

# SUMMERHILL HOME



## INFORMATION PACK

## SUMMERHILL HOME

Summerhill Road

Aberdeen

AB15 6HU

Telephone: 01224 319531



Thank you for your enquiry regarding a place within Summerhill Home. This pack is designed to provide you with more information.

Summerhill Home is situated in a pleasant location in the west end of Aberdeen with easy access for bus or car to the centre of the city.

It is a Christian Home for those who have accepted Jesus Christ as Lord and Saviour. It provides a Christian atmosphere where spiritual interests are maintained, with daily Bible readings and twice weekly services held in the lounge.

The Home endeavours to maintain its fine reputation for a high standard of care, accommodation and amenities. The staff are committed to ensuring that residents feel at home and have their needs met sensitively.

You are also welcome to read the most recent inspection report by the Care Inspectorate and our policies and procedures, all of which are available on request.

I trust that you will find the enclosed documents helpful. Should you require any further information, please feel free to contact me at Summerhill Home.

Caroline Jarret  
Manager

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## LOOKING BACK

The history of Summerhill began in early 1960's when concerns were raised by one man in particular, Mr Alex Ross, in relation to the establishment of a home for the elderly where a Christian environment would be appreciated and enjoyed. This vision was communicated to a number of others, mainly in the North East of Scotland, and began to be shared by them, resulting in informal discussions as to how this need could be addressed. Since this was a new venture, careful and detailed discussions were held over a period of two years.

A crucial consideration was whether to purchase an existing property or to embark on a new build project. Around this time ground became available in the Summerhill area of Aberdeen, so the wise decision was made to apply for a site which could enable the development to proceed. The application was viewed very favourably, and the present site was given free of charge by the City of Aberdeen Land Association. The architectural services of Mr John McRobert were also willingly placed at the disposal of the newly formed committee, enabling plans to be drawn up and submitted to the local authorities.

Equally important discussions concentrated on a "constitution" for the project necessary to preserve the aims and intentions of those who had this vision in their minds. Since those themselves were Christians and associated with local companies of Christians, it was expected that the funding for the project would be forthcoming from the circles in which they moved. This would result in no capital burden being placed on the project, with any surplus which might be generated being used to maintain and enhance the building. It was decided that, as far as possible, the day to day running costs of the Home would be met from the charges applied to residency. To honour the reason for the establishment of a Home of this nature and the anticipated source of funding, it was decided that only believers in the Lord Jesus Christ would be admitted and also that priority would be given to members of those companies of Christians from which the funding had come.

The plan having been carefully considered and approved, and agreement reached on the main issues linked to the project, it was then time to submit them for tender and ascertain more accurately the costs involved. Three companies tendered for the basic work of construction and a price of £13,000 was accepted. There was, however, additional work to be done internally (painting and decorating as an example) much of which was done by skilled volunteers. The work was completed in the summer of 1965 and an "Open Day" was arranged for Saturday the 9<sup>th</sup> of October followed in the evening by a "Thanksgiving Service" in Hebron Hall, Thistle Street, Aberdeen. All involved in bringing the project to completion at that time were very conscious that much guidance and help had been given by God and it was fitting to express this publicly.

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With staff in place, an essential ingredient was still required – residents. Requests began to be received from a number of applicants and the first residents to make their home in Summerhill were welcomed in October 1965 and charged the princely sum of £6.10 - £6.50 per week – hard to believe in the light of current costs.

Some three years later with the Home now well established there was a need to plan an extension to meet the ever growing demands for residency, an exercise, which has been repeated on a number of occasions, until we see the home as it is now. There can be no doubt that the concerns and feelings of those who in 1960/61 had the vision to establish a Home where Christians could be cared for in an atmosphere suited to their faith, have been clearly confirmed.

While it is impossible to predict the future shape of the work in which we are involved, the Trustees, and current management team are committed to maintaining the principles upon which the Home was first established. Equally, they are determined to work a policy of continuous improvement in the facilities offered to those who make Summerhill Home their home.

