



Auchtermairnie Care Home

# Residents Information Pack

Updated November 2007

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## Residents Information Pack

### Prior to Admission

All potential residents will have the opportunity to view the home and be offered the opportunity to visit and have lunch with the existing residents.

An assessment of need will be carried out by one of our managers before admission. This is to ensure that Auchtermairnie can meet your care needs.

Please ensure you and your family have contacted Social work services, this will allow funding assessments to be carried out and they will help you with the process and will arrange for free personal care funding where applicable.

### Fees.

- Current fees are set at the Fife Council standard rate regardless of funding sources, £435.50 per week.
- Rooms 6 and 19, are the exception to this these are double rooms, they will be charged at an uplift of £85 per week if occupied as a single due to the size and quality of the rooms. This is agreed with Fife Council, an additional top up payment may therefore apply.
- From April 2007 a National Quality scheme for care Homes is being phased in across Scotland, what this means is that the standard charge paid by Fife Council may vary depending on the Quality of Service provided, If this happens we will advise you of any changes, however this is very unlikely at Auchtermairnie and this will not affect the charge you pay.
- Extra Costs are Listed below- these are reviewed in April each year.
  - Hairdressing
    - Dry trim £3.00
    - Shampoo & Set £7.00
    - Cut and Shampoo / Set £9.00
    - Perm £21.00
  - Private Chiropodist £16.00
  - Beautician prices available locally depending on requirements
  - News papers and any other "shopping" at cost.
- Escort Fees, from time to time you may need to be escorted to outings, appointments etc, our charges are;
  - Emergency escort services to hospital etc, NO Charge.
  - For any planned hospital / Doctors appointments etc, we will first always ask the families to provide the escort / transport services, where this is not possible we will charge at a rate of £6.00 per hour to a maximum of 3 hours, with any taxi costs etc billed at cost price.

- Planned Group activities – The price of the excursion will be shown on invitations / posters, this will include full cost of the activity including the carer escort. Dependant on the activity it may not be a one to one carer escort. We will always make families aware of these excursions and they are most welcome to join us.
- Planned singular outings / activities, in these cases we will ask that the resident pays their own way on the day and any escort required will be charged at £3.00 per hour, this means Auchtermairnie and the resident will split the cost.

### **On admission**

- You and Your family will be offered refreshments and made comfortable.
- There will be an admission meeting, this will enable discussion regarding:
  - Your room, any additions you require daily to ensure your needs are met
  - Meeting with the managers to finalise your care plan
  - Funding sources and arrangements for invoicing if required.
  - Gross billing to Fife Council if applicable
- Your room will be ready and made up for you, with a welcome pack and any changes to furniture layout, picture hanging etc will be taken care off to ensure you are as comfortable as possible.
- An inventory of your personal belongings / valuables will be carried out, a copy will be retained in your file and a copy given to relatives, if any item is brought in or taken away during your stay then you or your family must inform management to update the list held.
- Families are responsible for marking all clothing with wash proof labels so we make sure we don't mix up your clothes.
- Two files will be created with all information and requirements, one for financial and contact information and one for care information (care Plans) these files are available at any time should residents or families wish to view them.
- We will ask you about likes and dislikes regarding food and show you the menus, you will be asked to order your meals for the rest of the day if applicable and for the next day.
- You will be made to feel at Home!

### **Pets.**

- Visiting pets are very welcome as long as they are well behaved.
- If you would like to bring a pet with you, please discuss with the managers, it may be possible but each case will be judged on individual circumstance.

## **On-Going**

- Doctors – Your Current Doctor may be happy to retain you on his list, if however there are issues regarding location etc we will request that you be placed on the register at Kennoway Health Centre.
- Care – Your care will be delivered based on your requirements by a combination of our own Care / Nursing Staff and the District Nurses, we will initially review every 6 weeks for the first 6 Months, thereafter we will hold 6 Monthly reviews with clients and family as well as an annual review with Social Services.
- Activities, you will be given every opportunity to take part in any organised activities and encouraged to continue with any hobbies you may have, we will also from time to time organise outings / days trips that you are free to take part in, for some of these the residents social fund will meet the costs and for others you will be asked to pay your way (as you would at home)
- We have a Residents and relatives committee, you are free to participate in the any discussions and to help with fund raising and fund spending if you are able to do so.
- Your Room will be cleaned on a daily basis and will be given a deep clean at least monthly.
- If your level of dependency increases we will amend and change care plans as required, we will always endeavour to deliver the level of Care you require. If for any reason this is not possible, we will work with your family and social services to ensure that you are placed in the best possible care.
- Chiropody – The Community Podiatrist diaries yearly assessments and can be contacted for advice when required. However if you have no underlying Medical Condition and would prefer to have a private Chiropodist visit you then this can be arranged, fees shown above.
- Money – Each resident is offered a lockable space within their own room for money and other valuables, however we recommend only small amounts of money be kept in the room.
  - All Money held by you is your responsibility.

## **Complaints and regulation**

- We are regulated by the Scottish Commission for the Regulations of Care (SCRC) and are inspected on a regular basis, your pack contains a copy of our most recent inspection report, others are available on request or from our web site.
- Your pack also contains the up to date complaints procedure

If you still have some questions, please feel free to ask the Managers / Staff or Directors.

We look forward to welcoming you into your new Home

Colin Corstorphine & Joan McGregor  
Directors  
Fairfield Care Scotland Ltd