

RIVENDELL CARE HOME
PERTHSHIRE



**Providing Nursing, Residential, Interim Respite,
Rehabilitation, Palliative Care & Support**

Rivendell Care Home
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Managing Director : Alastair Stewart
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WELCOME TO RIVENDELL

This brochure has been prepared to give you, and your relatives or friends, some information about Rivendell and the services we offer.

We realise that choosing a care home can be very difficult and we aim to give you as much information as possible to give you peace of mind and answer any questions you may have. We would like to invite you to visit Rivendell at any time and you are welcome to return and spend a bit of time here and get to know our staff and residents. Bring a friend or relative along for support, have lunch or join in one of our activities.

If we have an available room, you might like to stay overnight, or join us for a short holiday to see how it feels to be a resident with us.

ABOUT US

Rivendell is registered with the Care Inspectorate as a Home for up to 27 residents. We have a variety of different types of accommodation, from semi-independent flats to rooms within the house, many of which have ensuite facilities.

We offer each resident a home for life. Setting up rooms with your personal effects, providing a homely, comfortable and safe space. Providing care and the opportunity to enjoy life at Rivendell with the company of our friendly staff and residents.

We have a quality assurance system in place to ensure a high standard of service provision and to meet Care Inspectorate standards.

We hold regular meetings and send out questionnaires to gain opinions from residents and relatives about life at Rivendell so that we can identify any issues raised and give relevant feedback. This helps us to make continuous improvements.

We work within the guidelines of the National Care Standards to ensure a high quality of care. All our staff are registered with the Scottish Social Services Council and are expected to complete SVQ qualifications. We also provide regular in-house training.

Alastair

WHERE ARE WE

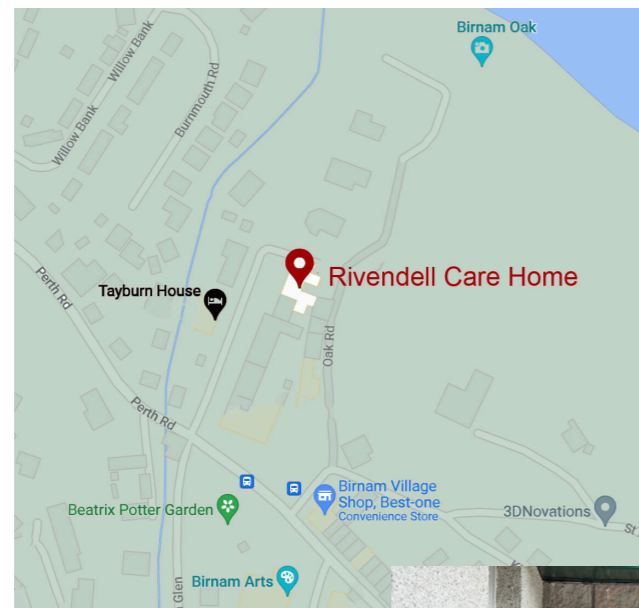
Situated in the pretty village of Birnam, north of Perth and opposite its twin town of Dunkeld, across the River Tay.

Rivendell House is close to local amenities but set in a quiet location surrounded by the beautiful hills and countryside of Perthshire.

Directions:

We are 10 miles from Perth just off the A9.

Once in the centre of Birnam you will find the Birnam Institute, the Beatrix Potter Garden, The Local Shop and The Birnam Hotel. Turn into St Mary's Road, beside the local shop, and take the first left to Oak Road. We are about 50 yards down the lane, car park to the rear of the building.



RIVENDELL HOUSE

Up to 27 residents make their home at Rivendell House.

Our **Lounge** is a flexible space where residents can enjoy the expansive views of the garden, read papers, sit and chat over a coffee; it is also used for special occasions and events.

Although many residents have a television in their room, we have a separate **TV Lounge** for those who wish to watch television in the company of others.

The **Garden Room** is popular for lunch and activities with visitors, a bright airy lounge/dining area.

