

Grandview House Ltd Accommodation

Grandview House Care Home is situated on the High Street in Grantown-on-Spey near to the River Spey, which is a renowned salmon river.

Grantown is a small, picturesque town, with a strong local community. The Home's location is such that all local amenities, shops, banks etc. are within easy walking distance.

Grandview House is registered with the Care Inspectorate for up to 45 elderly. We have two double rooms, which can be utilised for couples, both of these rooms having an en-suite bathroom. All of the other rooms are single bedrooms, which we encourage our clients to personalise with their own belongings.

We have two large bathrooms with specialised baths, which have a Jacuzzi facility for optimum comfort. Walk in showers are also available for residents.

There is a large dining room. A main lounge, reception area and a small lounge.

There is a closed garden to the rear of the building.

The kitchen is fully equipped and the Chef can cater for most dietary needs.

People who are considering moving to Grandview House are welcome to visit as often as they wish and may bring friends and/or family members with them when viewing the home

GRANDVIEW HOUSE CARE HOME

RESPIRE SERVICES

At Grandview we recognise the needs of carers in the community, we offer long and short-term respite care. Families that have been caring for a loved one at home need to take regular breaks as caring can be intense work. A respite holiday can recharge their batteries and give both client and carer a rest.

We can arrange respite care to meet individual's needs, our skilled team of staff offer care 24 hours a day, the length of your stay is optional, respite care can be arranged to suit your needs. If you choose Grandview for your respite you will have access to the following facilities: Jacuzzi baths and walk-in showers, activities coordinator,

*hairdressing and chiropody, your own private room, en-suite rooms available, wheelchair access and lifts to all floors, access to a telephone, specialised diets catered for by our trained chef, and open visiting times.

The activities coordination team at Grandview organise activities and you are welcome to join in, we have a mini bus and have regular trips out around the picturesque countryside.

The home follows the national care standards and is inspected regularly by the Care Inspectorate, you are welcome to read our latest inspection report if you wish, prior to admission.

To access information regarding any aspect of respite care at Grandview you can contact your social worker or contact us directly.

* Please note that although there are no additional charges for personal care requirements, there are additional charges for hairdressing, newspapers, toiletries and any other extras as required by the client.

Funding arrangement's

People who reside at Grandview House can be privately funded or funded through NHS Highland. NHS Highland pays the home a set fee, the amount that you pay is assessed by the NHS. If you are self-funded (i.e. no contribution from NHS Highland) you may be entitled to free personal and/or nursing care allowance, which will help towards the cost of your care. This allowance will be dependent on your own particular situation; again this will be assessed with help from the NHS. Before entering the home the financial elements of your care package will be discussed with you along with methods of payment. There is a client's contract which details the terms and conditions of residency at Grandview House, depending upon the outcome of the financial assessment this contract will identify the fee level. Do not worry you will not be asked to sign any documentation that you are not happy with and that has not been fully explained to you and/or your representative

By discussing fully and in detail financial arrangements you can plan longer term so that you can be reassured that your place at Grandview House remains secure even if your own private funds were to be used and you needed to be funded by the NHS Highland.

The fees for the current year April 2017 – March 2018 are as follows:

Residential rate: £593.89

Nursing rate: £689.73

Self-funding rate: £1065.20

If Double rooms are occupied by a single person an additional £100.00 will be charged.

These rates are the maximum charge per person for a weekly stay at Grandview and does not take into account any NHS Highland funding which may be applicable.

These fees will be reviewed at the beginning of each financial year which is 1st April – 31st March.

Route 1 and Route 2 contracts accepted, ie. NHS Highland and self-funding clients.

Route 3 contracts will not be offered, ie.
Where self-funding clients pay NHS rate.

“From April 2007 a National Quality scheme for Care Homes is being phased in across Scotland. What this means is that the standard charges may vary depending on the quality of the service provided. If this happens we will advise you – this is unlikely to affect the charge you pay unless you are a self-funder

Moving On

If you choose to move to another Home, you are involved in plenty of time in planning and discussing the best way to prepare you to move on. The planning and discussion also involves your carer or representative (or both), and the staff at the care home.

Home Closure Policy

In the unlikely event that Grandview House were to close or ownership was to change The Client's, relatives, care managers, funding bodies and the Social Care and Social Work Improvement Scheme would be given 3 months' notice.

The opportunity would be made to meet with each client and/or representative to discuss their preference for alternative accommodation (if the home were to close). The client and/or representative would have the opportunity to visit the new accommodation to see if they were satisfied with their transferring there.

All efforts will be taken to ensure as little disruption as possible to the person's daily routine.

In the event of change of ownership each client would have the opportunity to access an alternative care facility if they wished to do so.

It is important to note there are no plans for the ownership to change and the fact that Grandview House has been open since 1989 it is extremely unlikely to close.

Inspections

Inspections will take place by the Care Inspectorate on a regular basis. Service users will be encouraged to participate in any queries regarding the standard of care we provide. Inspection reports are available on request, from either the home or directly from the Care Inspectorate

Complaints

If you have any complaints with regard to any aspect, please report your concern immediately in order that it can be resolved. You can complain to your 'key worker' the Care Manager, the Manager or directly to the Care Inspectorate at: Great Glen House, Leachkin Road, Inverness, IV3 8NW. Telephone: 0345 600 9527

All written complaints will be dealt with in 28 days

Care Plans

Our aim is to provide person centred care at all times which means that we want to provide care that meets your needs, wants and wishes. We will develop a personal plan with you to ensure that your needs are met. A copy of this plan will be made available to you and will be reviewed with you at least every six months or sooner if required.

