

Craig en Goyne Care Home



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Welcome and Introduction

On behalf of the management, staff & residents of Craig en Goyne Care Home we would like to extend a warm welcome to our website.

We hope that this will give you an insight into the services we offer to our residents. We positively encourage feedback from all visitors to the site and invite you to provide feedback through our email address cegcare@aol.com to help improve our quality of service.

Craig en Goyne Care Home is a family run Home for older people offering personal and nursing care to our residents on a permanent or respite basis. We currently care for 48 residents in 40 single ensuite, 2 single and 3 twin rooms. If the room type of your choice is not available we will note your request and let you know when your preferred choice of room becomes available .

We pride ourselves on offering residents a choice in all aspects of their care and are committed to the highest quality of care in a warm, caring and supportive environment, where residents are treated with dignity and respect at all times.

Privacy, respect and freedom of choice are paramount in our Home and all staff are selected for their caring and compassionate nature in the knowledge that each one plays a critical role supporting the wellbeing of our residents. Our staff are listened to and encouraged through regular meetings and training to ensure we have a motivated staff who share our goals.

We hope that you will chose to contact our Matron/ Manager - Moira Young, to arrange to view Craig en Goyne at a mutually convenient time.

Thank you for your time.

Stephen Giles
Director

Aims, Objectives & Philosophy of Care

Craig en Goyne is committed to providing quality services for residents. Our aim is to ensure residents are treated with dignity and respect at all times by staff, visitors and fellow residents alike.

All of our staff adhere to our philosophy of 'client centred care' as follows:-

PHILOSOPHY OF CARE

We aim to provide the highest standard of care to our residents and will strive continually to improve our standards

We respect the right of each individual to choice, self-determination, privacy, respect, confidentiality and dignity

We recognise that care and support must be provided to our employees as well as to the relatives and friends of our residents

We acknowledge the need to recruit, motivate and train suitable staff and continually monitor the operation of delivering services

We positively welcome suggestions for improvement and appreciate the opportunity to discuss all aspects of the care we provide in order to improve the quality of life for all residents

Catering information

All of our meals are home cooked on the premises, ensuring fresh and appetising meals on a daily basis.

Breakfast (9.00am – 10.30am)

Breakfast can be served in the lounge, dining room or, if preferred, residents can request to have their breakfast in bed. Breakfast consists of a choice of porridge, cereals, toast and jam/ marmalade, various fruit juices. We also offer scrambled or boiled eggs on alternate weekdays with a choice of cooked breakfast on Sundays.

Morning Refreshments (10.30am – 1.00pm)

Soft drinks are available throughout the day. Tea and coffee is also available on request.

Lunch (1.00pm – 2.00pm)

A two course lunch is provided consisting of a choice of main meal, followed by a sweet and choice of cold drinks, tea or coffee.

Afternoon Tea (3.00pm – 3.30pm)

Afternoon Tea or coffee is served with your choice of home baking, biscuits or fresh fruit. Soft drinks are also available.

Evening Meal (5.00pm – 6.00pm)

A two course tea menu is offered from 5.00p.m. consisting of homemade soup followed by a choice of main meals, cold salad or choice of sandwiches. This is also followed by either tea or coffee.

Supper (7.00pm – 9.00pm)

In the evening a choice of sandwiches and home-baking are served together with tea and coffee, or milky drink if you would prefer. Night staff serve another cup of tea and toast at 9.00pm.

We try to offer a wide and varied choice of nutritional meals at all times. The menus are regularly reviewed and we are always open to suggestions for improvement. Some residents prefer a night cap with their supper and this can be arranged with the Keyworker.

Medical Care

Nursing and Care staff are always on duty to plan and supervise our residents care, ensuring the highest standards at all times. The Home has an excellent relationship with the local GP practice and a weekly clinic is held at the Home, supplemented by house calls when required. However, if residents prefer we will try to retain their own GP when they move into our Home.

If residents are unable to take responsibility for their own medicines they will be distributed by the nursing staff as prescribed by the GP.

Named Nurse

Our Home operates a Named Nurse system and all residents will be allocated a registered nurse who has continuing responsibility for helping plan and develop the care that residents require. They will liaise with residents and their families to help meet all care needs.

Keyworker

A Keyworker is a care assistant who will help and care for a resident on a daily basis. We hope that they will help residents settle into the Home and develop a social bond as well as supporting residents personal nursing needs. They will ensure that residents rooms are as homely as possible. Personal toiletries can be purchased on your behalf if neither you nor your family can manage.

Care Planning

We actively welcome and encourage your participation in the development of your care plan, in conjunction with your Keyworker, Named Nurse, Doctor, other healthcare professionals and family and friends. Your care plan is developed to meet your needs, ensuring that the most appropriate care is provided at all times. This is available for review at all times and a copy of the most recent plan can be provided whenever required.

Risk Assessment

Staff talk to residents and their families to make sure that the environment of the home provides safety and support in day to day living. However, there may be times when residents wish to accept certain risks which could affect their well-being. We will discuss this fully so that care planning reflects residents wishes and endeavour to find ways to support individuals while trying to reduce any risks to their well-being.

Facilities

Nurse Call

Nurse call points are located at bedsides and in toilets should residents need assistance. Nurse call points are also located in communal areas throughout the Home.

Bathing

The Home offers a choice of bathing and shower facilities suitable for disabled residents. Care staff will assist residents to utilise these facilities and will discuss residents individual preferences.

Laundry

The home has an in-house laundry service available to all residents.

