



Isle View Nursing Home

AKAM Care Ltd

Welcome Pack



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Welcome to Isle View Nursing Home

Thank you for choosing Isle View Nursing Home. Please accept this information pack as an introduction to the home. There are many aspects to life at Isle View and our staff will be happy to provide any further information not included in this document.



Isle View is a purpose built nursing home registered for up to 25 residents. We have skilled and experienced nurses and health care assistants who are trained to work with residents who need a wide range of support.

We have a totally open visiting policy. Family and friends are able to visit as often as they wish and can remain involved in your daily routine.

Our Philosophy Of Care

Isle View aims to provide its residents with a secure, relaxed and homely environment in which their care, well-being and comfort is of prime importance.

Our staff 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 your 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 Plan of Care in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage participation and social interaction with others and with recognition of the following core values of care which are fundamental to the Philosophy of our Home:

CORE VALUES OF CARE

Privacy	Dignity	Rights
Independence	Choice	Fulfilment
Security	Respect	Equality

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 these high standards are maintained in line with the latest initiatives and developments in care practice as may be laid down in appropriate legislation, regulations and the National Care Standards Commission guidelines.

Living at Isle View

At Isle View we pride ourselves on providing a home from home for our residents with a warm and friendly atmosphere. We aim to promote independence for each resident for as long as possible. As your needs and support requirements change, we adapt, while still delivering person centred and holistic care.

Visitors

Coming to Isle View will be a time of change for both you and your family. We particularly understand this at Isle View as some of our own staff have had family reside here. From the beginning we will maintain close contact with family members in order to keep them fully informed. Family and friends are able to visit as often as they wish and can remain involved in your daily routine. To help facilitate easier interactions with residents and family members all staff wear badges to identify their name and what they do.

Family and friends can also follow what goes on through our website and Facebook page. We use this page to keep people up to date with activities and life at Isle View and messages sent to us will be passed on to residents. WiFi internet is available in all the public areas in the home and in many of the private bedrooms which also enables video calls to family or friends etc.

Your Room and Bathroom Facilities

Your room has its own en-suite. We encourage you to personalise your room with furniture, pictures and mementoes.

Your room has its own TV socket and also has a separate BT line, enabling you to install your own telephone if you wish.

Your safety is a top priority at Isle View. All bedrooms, bathrooms and lounges are fitted with a nurse call system. A call will be answered quickly.

The 3 main communal bathrooms have been specifically designed for residents with reduced mobility. All the bathrooms have easy access facilities and showers are designed to accommodate wheelchairs.

If you have a maintenance problem or wish to report a fault please inform a member of staff who will alert the Maintenance Manager.

Communal Rooms and Lounges

You have a choice of two lounges. The main lounge has a feature fireplace and full length bay windows with lovely views of the garden, the village and the bay. This is where many activities take place. This room has a large widescreen TV, also with a conduction hearing loop installed for those with hearing difficulties.

Alternatively, there is a cosy sitting room with TV and a library of books and puzzles. This room offers another area for you to meet with family outside your own bedroom.



Activities

We encourage and assist our residents to go outside whenever this is safe and beneficial to enjoy the fresh air and gardens. We aim to support you in maintaining old interests and hopefully in developing new ones.

Our Activities Coordinator organises weekly entertainments and activities. They will work with you in groups or on a one to one basis depending on what you prefer. You will be supported to participate as much as you are able and would like. There are painting and drawing classes, keep fit, gardening, music nights and sing alongs with visiting musicians, film nights, quizzes and various one to one activities, such as board games or simply having a chat.



People from the local community come into Isle View to spend time with residents, give talks, organise outings, or simply help people enjoy a change of scenery. Local school children are encouraged to come into the home and chat with or sing to our residents. Every social event on the annual calendar is celebrated including fireworks displays in November, Halloween, Christmas and Easter and there is rarely a week without a birthday to celebrate.

In 2018 we introduced a new hen house and hens for our residents' interest. Feeding the

hens and egg collection has been high on the agenda and a great success.



If you wish to attend religious services every assistance will be given. Visits from ministers of all denominations occur regularly.

Eating and Drinking

A professionally equipped kitchen provides excellent nutritionally balanced food, with seasonal vegetables, herbs and salads coming from our own garden. Where possible fresh ingredients are locally sourced and our chefs pride themselves on their home baking. There is always a choice of starter, main course and pudding and residents may take their meals in their own rooms if they wish. Tea, coffee, cake and biscuits are served throughout the day and a selection of juices and squash. Cooked breakfasts are served as required or requested. We are highly experienced at catering for special dietary needs and prepare and serve food in a variety of ways to meet the needs of every individual.

At Isle View we are passionate about providing a high standard of nutritional care. We also recognise that the meal time experience may be an important part of your day and routine and we endeavour to recreate the very nice homely restaurant feeling at every mealtime.

Laundry service

We provide you with bed linen, towels, flannels, sponges, toiletries and similar items for your own use to meet your needs, together with a laundry service for your machine washable personal clothing. Our staff will ensure that your personal clothing is carefully washed, ironed and mended as necessary; all laundry is done in the home.