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## **MISSION STATEMENT**

### **Our Aim:**

- To provide a safe, secure and caring home environment conducive to the care of the elderly Christians requiring residential care.
- To provide the highest possible standard of care for each resident regardless of their age, race, gender and level of mobility or disability.

### **Our Objectives:**

- To provide for the physical, social, emotional and spiritual needs of each resident.
- To accept each resident as an equal while allowing for their individuality.
- To ensure the Health and Safety for staff, visitors and residents are met and maintained.
- To respect and protect the privacy and dignity of each resident at all times.
- To promote positive relationships with residents' family and friends.
- To ensure that staff are trained to the appropriate standards.
- To provide an atmosphere in which residents can feel free to communicate any questions or concerns to relevant members of staff.
- To continually assess that standard of care and facilities provided at Summerhill and strive for continual improvement.

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## **ADMISSION INFORMATION**

### **Self-Funding**

Please contact Summerhill Home for information regarding current charges.

### **Assisted Funding**

The resident's contribution is agreed upon following a financial assessment undertaken by Care Management.

### **Services NOT Covered by Fees**

Hairdressing; toiletries; newspapers; personal items (clothes, sweets etc.)

Payment of charges are preferred via standing order. Information to be given at the 6 week review. This will be with view to becoming a permanent resident.

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### RESIDENTS APPLICATION FORM

Surname:

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Christian Name/s:

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Preferred to be known as:

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Marital Status:

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Date of Birth:

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Place of Birth:

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Home Address:

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Telephone No:

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Name/Address & Telephone No. of Next of Kin:

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Assembly/Church:

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Doctor's Name:

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Address:

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Telephone No:

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Solicitor's Name:

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Address:

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**Name of Care Manager (if applicable):**

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**Address:**

---

**Telephone No:**

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**Brief Details of Health:**

---

**Signed:**

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**Date:**

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**Relationship to Applicant:**

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## STATEMENT OF FUNCTION AND OBJECTIVES

### Introduction

The Home provides accommodation for twenty two permanent residents. We offer a variety of rooms: standard (includes wash hand basin), deluxe (includes en-suite) and premier (includes en-suite). Accommodation is also suitable for couples. It should be noted that in the event of one partner being left on their own, they may be asked to move to a smaller room. The timing of such would only be arranged in discussion with all concerned. Summerhill Home is registered with the Care Inspectorate.

### Staffing

The Home is staffed by a Manager, Administration Manager, and Care Team Manager and a staff team comprising of day/night Senior Care Assistants and Care Assistants, Cook and Kitchen Assistant, Kitchen Staff and Handyman. We also have our own pool of relief staff. The management team and care staff are registered with the SSSC (Scottish Social Services Council).

### Philosophy and Values

The philosophy of the Home is to look after the residents in a caring sympathetic way, so that their privacy and dignity are respected and to encourage active independence where possible.

This is achieved by:

- Accepting each resident as an equal, allowing for individuality.
- Meeting the physical, social and emotional needs of individual residents through an assessed programme of care. This can range from assistance with bathing, to providing palliative care in partnership with external supports.
- Providing a level of care which respects the privacy and dignity of the resident at all times.
- Providing opportunities for social and leisure activities.
- Promoting positive relationships with family and friends.
- Encouraging the residents to participate in the life of Summerhill.
- Providing the residents with appropriate support, guidance and counselling as may be required at any given time.

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## Referrals

Referrals can come from doctors, care managers, families or individuals themselves.

Applicants do not have to be members of the Brethren Church but must all be Evangelical Christians who have accepted Jesus Christ as Lord and Saviour and who have shown evidence of a corresponding lifestyle.

