

Mains House Care Home



Main Street
Newtonmore
PH20 1DF

Tel: 01540 673 888

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Mains House Ltd
Accommodation

Mains House Care Home is situated in the small but popular Highland village of Newtonmore.

The home consists of 29 bedrooms, 3 of which can be used as a double if required for couples. All rooms are en-suite with shower or bath facilities. Two specialised bathrooms with hoisting facilities are available for all those that require assistance, there is also a large 'walk in' shower room.

There is a large dining room and lounge area, and reception area. There is also a library area which holds a selection of books from a local bookshop project in Kingussie.

There is a spacious garden to the side and rear of the building. The front garden has raised flower beds which residents can use to do some gardening.

The kitchen is fully equipped and produces an excellent and varied menu.

People who are considering moving to Main' s House are welcome to visit as often as they wish and may bring friends and family members with them when viewing the home.

Main' s House
Philosophy of Care

Mains House aims to create a safe, relaxed, happy and homely atmosphere for the residents to live in and the staff to work in.

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

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 resident and their family would like.

Staff 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 Mains 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.

Residents of Mains 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 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 the appropriate skills and display sensitive care to achieve the highest quality of life.

The right to choose his/her own General Practitioner and Dentist and have the 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 advocates 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.

Residents Charter

Residents at Main' s House have the right to:

Dignity

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 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 Commission, 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 only do so in designated areas.

Respect for other people who live in the home and people who work in the home.

If you leave the home 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 Main' s House

- Attend Resident' s meetings.
- Be involved in the production of your Care Plan.
- Participate in the food forum.
- Speak with 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 with 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.
- Participate in the food forum.

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:

Main' s House

01540 673 888

Registered Provider Libby Eavis

07718 268 014

Manager Mary Maclellan

01540 673 888 mary@mainshouse.co.uk

Care Inspectorate (SCSWIS)

0345 600 9527

Advocacy Services (C. A. I. S)

01479 810 919

Go to our website www.mainshouse.co.uk

Or our Facebook page, Mains House, for more information.

Mealtimes

All mealtimes listed below are flexible. These mealtimes are to assist staff to plan meals for the day however clients may eat anytime of their choosing.

Breakfast	Anytime
Lunch	1.00pm
Supper	5.00pm

Early morning tea/coffee, 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 all the meals on the premises daily. Families are welcome to join their relative for meals.

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 at your request, we also Hold a meeting with the residents

Staff Training

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

Inspections

Inspections will take place by the Care Commission 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 Commission at their website: www.scswis.com

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, director or directly to the Care Inspectorate at:

Great Glen House
Leachkin Road
Inverness
IV3 8NW
Tel: 0345 600 952

Funding Arrangements

People who reside at Main' s House can be privately funded or funded through the Local Authority. The Local Authority pays the home a set fee, the amount that you pay is assessed by the Care Manager from the Local Authority. If you are self funded (i.e no contribution from the Local Authority) you may be entitled to free personal care and/or nursing care allowance, which will help towards the cost of your care. This allowance will be dependant on your own particular situation; again this will be assessed with help from the Local Authority Care Manager. Before entering the home the financial elements of your care package will be discussed with you along with methods of payment.

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 resident.

There is a resident contract, which details the terms and conditions of residency at Main' s 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 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 Main' s House remains secure even if your own private funds were to be used and you needed to be funded by the Local Authority.

Funding

The fees for the current year April 2020 - April 2021 are as follows:

Residential rate: **£653. 91**

Nursing rate: **£762. 20**

Self funding rate: **£1, 233. 10**

These rates are the maximum charge per person for a weekly stay at Main' s House and does not take into account any Local Authority funding which may be applicable.

There is a £100 supplement per week for a single person in a double room or if you have a room with patio doors.

There are no increase or decrease in the weekly charge for any persons sharing a room.

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, i.e. Local Authority and Self funding clients
Route 3 contracts will not be offered i.e. where self funding clients pay Local Authority 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 that Councils pay Care Homes may vary depending on the quality of service provided. If this happens we will advise you - this is unlikely to affect the charge you pay unless you are self-funded.”

GDPR

There are now new regulations about how we process and share information that you provide to us. More information about your rights can be found at <https://ico.org.uk/>

The data controller for Mains House is Mary Maclellan and can be contacted on 01540 673888 or at mary@mainshouse.co.uk

As an individual you have the right to request information that we hold about you. This may include your care plan.

We have a responsibility to share some personal information that you provide to us with the NHS under the ‘General Data Protection Regulations and Duty of Candour’, which is an agreement we have signed as a provider of care services to the NHS.

Third parties we may share information with may include:

Your GP, District nurses, social workers, the care inspectorate, your POA or guardian, mental health teams, advocacy and the staff who are employed at Mains House.

The information that we may share will only be in regard to a need to know basis and will not be everything that we hold about you.

Why we share this information.

We may need to share information about your current health condition and past medical history in order to provide the care and support you require.

Personal and financial information may need to be shared to assess your contribution to your care package or to make sure that you have funds available to purchase things you would like.

The care inspectorate will need to look at some information, mainly your care plan and daily notes in order to assess our service and make sure that we are delivering good quality services to you.

Should you have any further questions about GDPR please contact the data controller.

Home Closure Policy

In the unlikely event that Main' s House were to close or ownership was to change, the residents, relatives, care managers, funding bodies and the Care Commission would be given 3 month' s notice. The opportunity would be made to meet with each resident and/or representative to discuss their preference for alternative accommodation (if the home were to close). The resident 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 resident would have the opportunity to access an alternative care facility if they wished to do so.

It is important to note that there are no plans for the ownership to change and because Main' s House opened in June 2005 it would be very unlikely to close.

We would like to take this opportunity to thank you for taking the time to read through our Brochure.