



a home from home



a warm welcome

AN EXCITING NEW CHAPTER

INTRODUCTION

This information is written for everyone interested in the care facilities within Rosturk House Ltd. It will tell you how each of the Care Homes are run and what they are like. Our Homes offer a high quality service based upon practices and principles laid down by Rosturk House Ltd. Our Care Homes are inspected independently.

For people interested in coming to stay in one of our Care Homes, this brochure will tell you how to apply and how to ensure that the Home is the right place for you. We are dedicated to providing the highest quality care through trained and experienced staff and to care for the unique needs of each and every resident. We encourage people to pursue their desired lifestyle, and we respect their rights of privacy and individual dignity.

Each Resident has an individual, named key-worker from our trained and experienced staff to respond to their unique needs.

Our Homes have excellent dining and lounge facilities in which you can relax with friends. Visitors are always welcome so that family ties and friendships can be maintained. Respite and holiday stays may also be available.

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THE KEY-WORKER SCHEME

EXPERT INDIVIDUAL CARE

Every Resident has what we call a key-worker. This is a member of staff who retains a special interest in you.

A key-worker can be responsible for the following:

- > Liaise with yourself, senior staff members and family when planning your care.
- > Help in maintaining contact with relatives and friends.
- > Assistance with choice and care of your clothing and belongings.
- > Assistance with arranging appointments with the hairdresser, chiropodist, optician etc.
- > Help to develop new friendships and contacts.
- > Help with shopping.
- > Remembering birthdays and other special occasions.

These are just a few examples of how a key-worker can help you. The aim is for the key-worker to help you 'feel at home', make you feel that you belong and are special to someone in particular.



GENERAL INFORMATION

HOW TO APPLY

Leaving your home and familiar surroundings to move into a new care setting is undoubtedly a very big step. We suggest that it should not be undertaken without a full investigation of what such a move will involve.

You are encouraged to have a trial stay in any of our Homes to find out what it is like.

MOVING IN

A meeting will be arranged before you move in to any of our Care Homes. This may involve yourself, your relatives, social worker and our Care Manager.

This ensures that you are happy for the move to go ahead. Your first four to six weeks in the Home will provide an opportunity for you to decide whether you are happy in the Home and want to continue as a resident. We would advise that you should not give up your home during this period.

If you decide you would like to stay we will ensure all your needs are being met. If you decide you would like to go back to your own home or to consider other options, we will help you in any way we can.

RECORD KEEPING

You have the right to access your personal file and information it contains. If you wish to do this, please discuss it with a senior member of staff.

Staff record information about you each day. This is mainly a record of how you are feeling and how your health is. We will also record if you have been visited by your doctor, dentist etc.

TERMS & CONDITIONS

If you decide to move into a Care Home you will be asked to sign an agreement setting out the terms and conditions of residence. This will ensure you are aware of the fees you may need to pay and your rights as a resident in the Home.

FINANCIAL INFORMATION

A financial assessment will be made before you move in. Your fees will be based on your ability to pay, this may involve funding from your local council. Advice can be given by our Care Manager, social services or the contracts department (of your local council), when contracting via social services.

PAYING PRIVATELY

Please ask the Care Manager for further information regarding self-funding.

HOW OUR HOMES ARE INSPECTED

Independent inspectors visit all our Homes at least twice a year. They inspect the Homes to ensure that they are run according to standards which are defined by the Care Inspectorate and are based on law. As part of the visit the inspectors may ask for your comments. Their reports will be on display in the Home but can also be downloaded at your convenience from www.careinspectorate.com



MEDICAL MATTERS

You should be able to keep your own doctor. If the Home is outside your doctor's practice area we will help you to choose another one. We can arrange for you to attend hospital, dental or opticians appointments as required, if a relative or friend can't go with you. A chiropodist visits the Home periodically. You may, however, prefer to receive treatment from your own private chiropodist.

Administration of medicines will be discussed prior to admission.

MEALS

Special diets are catered for, with a choice of meals. We have access to a dietician if necessary.

Drinks and snacks are available at all times.

RELIGION

You are encouraged to continue practising your chosen religion. Your religious representative may visit you at any time and you can also join in the non-denominational services held periodically in the Home.

ACTIVITIES

Activities are an important part of daily life. Each Home offers a variety of activities, such as Beauty Therapy, Reminiscence Groups, Slide Shows, Sing-A-Longs etc. You will be encouraged to continue to enjoy any hobbies and interests of your own. Social occasions and outings are arranged on a regular basis, but clients should be aware that this may sometimes involve a small cost.

HAIRDRESSING

A hairdresser attends our homes on a weekly basis for which there is an additional charge between Residents and hairdresser.

LAUNDRY & CLOTHING

All laundry is done within the Care Home and residents are asked to purchase discreet labels for their clothing. Advice on labels can be given. Any additional clothing brought into the Home, must be given to staff so they can be added to your initial inventory. Please, where possible, buy machine washable garments as the Home cannot accept responsibility for any damaged garments. Dry cleaning can be arranged for you at your expense.

