

## Comments and Complaints

We are always trying to make improvements and we want to hear from you if you are unhappy with our service. For this purpose a form, Have Your Say, can be obtained from the Unit Manager. Alternatively, a complaint can be made directly to the Scottish Commission for Regulation of Care. Their complaint leaflet can be obtained from the regional office telephone 01224 793870.

**Fergus House**

**Fergus Place**

**Dyce**

**Aberdeen**

**AB21 7DD**

**Telephone 01224 724147**

Please contact us on the telephone number below if you want this document in Braille, large print or on an audio CD, or if you want the document translated into another language.

إذا كنت تود الحصول على هذه الوثيقة بالخط العريض أو البريلا أو الأشرطة الصوتية المدمجة أو كنت تود ترجمتها إلى لغة أخرى فالرجاء الاتصال بنا على الهاتف أدناه.

আপনি যদি এই দলিলটি ব্রেইলে, বড় ছাপার অক্ষরে বা শোনার জন্য সিডি, অথবা দলিলটি অন্য কোন ভাষায় অনূদিত চান তবে অনুগ্রহ করে নীচের টেলিফোন নম্বরে ফোন করে আমাদের সাথে যোগাযোগ করুন।

如欲索取此文件的凸字版、大字版、語音光碟，或其他語文翻譯本，請致電下列號碼。

Proszę się skontaktować z nami pod poniższym numerem telefonu jeśli ten dokument jest wymagany w alfabecie Brajla, w dużym druku, na płycie kompaktowej CD lub przetłumaczony na inny język.

Пожалуйста, свяжитесь с нами по номеру телефона, указанному ниже, если Вы хотите получить этот документ шрифтом Брайля, крупным шрифтом или на компактном аудио диске, а также если Вам нужен перевод этого документа на другой язык.



01224 522132 / 523480



**ABERDEEN**  
CITY COUNCIL

Social Care and Wellbeing

# FERGUS HOUSE



**ABERDEEN**  
CITY COUNCIL

[www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)

Residential Homes  
for Older People

## **Fergus House**

Our committed staff help provide a permanent home for 43 residents.

### **Location**

Fergus House reopened in May 2004. It is a purpose built building in Fergus Place, off Liddell Place in Dyce. It is served by the main bus route No 21 and No 17 on a Sunday and is close to Dyce railway station.

### **Accommodation**

All rooms are single with en-suite shower facilities. Buzzer call facilities are in every room that connect directly to staff. Each room has a television and private telephone point available. (Telephone calls are billed to individuals). Personal belongings are welcome. All areas of Fergus House are accessible to wheelchair users.

Fergus House is set on 2 floors linked by a lift. Bedrooms are situated on 4 wings with a dining area and lounge on each floor. Each level has a conservatory, smoking lounge and quiet seating area at each bedroom wing. Small kitchens are on each floor for relatives and residents own use.

### **Staff**

Staff consists of a Unit Manager and Assistant Manager who lead a large team of Care and Domestic Staff. They work with residents and relatives to maintain and enhance the resident's emotional and physical wellbeing. A member of staff will work with individual residents to make sure their needs are assessed, addressed and regularly reviewed.

## **Home life**

### **Meals**

Home cooking and choice of menus are on offer. All diets and preferences are catered for by our kitchen staff.

### **Hairdresser**

We have a separate hairdressing salon within the home and the hairdresser visits once a week.

### **Church**

A service is held from Dyce Church once a month.

### **Newspapers**

Papers and magazines can be delivered if required and paid for by the resident once a week.

### **Laundry**

All clothes can be laundered on the premises.

### **Local Links**

Dyce Church is used regularly by our residents attending coffee mornings and social events.

Pupils from the local Primary School and the International School, based in Aberdeen come in occasionally to read, talk and sing to residents.

## **GP**

Residents are registered with either Dyce/Bucksburn practices and the doctors, nurses, chiropodists are available as and when required.

A District Nurse visits Fergus House twice a week.

### **Activities Co-ordinator**

The activities co-ordinator plans group and individual activities to suit residents' requests. Regular concerts are organised in the home and local events are attended.

### **Residents Meetings**

We hold monthly meetings to address any issues and there is a residents forum that is held once a week.

### **Informal enquiries and visits can be organised by contacting the Unit Manager**

## **Aims and Objectives**

- To provide a homely, friendly environment
- To respect our residents dignity and privacy
- To maintain and promote individuals independence
- To treat each person as we ourselves would like to be treated.