However, personal arrangements can be made if families would prefer to have your clothes laundered outwith the home. We would ask that, where possible, clothes are machine washable as in-house dry cleaning facilities are not available.

Television

Residents may provide their own television sets in their bedrooms, which have TV points and the lounges and conservatory have a television, DVD and video available.

Smoking

To comply with legislation and health and safety requirements, Craig en Goyne has a designated smoking bunge on the first floor.

Residents wishing to smoke will be assisted to this room wjhich is suitably ventilated.

Personal Items and Clothing

Residents may bring personal items and small pieces of furniture into the home to personalise their rooms. All clothes and belongings brought into the home will be logged into the residents record.

We request that all items of clothing brought into the home should be labelled clearly and handed to staff so that they can be listed in our records.

Additional Personal Services

Toiletries

Residents are asked to provide toiletries for their personal use, although general toiletries such as shampoo, shaving foam, and talc are always on hand.

Hairdressing

The Home has its own hairdresser who visits the Home each week offering residents hairdressing services in our in-house salon, located on the ground floor. The cost of hairdressing will be charged through the pocket money system.

Spiritual Arrangements

All religious beliefs and denominations are respected within the home. Visiting ministers and priests of various religions are regular visitors and services are arranged for those who wish to participate. Many of our residents come to the Home with strong faiths and want to continue to attend regular services.

Details of services are provided to residents and posted on the notice board.

Additional Medical Services

Residents are entitled to the same NHS facilities within a care home as you would were they in their own home. As such they will still be entitled to speech therapy, physiotherapy, dietary advice, chiropody and continence advice through GP referral.

Chiropody

Residents may wish to use the services of a privately registered chiropodist who visits the home regularly. This service is charged separately through the pocket money system and represents extremely good value for money.

Dental and Optical Services

You can retain the services of your dentist and optician if they are within the locality. Alternatively, dental services and optical services will be arranged on your behalf.

Visiting

The Home has an open visiting policy and there are no restrictions on visiting hours. Friends and family are welcome to visit at any time day or night. It would be helpful however if visitors could avoid meal times.

Children are very welcome and usually enjoy the experience. Pets are also welcome, although we regret we cannot offer accommodation.

Special family celebrations can also be arranged within the home, again by arrangement in advance.

We positively encourage visits to friends and family and all we would ask is that families liaise with our staff to ensure residents have all they require for a lovely day out.

Activities

The Home employs an Activities Officer to organise and facilitate a wide array of activities for our residents. These include bingo, newspaper reading, walks in the garden and afternoon teas at local restaurants. As well as organising regular visits from entertainers and singers.

In order to continually improve the activities on offer we positively encourage our residents and their families to suggest new ideas which we can build into our programme.

Residents/Relatives Group

We have an active residents and relatives group who are invited to attend regular monthly meetings in the evening to bring forward suggestions and talk about ways to improve the service at the home. Newsletters are distributed to residents and relatives following each meeting, to keep those unable to attend the meeting up to date.

Financial Information

Care Home Fees

Our fees are charged on a weekly basis, based on the rates agreed with North Lanarkshire Council Social Work Department. We believe that all residents, regardless of financial position, receive the same level of care and as such should be charged the same fee.

Fees are increased annually in April, and we will advise residents or their representatives as soon as possible of the new rates applicable.

The fees for our Care Home for the year commencing April 2009 are:-

Single room	£540.10 per week
Shared room	£520.10 per week

As these fees are in line with Social Work assistance no third party charges apply in this Home. Residents in receipt of Free Personal and Nursing Care funding will receive a flat rate contribution of £216.00 per week and will be required to meet the difference personally.

Valuables

Whilst in our care it is important that residents personal belongings are safe. In order to ensure this we ask that all valuables and money are handed to the office for safe keeping, or retained by family members. The Home cannot be held responsible for valuables not handed in for safekeeping.

Pocket Money

With so many visitors to the home it is not possible to guarantee the safe-keeping of cash. In order to ensure all residents have access to their money, should it be required, the home operates a pocket money service. This allows residents to keep small amounts of cash in the safe which can be accessed daily through the admin office. An Out-of-hours fund is located in the office and can be accessed by staff at the weekend in the case of emergencies. All balances are checked monthly by the administrator and countersigned by a member of the management.

Feedback procedure – complaints or comments

We aim to provide the highest standard of care to our residents and strive to continually improve our standards. In this respect we operate an open policy regarding complaints and comments.

There are several ways in which residents and their families can voice their views:-

Internal Procedure

A feedback form is available from the front hall above the fireplace. Residents, their families and friends, staff, and visitors can express their views either anonymously or otherwise through this and leave them in the admin office or with a member of staff.

Concerns can be expressed informally to the residents keyworker, named nurse or the nurse on duty at any time.

Alternatively, complaints may be sent directly to Moira Young – Matron/ Manager, who will welcome the opportunity to discuss any concerns in confidence.

If you feel it more appropriate you may contact the directors of the company directly, either in writing or in person through the admin office.

External Procedure

Residents and their families will always reserve the right to have their concerns dealt with by an independent body. We are regulated by the Care Commission and have a service contract with the Social Work department, both of whom can be contacted directly at the following addresses or telephone numbers:-

The Scottish Commission for
the Registration of Care (S/W)
Princes Gate
Castle Street
Hamilton
ML3 6BU

Tel: 01698 208150

Director of Social Work
North Lanarkshire Council
Scott House
Merry Street
Motherwell
ML1 1JE

Tel: 01698 332000