## Admission Procedure

When the Home receives an enquiry for accommodation, the following procedure will be carried out:

- A brochure of the Home and an application form will be issued to the enquirer.
- An invitation to visit the Home will be extended when they will be shown round the Home and be given all the essential information regarding the routines and functioning of the Home.
- Information regarding the applicant will be sought from all concerned persons. This could be the applicant themselves, their family, care manager or medical staff.
- On receipt of the completed application form, the Manager or Care team Manager will visit the prospective resident at home. The aim of this visit is to ensure the suitability of the applicant for residential care and that the prospective resident is an Evangelical Christian as outlined in the paragraph headed "REFERRALS" above.
- The Manager or Care team Manager will liaise with the applicant over which vacant room is most suitable for their requirements. Residents should not be moved from this room unless agreed by all parties concerned. An entry date will then be arranged.
- Residents will be encouraged to bring in their own personal items and any items of furniture that would be appropriate.
- As soon as is practicable the following should take place:
  - a) A key worker will be assigned.
  - b) A care plan will be written and put into operation.
- Residents will be given a written agreement which will define the service provided.

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- After six weeks a review will be called to ascertain if the resident's placement will become permanent, being attended by the resident, their next of kin, and/or care manager (if appropriate), key worker and a senior member of staff or a member of the management.
- Where a resident is to be re-admitted to the Home after a period of hospitalization, the Manager will make an assessment in consultation with medical staff to ascertain if the resident is ready to be discharged to the Home.

### Key Working System

Summerhill operates the key working systems as a means to meeting the needs of individual residents. The key worker is a named member of staff who has a central role with a particular resident. It is the key workers role to:

- Form an individual relationship with the resident.
- Ensure the routines are flexible to meet the resident's needs.
- Re-discover and reinforce the resident's identity.
- Be their advocate spokesperson.
- To get to know their family.
- To assess the needs of the resident whether this is emotional, physical, social, intellectual, cultural or spiritual, and to consider how these can best be met (this will form the basis of the care plan).
- Attending to any practical issues – i.e. appointments, purchases, etc. (where families are unable to do so).
- Recording relevant information.
- Arranging reviews.

### Care Plans

Each resident will have an individual care plan which will be drawn up in conjunction with the key worker. The care plan will focus on the needs of the resident and will identify any risk factors.

### Reviews

A review will be held six weeks after the resident takes up residency and will determine if the placement is to be finalised. Thereafter reviews will be held annually; however, a review can be called at any time by any concerned individual if the resident's care needs change or if there are any concerns.

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## Record Keeping

A file is kept on each resident with individual case notes, care plans and monthly summaries.

The Home operates an open access policy in relation to residents' files and residents can have access to them by arrangement with their key worker. Records relating to residents' finances have restricted access. Records are also kept of complaints, accidents, fire drills etc.

Both the Care Commission and ACC Contracts Compliance Department have a right of access to all records for inspection purposes.

## Residents' Meetings

Residents' participation in the life of Summerhill is important and relevant decisions are taken in consultation with them.

Meetings will be held on the last Friday of each month to allow the residents their say in the day to day running of the Home, make suggestions for change, or voice concerns. The meeting also allows an opportunity to pass on relevant information – e.g. staff changes and planned special activities. Minutes of these meetings are available to all residents and are easily accessible.

## Physical Environment

The Home seeks to maintain a friendly, homely environment. It is important that it is comfortable, inviting and provides residents with the privacy they require. The Home should maintain a high standard of cleanliness, decor and furnishings, both inside and outside the building.

Relevant staff will be employed to maintain the standard and any damages or repairs should be notified to the Manager or Assistant for attention.

## Meals

The Home will employ sufficient staff to cater for the residents. A balanced diet will be provided which takes into account the residents' lifestyles, likes and dislikes. There will always be an alternative choice for anyone not liking what is on the menu. Special diets will be catered for.

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### External Supports

It will be necessary to call on the support of the medical services - i.e. doctors, nurses, chiropodists etc, particularly as our population is elderly. It is important that residents have access to these services when they require them. This may be in response to staff's concerns, a resident's request or indeed a family's request - (where the resident has given permission).

Residents should have the opportunity for privacy during these visits.

Details of any visits will be recorded in the resident's medical notes for future reference.

### Daily Devotions

Each morning (Monday to Friday) there is a short devotional time held in the lounge at 10.30am. This is led by various men from local Gospel Halls.

