



# Health and Social Care Partnership

## **South Lodge Care Home**



**29 Racecourse Road Ayr KA7 2TF**

**Telephone 01292 268289**

## **Service Outcomes – Aims and Objectives**

The principal aims, objectives and outcomes of the service is to enhance the lives of people using our service and their families. Other outcomes will be gauged by the quality of life not only being experienced by the person themselves but also by the families and this will be evaluated through our review process and regular consultation.

Primary Care is of course a major part of the work carried out within the service and this is supported by our group of highly trained, motivated and experienced staff, who because of their knowledge and experience working with older adults with an assessed need, are an invaluable asset.

The individual needs of the person are regularly reviewed and evaluated and a recording system is in place to ensure the ever changing needs is met.

Our aims and objectives are listed overleaf



## **We aim to-**

- **Ensure that the person's individual, specific need is fully met by using responsive and effective Person Directing Support Planning.**
- **Offer support to GP's, Community Nurses, The Hospice, Dieticians, Community Psychiatric Nurses and other associated health professionals, working in close partnership with each discipline.**
- **Enhance the person's day by providing a variety of stimulating and /or relaxing activities.**
- **Empower and support people to live their lives as part of a community**
- **Offer training or advice sessions to staff and families, covering a range of topics**
- **Provide a quality service delivered by professional staff with up to date equipment in pleasant, safe and comfortable environment.**
- **Offer families the opportunity of being part of future services by being involved in the Resident's Association.**
- **Organise fun events/opportunities along with families and others**
- **Identify quickly any changes in behaviour or health which may be relevant to the person's wellbeing and act accordingly.**
- **Have staff working closely with families to build valuable relationships and support networks**
- **Work in partnership with other agencies**
- **Create a relaxed homely place for people to stay**
- **Offer respite services with realistic goals and have a clear plan of service delivery**
- **Support people with end of life care**

## **DETAILS OF SOUTH LODGE**

### **What is South Lodge?**

**South Lodge is a Residential Care Home, managed by The Health and Social Care Partnership. (South Ayrshire Council and the NHS). Which provides residential and respite care to older adults over the age of 60 within South Ayrshire**

### **Where is South Lodge?**

**Situated on Racecourse Road, South Lodge is only 10 minutes walking distance from Ayr seafront and approximately half a mile from the town centre.**

### **What do we provide?**

**We provide permanent long term care to 34 older adults and we have 5 respite beds available throughout the year.**

### **What facilities do we have?**

**We are a 3 storey building with our own large gardens to the front of the property and small gardens to the side and rear.**

**On the top floor we have 16 bedrooms and 2 small lounges with televisions and a tea bar**

**On the middle floor we have 15 bedrooms, two small lounges with televisions, a hairdressing salon and a tea bar.**

**On the ground floor we have 8 bedrooms, 5 of which are respite rooms and 1 small lounge.**

# Transition Together



## Managing Transitions

You should have had a visit to your home from an allocated Care Manager, who would have advised you on whether your needs were Nursing or Residential Care. Once you are aware of your assessed needs you would have been given a list of Care Homes that would be able to meet your needs, giving you the opportunity to contact them and arrange a visit.

If you chose South Lodge as where you wanted to stay, we would ask you to come along and have a look around as many times as you wanted. We would also invite you to stay for lunch or tea and get to know people.

We would also come to your home or if you were in hospital we would come and visit you there and provide you with information and answer any questions that you had. It would be at this visit that we would be completing some paperwork in preparation of you coming.

We would then arrange with you and your allocated worker a suitable time and date for you to come in.

There is a bus stop from the town at the bottom of the garden and a bus stop around the corner in Ronaldshaw Park, which takes you into the town.

**We are surrounded by hotels with restaurants, which also have public bars, with most having access for people with a disability.**

**You will have a single room which unfortunately is not ensuite but toilets are well located throughout the building. You would also be able to bring some small items of furniture and personal belongings with you.**

**Visitors are welcome at any time and you can take them to your own room or you can sit with them in any of the sitting areas.**



### **Maintaining Identity**

**We encourage you to bring your own money in with you and manage your own affairs if you can. Your room has a lock and if you wish a key can be provided. We also have a safe within the unit where we can hold your money and we would keep a record card on your behalf.**

**We have a resident's telephone which receives incoming calls, if you wish for any of your relatives or friends to call you on this we ask that they call the main line first and we will advise them of the number so we can take the phone to your room.**



**We have two laptops in the building and we have Wifi which you can access, staff can also support you skype family members if you are unsure. If you wish a newspaper this can be arranged for you.**

**We regularly have entertainment come into the unit and we also arrange outings to the local theatre.**

**We have two churches which visit the unit each month and we also have a service for World Day of Prayer, where possible we would also encourage you to maintain links with your own church if you were a regular worshipper.**