Personal laundry should be discretely marked or labelled to enable us to identify it and ensure its return. If you require assistance labelling or marking clothes we shall be pleased to help. Please note that we do not supply you with personal clothing.

Optional Extras

We provide dental and optical care, chiropody, physiotherapy, occupational therapy and other similar services to ensure your well-being and comfort. We have a dedicated hairdressing room and a visiting hairdresser comes once a week. Charges for these services are in your 'Policies' document.

If necessary, you can request a visit from your own GP just as before, or we can make the request on your behalf.

Our Policies

Relevant policies below are provided in more detail in your "Policies" document. You can request to see any other Policies at any time.

Your Money And Valuables

We will describe and record valuable items on admission. Money and valuables may be deposited in our safe and a receipt is given.

We will support you to manage your own money where appropriate or if you wish we'll

manage this money on your behalf – and all you have to do is let us know if you need to pay for something. We will also keep an up-to-date statement of your account.

Data Protection and Your Files

Confidentiality is taken very seriously at Isle View. Your records are kept in a secure location with access only to authorised personnel. You may request to see your records at any time.

All records required for the protection of our residents and for the effective and efficient running of our Home are collected, maintained and kept in accordance with the Data Protection Act 1998 (Policy 1.17).

In order to keep Families and Friends and the local community involved with Isle View, we share information and photographs of activities on our Facebook Page. We will always seek your permission before including you in these posts or photographs.

Smoking

In the interest of health and well-being, a no-smoking policy exists throughout the home. If you wish to smoke there are designated smoking areas outside. Please see your "Policies" document for full information.

Consuming Alcohol

You may bring alcohol if you wish, and it is the right of every Resident to consume a social level of alcohol if so desired, subject to appropriate documented Risk Assessment. Senior care staff will discuss with you whether a small supply will be kept in your room, or kept by the care staff and dispensed upon request.



"I have visited many homes in England and Scotland. I find that Isle View is superior in every way – cleanliness, homeliness and care for residents. The staff are a family so therefore pass on this feeling of being a family to the residents..." Visiting Professional

"An excellent facility with extremely friendly and caring staff well led by the Manager and the Head of Care. My Dad is very happy there and never tires of the stunning views over the Loch and out to sea. The special events, such as celebrating the Queen's Platinum Jubilee, that they organise are very well appreciated and fun!" June 2022, son of a resident

"Mum is very happy in Isle View. All the staff give her first-class care and are very kind and generous with the time they spend with her. She thoroughly enjoyed the Jubilee Celebrations and birthdays recently. She also loves the musical afternoons. If the weather is fine she loves her trips around the garden looking at the flowers and listening to the birds. The staff always make me very welcome when I visit and are very accommodating and approachable." June 2022, daughter of a resident

Quality and Safety

This is our residents' home. We are part of a local community and our Manager and staff care deeply for our residents, providing an exceptional quality of care, high standard of living and showing all residents the respect they deserve.

Care Inspections

In addition, we need to meet many other requirements and health and safety standards. We are inspected regularly. We have a history of "Good" and "Very Good" grades and are constantly endeavouring to improve our service.

The Care Inspectorate inspect every aspect of home life regularly. The latest report is available at Isle View Home for you to view.

Fire, Health and Safety

Regular health and safety checks are carried out throughout the premises. Risk assessments are carried out on a continuous basis. We have policies in place to ensure the safety and well-being of all our residents.

All bedrooms, bathrooms and lounges are fitted with nurse call systems. Fire regulations are strictly adhered to. Regular fire checks are carried out. All staff are instructed during their induction training in fire safety.

We directly contract an external organisation to act for us in both Health and Safety and HR. They inspect us regularly and help us to meet changing requirements and create and meet action plans.

Safeguarding Vulnerable Adults

Keeping you safe and free from harm is our main priority. We recognise that some elderly

people are vulnerable and make every effort to prevent abuse occurring. Staff undergo stringent checks including police checks via Disclosure Scotland.

All staff are aware of their responsibilities in relation to recognising and reporting any incident or event, which could be classed as abuse that causes or has the potential to cause harm.

Feedback

We hold residents and relatives meetings to secure feedback on all topics relating to life at the home. We also issue feedback questionnaires. Your feedback is important to us and crucial for maintaining and improving the service.

Complaints Procedure

Residents, their relatives and friends can be confident that their complaints will be listened to, taken seriously and acted upon. Complaints may be received both verbally and in writing.

In the event of any complaints or concerns, the complaint will be reported to the Manager. Upon receipt of the complaint the Manager will complete the appropriate sections of a Complaints Record Form for appropriate action.

Every effort will be made to resolve the complaint and to provide a full response to the you within seven working days.

You have the right to refer the complaint at any time to the National Care Standards Commission. Details and our full complaints Policy is contained on your "Policies" document.

Isle View



“My sister moved into Isle View Nursing Home... and I have been amazed at how well the home is run. We receive a welcome every time, nothing is a bother to the staff who are very attentive and a tray of tea and beautiful eats are offered every time. I could not wish for a better place for my sister to be. All her needs are met to a very high standard. I would like to thank the owners and staff.”

Sister of resident, Jan 2019

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