SECURITY

A safe is available for small items and cash. We advise that alternative arrangements should be made out with the Home for valuable items, as we do not accept responsibility for any lost valuables.

VISITING

There are no set visiting times, visitors are welcome at any reasonable time. We ask all visitors to sign in and out at reception for fire regulation purposes. Visiting children must be accompanied and supervised by an adult at all times.

Please speak to management before bringing pets in to visit.



care without compromise

PHILOSOPHY OF CARE

OUR ASSURANCE

It is our philosophy to ensure that our Residents are cared for in a safe homely environment.

Individual care will be provided in a holistic, dignified way, allowing Residents to realise their potential.

We aim to:

- > Attain the best quality of life allowing choice and diversity.
- > Maintain dignity, privacy and independence.
- > Provide a modern, creative service encouraging participation within the local community.
- > Protect the Residents rights and equality as citizens.
- > Work together with the resident, their family, friends and other professionals to deliver person centred care.

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PRINCIPLES OF CARE

A CARE HOME WITH A DIFFERENCE

There are four main principles that support the quality of care available in Rosturk House Ltd Care Homes.

DIGNITY & RESPECT

All Residents should be afforded the dignity associated with full life experiences and should be respected as equals.

SELF DETERMINATION

All Residents should be encouraged to retain the free expression of their individuality, helping them to realise their full potential.

NORMALISATION

All Residents should have access to diverse range of activities that promotes their quality of life.

RIGHTS

We work to a 'Charter of Rights for Elderly People' which ensures that all Residents retain their rights of citizenship.

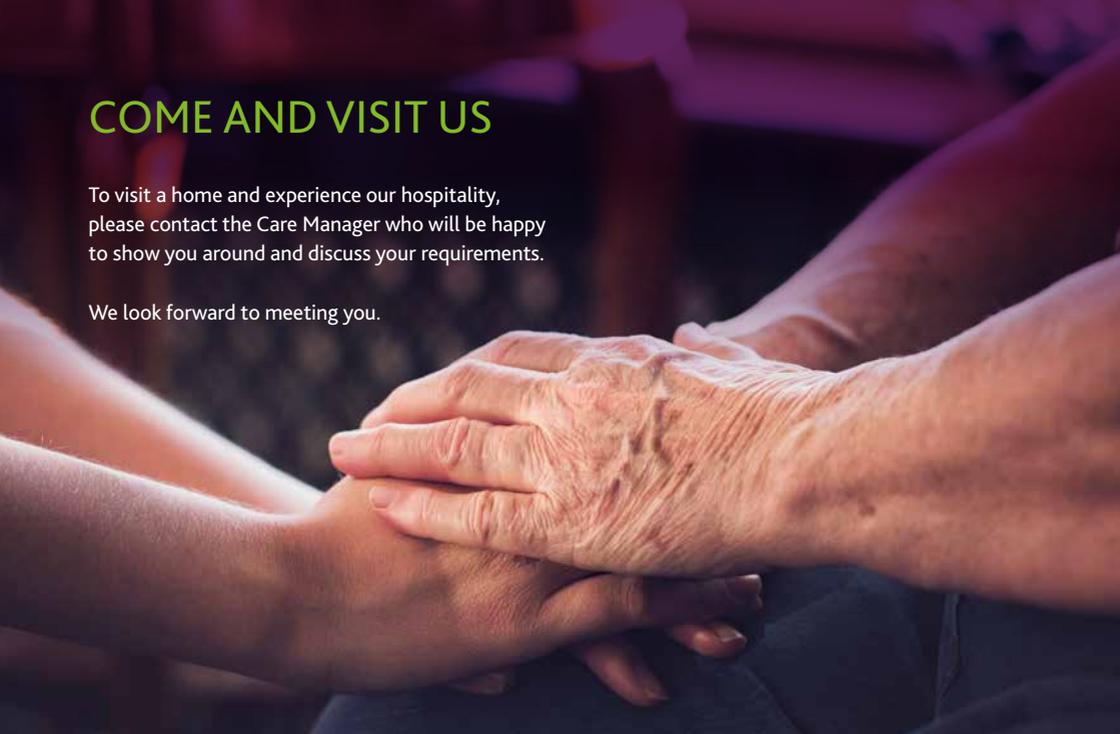
The following rights are emphasised to ensure that all people are valued as fellow citizens, in whatever setting they may live and whatever care they may need.

- > To live their chosen lifestyle.
- > To be protected from harm and exploitation.
- > To receive full information about the range of services available from all agencies.
- > To refuse or complain about these services.
- > To enjoy personal privacy while in care.
- > To exercise control and choice in a residential setting, even if this means to take risks.
- > To have access to an advocate who is able to represent them on any important issues.
- > To expect that any information imparted to a member of staff will be treated with respect and confidentiality.

COME AND VISIT US

To visit a home and experience our hospitality, please contact the Care Manager who will be happy to show you around and discuss your requirements.

We look forward to meeting you.



PLEASE GET IN TOUCH

Rosturk House Ltd.

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