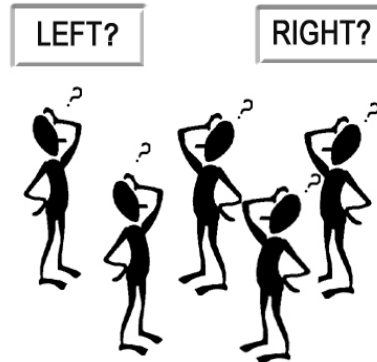
**Prior to coming into the unit we would complete a person directed support plan with you, which would identify what you like and don't like, when you want to get up, go the bed etc, we encourage you to make this your home and live here as you would within your own home.**

**To ensure everyone has a good diet we have introduced protected meal times that means no visiting between the times of 9am-10.30am. 12.30pm – 1.45pm and 4.30pm 6pm. we appreciated your support with this.**

**In circumstances where a person was at end of life care and we were supporting that person we would support family members and where possible provide a stay over facility.**

**Pets are not allowed to stay in the building but we do encourage them to come and visit you. We have arranged visits from Pet Therapy which has been very successful.**

**We have a varied menu and each day you can choose your meal. Our catering staff are here to support your dietary requirements and any needs can be met. Our catering manager meets with residents regularly to discuss the menus etc.**



### **Sharing Decision Making**

**We are not classified as a secure unit and we encourage people to come and go as they please. We do have doors which are silently alarmed throughout the building.**

**We have a Resident's Association which meets every two months, this is open to residents, family members and staff to attend.**

**We have a wet floor shower room on the ground floor and a large bathroom with tracking hoist. The middle floor and top floor we have a large bathroom with wet floor shower and bath with tracking hoist.**

**Each person when they arrive in the unit is allocated a key worker that person will work closely with you to ensure that you become settled quickly and will support you with anything you ask.**





## **Creating Community**

**We have small lounges throughout the building where you can sit and relax. We also have a quiet area on the ground floor which can be used for visitors. On the middle floor at the end of the corridor we have another quiet area to sit and relax, this is reminiscent of a park scene and can be beneficial to people with dementia. We are currently working towards other areas of reminiscence and serenity.**

**We have a cinema room and we regularly watch films from Netflix, Rugby, Football and big events**

**We have a notice board on each floor of the building where we put information for you to read. You are also free to put information up of your own.**

**We have monthly meetings with residents and discuss a range of issues and this is advertised on the notice boards. We seek your feedback on our service at these meetings.**

**We have a range of policies that you are available to read, especially the ones that affect resident's, these can be requested from any staff member. We also have a visitor's guide book in the front foyer outside the smoke room for you to access.**



## **Improving Health and Healthcare**

**We encourage people to keep their own GP, however if you are coming from an area out with Ayr you may find that your own GP is not able to visit you and would recommend you move to a practice in Ayr, this is something that we can help you and your family arrange. This would be the same for any health professional supporting you.**

**Each day Monday to Friday we have a bus run in the morning, which everyone enjoys. On a Tuesday afternoon a small group travel to Prestwick to enjoy the tea dance and on a Thursday we have our Choir. Other activities and outings are arranged on other days. We also have walks along the beach and trips into town.**

**We have large gardens to the front, side and rear of the building which are all accessible, we are working at fencing being put in to make this area more secure for everyone. We have our memory garden and are in the process of arranging the wall to be painted.**

**All corridors have hand rails and bathrooms and toilets have access rails to support people with transferring. We also have tracking hoists in each of our bathrooms. There is a lift which accesses each floor.**

**We encourage people to be as independent as possible and to make use of all facilities. If you are unable to do this on your own, staff would support you.**



### **Supporting Good End of Life**

**Prior to your admission to the unit, we would ask you what your wishes were, we are aware that people can change their minds and we would support you through any changes that you wished to make.**

**We would ask you if you would like to remain here and if this was your choice we would support you, we work closely with the GP's, Community Nurses and Hospice. We also have a staff member who has been training with the hospice and University West of Scotland in palliative and end of life care.**

**We would support your family through this process and would encourage them to be part of your care, if they wished.**

**We are currently looking at creating a relatives room for circumstances like this, where your family would be able to go and freshen up and relax in a quiet space.**

**If you wished your service to be held in South Lodge this to is something that we would support you with.**

**In relation to your personal belongings, this is something that would not be rushed, your family would be given time to come and collect them and spend time in your room.**



## **Promoting a positive culture**

**We have a very relaxed feel to our home and we encourage people to move about as they wish, the home is situated over three floors where you can access each floor and if you wish to choose to sit in any of the lounges. We do have some restrictions in place regarding Health and Safety staff will inform you of these and they are in place to minimise risk to you.**

**We encourage visitors to be take part in activities that we have ongoing and each month we have a carer event, this will vary from a speaker to a meeting and this comes people the opportunity to meet each other and share events.**

