



ABERDEEN
CITY COUNCIL

Neighbourhood Services

Health and Care

Social Work

GLAMIS COTTAGE



30 Merkland Road Aberdeen
Telephone 01224 644131

معلومات من قسم العمل الاجتماعي
資訊來源於福利救濟工作部
سماجی بہبود کے ادارے سے معلومات حاصل کریں
سوسال ورک ڈیپارٹمنٹ
থেকে সংবাদ জানুন

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GLAMIS COTTAGE

Glamis Cottage
is a residential Care Home run by
Aberdeen City Council
Social Work and
Community Development Departments.

It was opened in March 1985 to provide care
and support for people who find difficulty
with independent living.

Where is Glamis Cottage?



Glamis Cottage is situated at the top left hand corner of Merkland Road which is off King Street. One of the entrances to the care home faces onto the Spital at the corner of Froghall Road. The house is approximately one mile from the city centre.

Who lives at Glamis Cottage?

Glamis Cottage caters for both male and female residents from around the age of forty upwards. Most of the people living at Glamis are unable to live on their own in the community for a variety of reasons. Many have spent a long period of time in a hospital or other Care Homes and care homes are only able to cope in the community provided they are given a high level of support.

What does it cost to live at Glamis?

The total amount each resident pays for board and lodgings varies according to the total income of each individual person. This is because some of the residents are receiving Retirement Pension, others receive Incapacity Benefit and others may be in receipt of a private pension. The amount paid for board and lodgings entitles each resident to a full breakfast and two course evening meal and several tea breaks throughout the day. The board charges also cover the costs of electricity, gas and laundry. Board and lodgings charges along with personal allowances are reviewed annually by the government.

Are there any community facilities in the area?

There is a choice of small grocer shops and newsagents within easy walking distance of Glamis Cottage and also a hairdresser, library, post office and bank nearby. For leisure time there is an outdoor bowling green, a community centre, a school which has badminton, swimming pool and table tennis and Seaton Park. All of these are open to the public in the evenings and at specific times during the day. There are also several beautiful walks around the University area in Old Aberdeen which is practically on the doorstep. At the nearby Linksfield Academy there is a club which has various activities for people of all ages. Pittodrie Football Stadium, the home of Aberdeen Football Club, is also close by. Many of the residents of Glamis are physically unable to walk long distances, so enjoy a selection of activities within the hostel. Examples of these are the weekly bingo sessions, card games and dominoes etc. There is a games room which contains a pool table, radio and television and there is a stereo system in the residents sitting room and dining area. Bus outings are arranged when transport is available. The frequency of bus runs and all other activities depend on the availability of transport and staff.

What is the availability of transport?

There is an excellent bus service into town, with a choice of six services which all run from the bottom of Merkland Road into the town centre. There is also a bus which runs from the top of the Spital to St. Nicholas House, but at present it runs only every half hour.

Would I have to share a bedroom?

No. All the residents at Glamis have single rooms which are furnished to a high standard. Each room has a wash hand basin, electric razor socket, several electric points and an aerial socket for television. Most rooms are carpeted but the type of floor covering may be adapted to suite the needs of individual residents. People coming in to Glamis are encouraged to provide themselves with an electric kettle so that they may enjoy a cup of tea whenever they wish. They are also encouraged to bring in small personal items such as pictures, television, radio, video or perhaps a favourite chair.

What other facilities are there?

Each floor has a toilet and a bath or shower room. There is a television lounge, dining room and a laundry room. There is a small garden with outdoor furniture which residents can enjoy sitting in when the weather permits.

What type of food is served at Glamis?

Food menus are discussed at residents' meetings and personal preferences are taken into account when making up the menu for the week. Residents are given two choices at each meal. Special diets are available when this is required. Meals are served in the dining room at times convenient to residents' activities. If for any reason a resident cannot be on time for a meal, the staff will arrange for food to be kept for them.

Are there any rules at Glamis?

There are very few rules at Glamis, but the existing ones are as follows:

Residents are asked to keep their bedroom doors locked when they are out. This is for security reasons as each one is responsible for his or her personal belongings. If anything goes missing the resident is asked to report it to the member of staff on duty immediately.

For personal safety all residents are asked to make their way to a fire exit immediately if the fire alarm goes off. There is a notice in all the bedrooms informing residents of the fire procedure. Smoking is only permitted in the designated area which is the Pool Room.

Alcohol consumption is not totally banned at Glamis but all residents are expected to be sensible regarding their intake. Any visitors to the building who are intoxicated will be refused admission by staff.

What is expected from me?

Residents are expected to keep their own rooms clean and tidy and to carry out small chores within the care home. Everyone is given small individual tasks within the care home according to their capabilities. This may be setting the tables for meals, dusting or tidying the communal areas. Where possible, everyone is encouraged to attend to their personal washing in the laundry room. Residents are not expected to do any of these things on their own, as staff are always on hand to assist them. The garden pots and flower beds are maintained by residents with staff assistance.

Everyone is expected to participate in the day to day running of the care home, maintaining as high a level of independence as possible.

Am I allowed visitors?

Yes. There are no restrictions regarding visitors. Residents are encouraged to invite their relatives and friends to visit Glamis and are free to take them to their room where they can have privacy.

Visitors are requested to leave the premises by 10pm in the evening.

Can I go out when I wish?

Yes. However, we ask to be informed if you go out so that we know how many people are in the building in the event of a fire. This would save staff precious time looking for people who are in fact out.