### Services

Services will also be held on a Tuesday evening at 6.30pm and on a Sunday at 3pm - again in the main lounge and being led by men from local Gospel Halls.

### Hairdressing

A hairdresser will visit each Thursday afternoon when residents can arrange to use this facility. Residents are responsible for paying for this service themselves. Residents can use the facilities for private hairdressing arrangements.

### Training

Staff will hold regular meetings with the purpose of discussion, feedback and information giving. They may also be used for development purposes.

Staff will receive regular planned supervision for support and individual development and will be appraised annually.

There will also be the opportunity for staff to engage in a variety of training programmes and undertake formal training (SVQ).

### Smoking/Alcohol

There is a no smoking policy in the Home. Alcohol is used only for medical purposes. Staff have a designated area out with the building where smoking is permitted. found to be drinking or under the influence of alcohol whilst at work will be subject to the discipline procedure (see separate policy document).

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### **Pets**

There are currently no facilities for the keeping of either individual or communal pets, other than the provision of a fish tank. However, family and friends are welcome to bring pets with them when visiting individual residents.

### **Clothing**

It is helpful if clothing is easily identified and of material which can be machine washed. As residents become frailer, it is helpful for clothing to be easily managed - i.e. no buttons, zips etc. where the resident is unable to do their own shopping, this is the responsibility (in the first instance) of the family. Alternatively, where this is not practical, the Home will undertake the responsibility.

### **Appointments**

Where a resident has to attend appointments out with the Home - i.e. hospital, chiropody, dentist etc, it is helpful if a family member is able to accompany them. Where this is not possible, and it is agreed the resident requires an escort, staff will arrange to fulfil this role.

### **Security System**

The Home has a key pad system on the main door which is there to enhance the security of the Home and the residents. Residents will be given the necessary information to come and go as they wish. The with-holding of the key pad number will only be done in agreement with the resident and/or next of kin and after a full risk assessment has been undertaken. All main exit doors are linked to an alarm system and other provisions are provided where concerns arise for the safety of all residents.

### **Residents' Rights and Responsibilities**

Residents have the right to expect that Summerhill will honour this statement of functions and objectives and can expect to see evidence of it in the daily life of the Home. Where this is not happening or where they are dissatisfied, residents have a responsibility to speak with staff and/or management and have a right to be listened to objectively. Further information can be obtained in the policy document.

### **Scottish Commission for the Regulation of Care (Care Inspectorate)**

The Home is inspected twice a year by the Care inspectorate – this can be announced or unannounced visits. The purpose of the visits is to ensure that the Home is meeting the required standards. The inspection reports are on display and available for anyone to read.

Residents and/or their families are welcome to contact the Care Inspectorate direct at any time to discuss any concerns. Telephone 01224 793870.

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## Confidentiality

It is important that at all times staff respect the confidentiality of residents. The forming and maintaining of meaningful relationships can only be achieved if they are built on trust and this trust requires the respect for confidentiality.

Any information known about residents must be treated in strictest confidence and not shared with other individuals.

Staff should only record essential and necessary information about residents. Documents pertaining to residents should be kept securely.

Any personal information given to a member of staff must not be shared with others unless this is necessary.

Where a member of staff believes that it is in the best interests of a resident for information to be shared with someone else, then (the staff member) must inform the resident that they are going to do so.

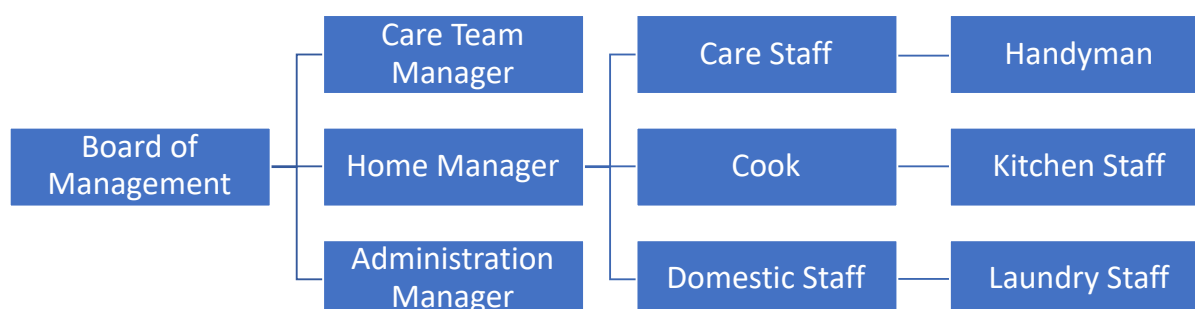
Residents will be asked to identify any family member or friend whom they wish to have information disclosed to and who would make decisions on their behalf in the event that they are unable to do so themselves.