**Our choir on a Thursday is open to anyone, visitors, residents and staff, this is proving to be very good and people are having fun each week. We are also looking at other events to include family.**

**We are working closely with schools and projects that they could be helping us with intergenerational work and where we could look at sharing ideas between the young children and our residents and we have a few projects starting soon.**



## **Contracts, financial information**

**Prior to coming into the unit your Care Manager will complete a financial assessment with you to establish what funds you have and advise you on what you have to pay. Currently the cost for living at South Lodge is £575.50 per week.**

**As part of our service to you we will provide you with a contract which identifies what exactly it is we can provide at South Lodge.**

**If you have a Power of Attorney in place we need to see proof of this and we would automatically ask for a copy for our records.**

**We have a safe in the building where we can hold any monies for you, we would complete a CL2 card which would keep an accurate record of any money coming in or going out of your savings.**

**If you have a lawyer it would be helpful if we had this information**



**Unit Team leader**

Jacqueline McConnachie

**Depute Unit Team Leader**

Vacant

**Senior Social Care Worker's**

Lesley McConnachie (days)

Fiona McGurk (days)

Liz Steele (days)

Yul Prentice (nights)

Elaine Irvine (nights)

**Social Care Staff**

Donna Marie White (days)

Debbie McFadzean (days)

Alastair Aitken (days)

Marion Drury (days)

Liz Anderson (days)

Beverley Brown (days)

Lesley Robertson (days)

Val McKenna (days)

Kelly Currie (days)

Emma Laurie (days)

Marie Wood (days)

Margo Duncan (days)

Karen Hughes (nights)

Lorna Hamilton (nights)

Helen Goudie (nights)

Morag Vallely (nights)

Mandy McGhee (nights)

**Domestic Staff**

Jane Cowan

Davina McLarty

Margaret Filson

Anne Howe

**Catering Staff**

Hugh Haynes,

Judith Edwards

Yvonne Ferguson

Veronica Lewis

## **Other Information**

### **Inspection**

**We are regularly inspected by the Care Inspectorate and you can find our most recent inspection report at [www.careinspectorate.com](http://www.careinspectorate.com) alternatively we have a copy available within the unit.**

### **Feedback**

**Your feedback is important to us and we regularly meet with residents to discuss our home. We also meet with families and encourage your family to come along to any event we have on. We also send out questionnaires looking for your feedback and from this we make positive changes to our service.**

### **Pre-admission Visiting**

**Should you require to speak to anyone regarding a visit this can be done by contacting the home and asking for the senior on duty, we will arrange for you to come and visit at a time convenient to both parties, we ask people to avoid meal times.**

**We hope that the information provided in this booklet has been helpful and should you require any more information please contact us anytime**



<b>Name</b>	<b>Address</b>	<b>Telephone Number</b>
-------------	----------------	-------------------------

**Public & Lounge Bars & Hotels**

<b>Savoy Park Hotel</b>	<b>16 Racecourse Road, Ayr</b>	<b>01292 261122</b>
-------------------------	--------------------------------	---------------------

<b>Tudor Restaurant</b>	<b>8 Beresford Terrace, Ayr</b>	<b>01292 261404</b>
-------------------------	---------------------------------	---------------------

**Social Clubs**

<b>The Mecca Bingo</b>	<b>Boswell Park, Ayr</b>	<b>01292 263702</b>
------------------------	--------------------------	---------------------

**Taxi**

**Premier**

**01292 404040**

**Library**

<b>Carnegie Library</b>	<b>12 Main Street, Ayr</b>	<b>01292 286385</b>
-------------------------	----------------------------	---------------------

**Hospitals**

<b>Ayr Hospital</b>	<b>Dalmellington Road, Ayr</b>	<b>01292 610555</b>
---------------------	--------------------------------	---------------------

<b>Ailsa Hospital</b>	<b>Dalmellington Road, Ayr</b>	<b>01292 610556</b>
-----------------------	--------------------------------	---------------------

<b>Ayrshire Hospice</b>	<b>Racecourse Road, Ayr</b>	<b>01292 269200</b>
-------------------------	-----------------------------	---------------------

**Churches**

<b>Holy Trinity</b>	<b>Fullerton Street, Ayr</b>	<b>01292 610702</b>
---------------------	------------------------------	---------------------

<b>Riverside Enagelical</b>	<b>John Street, Ayr</b>	<b>01292 262686</b>
-----------------------------	-------------------------	---------------------

<b>St Leonard's Parish</b>	<b>St Leonard's Road, Ayr</b>	<b>01292 262184</b>
----------------------------	-----------------------------------	---------------------

<b>St Margaret's Roman Catholic</b>	<b>John Street, Ayr</b>	<b>01292 263488</b>
---	-------------------------	---------------------

**There is a Church service at South Lodge every 2<sup>nd</sup> Sunday during the winter months**

Notes -