

Welcome

# ISOBEL FRASER HOME

This is an introduction to the day to day running of Isobel Fraser Home, which we hope will help with any questions you may have. We understand how a new resident may feel coming into a care home, and would like to make the transition as easy as we can. Our caring staff team are here to assist you in every way and support you to settle in, so do not hesitate to approach them

We operate a key worker system, which means you will have a designated member of staff who will assist you to look after your room and bathroom, and all other matters. Please ask them if you have any questions or require additional assistance on anything.

# MEALS

There is no set time for rising in the morning as that is a personal choice, breakfast will be served at your chosen time before or after getting dressed.

Breakfast is from 7.30am to 10.30am

Lunch is served at 12.30pm

Dinner is served at 5pm.

If you prefer to have your meal later or earlier, this can be arranged - just let staff know and they will inform the kitchen team. We encourage meals to be taken in the friendly dining room, however they may be had elsewhere, such as your room. Menus are given out one week in advance for you to make your eating choices. If you do not like what is on offer that week, please make other suggestions and we will do our best to provide them. The cook will discuss your food preferences with you, and record them in the kitchen folder.

Teas, coffees and biscuits or alternative if preferred, are served at 10.30am, 3pm and 8pm. However these can be requested from any staff member out with these times. You may spend your time in any of the communal areas or have some quiet time in your room.

# CARE

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Your personal care preferences will be accommodated as far as possible. For example, whether you prefer to bathe or take a shower or, if you require help, which gender of assistant you wish. Some compromise on the actual scheduling of showering/bathing may be necessary, as we aren't able to provide this for all residents at the same time.

Medication is given by senior care staff from 8am in the morning. With lunch from 12.30pm. At dinner time from 5pm and at night time from 9pm.

# LAUNDRY

The laundry is done in house and it is a great help if your clothing is labelled with your name. Where possible laundry is dealt with and returned the following day to your room. However, if you require alternative arrangements this can be done via senior staff.

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# STAFF

## Identifying Staff

Manager	smart clothing
Deputy Manager	smart clothing
Administrator	smart clothing
Senior carers	navy tunics
Carers	light blue/dark grey tunics
Domestic staff	green tunics
Kitchen staff	chefs whites and lilac tunics
Handyman/ Gardener	casual clothing

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# VISITORS

We kindly ask visitors as far as possible to avoid arriving during mealtimes, to minimise disruption to meal service and the nutritional intake of our residents.

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# ACTIVITIES

We have activity staff covering Monday to Friday who will provide a timetable of activities for the week, which is located outside the dining room at the bottom of the stairs. Please approach staff if there are alternative activities that you prefer or would like. We also produce a monthly newsletter to keep you informed.

# PERSONAL

We welcome you to personalise your own bedroom as much as is practically possible. Personal furniture and pictures etc, can be arranged via senior care staff but delivery of items should be organised by either yourself or your representative.

TV and telephones/internet can be put into your room but this must be arranged by yourself or your representative. Please discuss with staff for further advice. Internet can be accessed via wifi. Admin and management can set up with password on devices. Newspapers can be ordered and delivered daily. Hairdressers visits on various days.

Money can be held in the office safe on your behalf and is usually used to pay for things such as hairdressing and toiletries etc. Any money held is always countersigned by two people one of whom must be a senior staff member and receipts must be provided.

If you wish to have a day out with family/friends or to go out for a meal then we ask that senior staff are informed.

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This is a basic description of how we run our Home, and aim to make it your Home from Home. If you have any questions or issues you wish to raise, please speak to any staff member who will ensure they get prompt and efficient attention. We do want you to enjoy living with us.

For your information, our telephone number is 01463 230149