Staff must not disclose any information pertaining to Summerhill itself, or residents, to anyone out with the Home.

All staff members must read and sign the confidentiality statement.

## Organisation and Management Structure

The following shows the structure of Summerhill:





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## RESIDENTS' COMPLAINT PROCEDURE

This document sets out the procedure to be followed when a resident, or their representative, submits a complaint with respect to any matter concerning the Home, the Staff or the way in which a resident is treated.

### General:

- All complaints, however trivial, are to be investigated.
- A record must be kept of all complaints, investigations and subsequent actions. This should be impartial and accurate.
- The Complaints Record Form provides a format for the recording of complaints, investigations and subsequent actions and should be used in all cases.

### Submitting a Complaint:

Complaints of a minor nature should be made to a member of the staff on duty, and these should be dealt with at the time. If the resident is still not satisfied, ask them to submit their complaint in writing.

For more serious complaints, the resident, or their representative, should in all cases make the complaint to the Manager or Care team Manager in writing. It is then the responsibility of the Manager/Care team Manager to assess the degree of seriousness of the complaint and take appropriate action, as detailed below.

### Assessing the Complaint:

The complaint will be assessed and categorised into one of three levels by the Manager/Care team Manager to whom the complaint has been submitted:

- matters that can be dealt with immediately.
- matters which require detailed consideration by the Manager/Care team Manager
- matters which require consideration by the Board of Trustees

### Investigating the Complaint:

- When investigating a complaint, initial contact with the resident will be made within two days.
- Investigations should be thorough, impartial, and should, where appropriate, take account of all people involved.
- Conclusion should never be reached before hearing an independent account from everyone presents at any incident.

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- Where any subsequent action is deemed necessary, the Trustee's advice and consent should be given if the complaint involves a member of staff; if the policies of the Home are affected; if a second opinion or advice is required for any other reason.
- If the Manager/Care team Manager unable to investigate a complaint, because of its seriousness or any other reason, then the Trustee's should be informed, and they will carry out the investigation.

### Remedial Procedure

The action to be taken depends on the category of the complaint:

- The Manager/Care Team Manager in charge should take the appropriate action and notify the resident making the complaint of the action taken. This should take place as soon as possible and certainly should be completed within seven days.
- The Manager/Care Team Manager in charge receiving the complaint should log the appropriate details in the Complaint Book and assure the resident that the matter will be dealt with at the earliest opportunity.

After due to consideration by the Manager/Care Team Manager in charge, the necessary action should be taken, and the resident notified of the action taken either verbally, or in writing, as appropriate. An answer must be given within fourteen days.

The complaints book should be updated logging details of the action, and the date on which the resident was notified of the outcome.

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### CARE PLAN EXAMPLE

<b>Personal Care Support</b>	<p>Washing and Bathing: (include shaving if applicable)</p> <p>Oral Hygiene:</p> <p>Incontinence: (commodes/pads/bottles)</p> <p>Sleeping Patterns:</p> <p>Aids: (glasses or hearing aids)</p> <p>Dressing and Accessories:</p>	
<b>Moving and Handling/Mobility Support</b>	<p>Aids: (walking frame/walking stick/hoists/grab rail/wheelchair etc.)</p> <p>Support Required Indoors and Outdoors: (support going to bathroom/getting out of bed/getting up from a chair etc.)</p>	
<b>Health and Medication Support</b>	<p>Health History: (including adults with incapacity and DNACPR)</p> <p>Current Health:</p> <p>How My Health Conditions Affect Me:</p> <p>Support Taking Medication: (make reference to MAR charts)</p> <p>Special Requirements: (covert/liquid form/control drug/monitoring etc.)</p> <p>Dietary Requirements: (ensure drinks/fortified/diabetic/support with eating and drinking – make reference to MUST)</p>	

