point is to look at all your possible sources of income (net of tax), including: -

Your own personal/company pension

Your state pension

Capital from: -

The sale of your property

The sale of other assets

Income from investments such as:

National savings

Bank or building society accounts

Shares

Investment Trusts/Unit Trusts

Insurance Policies

To help you assess potential sources of income you may wish to speak to professional advisors, such as your Accountant, Solicitor, Bank Manager or Independent Financial Advisor. You are well advised to seek several views in order that you can make an informed decision.

If your savings and capital are well above £26,250 and will sustain the Home fees for at least one year before falling below this figure you are regarded by Social Services as having the ability to self-fund your care. Every self-funding residents entering care has the right to apply for an allowance known as Free Personal Care; however, it is necessary for a care assessment to be completed by a Social Worker for this allowance to be considered. If approved this will be paid directly to the Home and deducted from the weekly fee.

There are two rates: -

Personal Care Allowance £171 per week

Nursing Care Allowance and Personal Care Allowance £249 per week

To apply for Free Personal Care you should first contact your Local Authority's Social Services Department in the area in which you are regarded as a permanent resident.

If you are self-funding and do not wish to be assessed by Social Services you can choose to pay the full amount of weekly fee with no contribution from them towards the cost of your care. If this is the case you will still be entitled to claim Attendance Allowance regardless of your income or capital.

There are two rates: -

Higher rate £82.30 per week - if you need help day and night

Lower rate £55.10 per week - if you need help either during the day or during the night

These rates are current as at April 2016 but for further information you can telephone the Attendance Allowance Helpline on 0345 605 6055 and complete the Attendance Allowance Form AA1A. If you need help completing the form we are always happy to help.

If you are in receipt of attendance allowance and are awarded Free Personal Care Allowance you will no longer be entitled to Attendance Allowance.

If your savings and capital are below £26,250 you will be entitled to apply for government funding. You should first contact your Local Authority's Social Services Department in the area in which you are regarded as a permanent resident. You will be assessed by Social Services for care needs and undergo a full financial assessment. Subject to the Local Authority having sufficient funds available you will then have the choice of moving into your chosen care home.

'A care home is a home for life irrespective of financial circumstances'