Residents intending to spend the night with a friend or relative, or who are attending a late function resulting in them being out after midnight, are requested to inform a member of staff in order that arrangements can be made for staff to await the return of the resident or for a front door key to be provided. It is Aberdeen City Council policy that if a resident has not returned home by twelve midnight, and staff have no knowledge of their whereabouts, the resident concerned will be reported to the police as a missing person.

Are pets allowed at Glamis?

Residents are allowed small pets such as budgies, canaries or fish in their room.

Am I allowed to have my own doctor?

Yes. All the residents have a doctor of their choice.

Who keeps my drugs?

Residents who are capable of maintaining their own medication must secure them in the locked drawer in their room which is provided for this purpose. Any resident who is unable to take their own medication can have this administered by the staff.

Can I stay at Glamis if I am ill?

Many of the residents choose to remain at Glamis and be cared for by staff in familiar surroundings. Where possible this wish is respected, however there are times when this is not possible. This may be due to the resident concerned requiring to be hospitalised for investigations, necessary medical treatment or ongoing nursing care. There are also instances when Glamis cannot meet the needs of the ill resident making it necessary for the resident to be transferred to a nursing home.

Are records kept on each resident?

On their admission to Glamis, each resident is allocated a key worker who is responsible for the resident's personal care and welfare. This includes arranging for dental checks, doctors' appointments, personal shopping, maintenance of clothing and generally any needs or requirements of the resident. In order that the other members of staff are also aware of these requirements, an ongoing report is maintained. These reports are retained in a locked filing cabinet to ensure confidentiality and residents have access to their own reports.

Financial arrangements

Residents who are physically and mentally able are expected to cash their own pensions and on receipt of this pay their weekly board and lodging charge. The staff will provide assistance to those less able to manage their own financial affairs and the Unit Manager will act as a residents appointee if for any reason this is thought necessary. Financial agreements form a part of every residents individual care plan. Residents are encouraged to save weekly from their personal allowance. This allows them to purchase personal items of their choosing and to participate in the annual holiday which is mainly self-financing.

Are there staff on duty all the time?

Yes. There is staff cover at Glamis twenty four hours a day.

Are staff trained?

Aberdeen City Council provide staff training courses. These vary in order to meet the individual needs of residents and the staff team. Examples of these are as follows:- Induction Course, First Aid, Health and Safety, lifting and handling, Scip and HNC in Social Care.

What happens if I have a complaint?

It is never easy for a group of people to live together without ever having a disagreement and although staff make every effort to resolve any misunderstandings, there are times when the people involved may wish the problem to be brought to the attention of the Social Work Manager. A leaflet giving details of the complaints procedure is available in the holder displayed in the front hall or from the office. If for any reason a resident has difficulty understanding the procedure staff will be available to give assistance. Complaints may be made directly to the Care Commission Office, Johnstone House, Aberdeen AB10 1UD tel 01224 793870.

Suggestions

Suggestions and comments from residents, visitors and others professionals which may add to or improve the standard of service offered are welcomed by the staff. Leaflets are stored in a container on the wall in the front hall and residents are encouraged to use these for this purpose. Residents are also encouraged to attend the residents meetings and air their views.

How do I apply for a place at Glamis?

Places at Glamis occur very seldom as it is a long stay care home. Anyone wishing to be considered for a place can apply. Each applicant is interviewed and an assessment made of their particular needs. A Case Conference then takes place involving the Care Manager and the Unit Manager. The decision about the allocation of the vacancy is taken on the grounds of priority of need.

Glamis Cottage philosophy statement

We at Glamis Cottage aim to provide an environment which is free from discrimination, victimisation, stigmatisation and oppression in any form, regardless of race, culture, social status, disease, age or sexuality. It is our policy to encourage all residents to take an active part in planning for their lives, whilst at the same time maximising their individuality and independence. We aim to encourage and support all residents in making informed choices for themselves, whilst recognising the rights of others to do the same. We at all times recognise the importance of individual privacy and respect the individual's right to this as a matter of course. It is our belief, that all residents should feel respected as individuals and be made aware of their rights and responsibilities as citizens, at the same time being empowered and offered opportunities to grow and develop emotionally, spiritually, intellectually and socially.

For help with language/interpreting and other formats of communication support, please contact: 01224 523542

ভাষা/ইন্টারপ্রেটিং এবং অন্যান্য ফরমেটের যোগাযোগ সাহায্যের জন্য দয়া করে :01224 523 542 নম্বরে যোগাযোগ করবেন।

如果需要語言/傳譯及其他形式的傳訊支援服務，請聯絡:01224 523 542°

Если требуется помощь при выборе языка / переводчика или других способов общения, звоните по телефону: 01224 523 542

للحصول على مساعدة بخصوص اللغة/ الترجمة و وسائل الاتصال الأخرى، الرجاء الاتصال بالرقم التالي: 01224 523 542

زبان / ترجمانی (انٹرپرائٹنگ) میں مدد اور اپنی بات دوسروں تک پہنچانے میں مدد کی دوسری طرزوں کیلئے، براہ کرم اس نمبر پر رابطہ کریں: 01224 523 542

Jeśli potrzebujesz pomocy **językowej / tłumacza** lub innej pomocy w porozumiewaniu się, proszę zadzwonić pod numer: 01224 523 542

Arrangements can be made to have this leaflet available in audio-cassette, Braille and large print. Telephone 01224 523933



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www.aberdeencity.gov.uk