Staff training

The home provides ongoing training programmes to ensure your needs are met competently and safely. All care staff will gain an SVQ Level 2 award through work place assessment and those who choose will be supported through an SVQ level 3 or higher award if appropriate. All staff participate in fire procedures and moving and handling training.

Mealtimes

All mealtimes listed below are flexible. However, food is available throughout the day. The mealtimes are to assist staff to plan meals for the day however clients may eat anytime of their choosing:

| | |
|-----------|--------------------------|
| Breakfast | Approx 8.30 am - 9.30 am |
| Lunch | Approx 12.30pm - 1.30pm |
| Supper | Approx 5pm- 6pm |

Early morning tea, mid-morning tea/ coffee, afternoon tea/ coffee and evening drinks are also provided with home baking, biscuits and fruit. Hot or cold drinks and snacks are available at your request. Breakfast may be served in your room at your request. Meals will be served in the dining area however clients have the right to take meals wherever they wish.

Our chef and his team prepare the main meals on the premises daily. Families are welcome to join their relative for meals.

Grandview House Philosophy of Care

Grandview House aims to create a secure, relaxed, happy and homely atmosphere for the clients to live in and the staff to work in.

Grandview House aims to provide a high standard of care and support for the people who access the home

Clients and other service users will be treated with dignity and respect. Their family and friends will be made welcome and encouraged to visit, stay for a meal, and/or overnight if appropriate, depending on what the client and their family would like.

Staff will provide an understanding and empathetic approach in order to meet individual needs.

Aims and objectives

It is our aim that those who live in and use Grandview House should do so with dignity, have the respect of those who support them and be entitled to live a full and active life, given the fundamental right to self-determination and individuality.

Clients and other service users of Grandview House have:

The right to be fully involved in and informed about the assessment of their individual needs and continuing personal care plan

The right to a Healthy and Safe environment that meets all relevant Health and Safety legislation and policy.

The right to retain personal independence and choice, including the right to care for themselves.

The right to have personal privacy respected, including handling of mail, belongings and affairs.

The right to have cultural, religious and emotional needs accepted and respected.

The right to have social and political needs accepted and respected.

The right to mix with other people in the community whether by going out of the home or by inviting friends in.

The right to expect staff to have appropriate skills and display sensitive care to achieve the highest quality of life.

The right to choose his/ her own General Practitioner and Dentists and opportunity to consult with them in private.

The right to have full information on how to gain access to the complaints procedure and

to be represented by friends or advocate if they so wish.

The right to information and consultation on decisions affecting welfare including daily living and to participate in any discussions on proposed changes.

Clients Charter

Clients at Grandview House have the right to:

Dignity- that staff show respect for all their beliefs and choices of lifestyle

Kindness

Privacy

Confidentiality in all matters, personal and medical and protection of interests, social and legal

Freedom of movement and activity, subject only to safety

Freedom of choice

A homely and safe environment

To feel and be treated as a valued member of the Care Home community

Have visitors whenever and wherever wanted

Associate with others and build up relationships, both inside and outside of the Care Home

Have spiritual, emotional and physical needs met and respected, be consulted on all aspects of living in the Home and care, and have the right to say “no”

Go to bed at a chosen time and to have a lie in and breakfast in bed

Have free access to the Manager, Director, Care Inspectorate, Advocate or anyone else they wish to see and to have complaints taken seriously and dealt with promptly and fully

General Rules

We ask that people who smoke do so only in designated areas

Respect for other people who live in the house and people who work in the house

If you leave the house to go out, that you inform a member of the care team and advise them of your expected time of return

We request that all clothing is clearly labelled with your name

That any items that you bring into the home meet health and safety legislation

If you invite guests to join you for meals please inform the staff in order that the kitchen can be informed of any additional numbers and meet any dietary requirements
All children who visit must be accompanied by a responsible adult.

If there are any concerns or issues regarding children visiting, these must be reported to the person in charge.

How you can be involved in Grandview House

Attend resident's meetings.

Be involved in the production of your care plan.

Participate in the food forum.

Speak to the activities co-ordinator about things you would like to do, including outings in the minibus.

Invite your friends and family to visit and join you for a meal. Attend Church Services. Speak to the Manager about other comments and suggestions.

You can also speak to the Care Inspectorate about anything you wish to.

Provide feedback through surveys.

Contribute to our newsletter. Be involved in the interviewing of prospective staff.

Please ask a member of staff if there is any other information you would like or if you have any suggestions on how else you would like to be involved.

Useful telephone numbers.

Grandview House – 01479 873289

Registered provider Dinah Eavis –
07736675639

Manager Fiona Brown – 01479
873289

Care Inspectorate (SCSWIS) – 0345 600
9527

Advocacy Services (C.A.I.S.) 01479 810919

Welcome to

Grandview House

High Street

Grantown on Spey

PH26 3HD

Telephone: 01479 873289

Fax: 01479 872349