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<b>Behaviour that Challenges/Stress and Distress</b>	
<b>What is Important to me in My Life?</b>	Socialising and Activities:  Spiritual and Cultural Beliefs:
<b>If my Health of Circumstances Change</b>	Hospital Admission: (stay at home/be admitted)
<b>People Involved in my Care</b>	GP: Dentist: Optician: Chiropodist: Hairdresser: Beautician: Care Manager: (include if applicable)
<b>My Finances/POA</b>	

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## **MEAL TIMES**

Breakfast is served in the dining room at 08:45.

Lunch is served in the dining room at 12:00.

Dinner is served in the dining room at 17:00.

Tea/Coffee served in rooms and the lounge at: 10:00, 14:30, and 19:30.

Weekly meetings are Tuesday evenings at 18:30 in lounge and again on Sunday afternoon at 15:00.

The hairdresser visits weekly on a Wednesday (Yvonne) and a Thursday (Mandy). Please state if you wish to go onto the hairdressing list for weekly or fortnightly.

Daily activities are held in the lounge.

Staff will attend to all laundry and can collect this on a daily basis or at the end of the day.

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## MENU EXAMPLE

Monday	Celery Soup or Potato and Leek Soup Warm Handmade Rolls Peach Cobbler and Cream Stovies, Beetroot and Oatcakes
Tuesday	Chicken Pie with Potatoes, Green Beans and Carrots Rice Pudding and Jam Scrambled Eggs, Beans, Sausages and Bacon
Wednesday	Beef Curry or Beef Casserole with Potatoes Cherry Pie and Custard Macaroni Cheese and Salad
Thursday	Mince and Potatoes, Skirlie, Carrots and Swede Sticky Toffee Pudding and Cream Beef Broth or Lentil Soup with Sandwiches
Friday	Fried Fish and Chips or Poached Fish and Boiled Potatoes with Peas Angel Whip and Fruit Quiche with Potato Salad, Coleslaw and Tossed Salad
Saturday	Minted Lamb and Gravy, Potatoes, Carrots and Parsnips Steamed Apple and Cinnamon Pudding and Custard Baked Potato with Cheese Sauce and Spaghetti Hoops
Sunday	Roast Beef Dinner Cheesecake and Cream Tomato Soup and Sandwiches

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### ACTIVITIES TIMETABLE EXAMPLE

	<b>Morning</b>	<b>Afternoon</b>	<b>Evening</b>
<b>Monday</b>	Let's Talk	Manicures	Hymn Singing
<b>Tuesday</b>	iSpy	Skittles	Service
<b>Wednesday</b>	Tell Me	Bean Bags	Puzzles
<b>Thursday</b>	Hymn Singing	Snakes and Ladders	White Board Games
<b>Friday</b>	Bible Quiz	Rummage Box	Crosswords
<b>Saturday</b>	Manicures	White Board Games	Guess the Hymn
<b>Sunday</b>	Bible Trivia	Service	Rummage Box



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## QUESTIONNAIRE

We would very much appreciate if you could take a few minutes of your time to complete our questionnaire.

**Please indicate who you are by circling the following:**

Applicant/Applicant's Family/Care Manager

**On receipt of your information pack, how did you find the contents?**

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**Is there any information you would like to know, which hasn't been discussed within our information pack?**

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**Have you heard that we have our own website? If so, how were you made aware?**

Google/Information Pack/Word of Mouth/Haven't found the website (Please circle)

**How did you find our website?**

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**Do you have any suggestions?**

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**Any other comments?**

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Thank you for taking the time to complete our questionnaire. Please return it to the Manager – Caroline Jarret at the above address.