Situated next to the Kitchen, our spacious **Dining Room** provides the perfect environment for our residents to enjoy their five star meals.

Our **Reception**, is an open secret as a communal area, situated by the front door this small space offers the chance for people to chat or watch the world go by. Staff working, visitors arriving, deliveries being made. A quiet space or a social space, it is a favourite.

THE GARDENS

Our Dementia-friendly **Garden** allows residents to walk and enjoy the planting and wildlife in the fresh air. The garden is laid out with borders planted to attract birds, butterflies and bees, flanking a circular path, seating areas and the greenhouse for the more green-fingered of us to enjoy potting and planting. There is a sunroom, for shelter and delicious afternoon teas.

Beyond the garden is the **Orchard** which runs down to the River Tay and the Birnam Oak. Planted with a range of fruit trees and bushes, it provides our cook with fresh ingredients for cakes and puddings, rhubarb crumble, apple pies, raspberries and ice cream. Perfect for a stroll, with staff or family, to sit and enjoy the views towards the Hills.

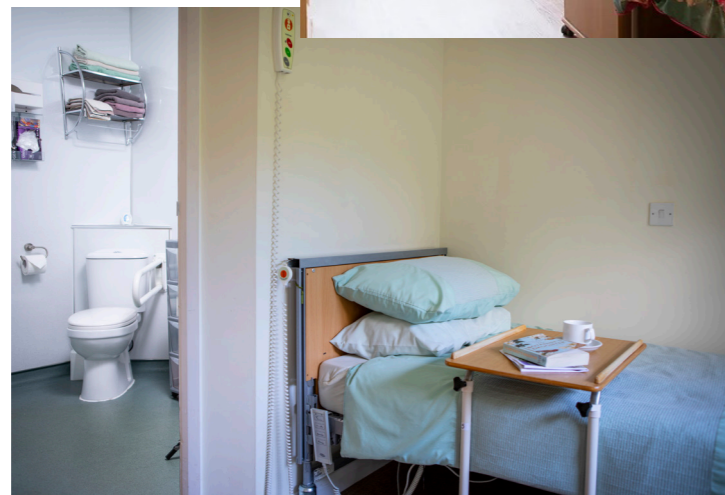
The **Sun Patio** is protected from the weather on all sides, with an array of potted flowers throughout the seasons. There is a large table and sun umbrella, making it a popular place to socialise, relax or enjoy tea and activities

YOUR ROOM

We have a variety of different types of accommodation, from semi-independent flats to rooms within the house, most with ensuite facilities.

Light-filled bedrooms, fully furnished and freshly decorated before you arrive, but residents are welcome to decorate as they wish.

It is your room, your space, to organise as you wish, as long as it does not compromise your safety or that of the staff.



WHY JOIN US?

Safety : support by trained staff, assessing your needs and ensuring they are met.

Social Contact : diverse opportunities for socialising, with staff and residents and on outings.

Community : we offer a sense of belonging here at Rivendell and in the wider community.

Health: we ensure you are supported by the right healthcare professionals.

THE MOVING IN PROCESS

Once you and your support worker/relatives have agreed Rivendell is where you wish to live and we have a room available, we will carry out an assessment of your dependency levels to ensure we have everything in place to meet your needs. We can then proceed with arranging for your move to Rivendell Care Home.

You may be sent a pre-admission assessment if we are not able to meet in person.

Once you are admitted the Manager and Administrator will discuss your Residency Agreement.. Two copies will be signed, and you will keep a copy for your records.

A copy of our policies & procedures' are available on request.

You will be admitted by a senior member of staff and your initial care plan agreed. Over the next 72 hours, 7 days, 14 days and 6 weeks we will continue to develop your care and support plan as we get to know you better. Your care plan will continue to develop on an ongoing basis.



SUPPORTING YOU AS A RESIDENT

Support Plans and Keyworkers

Your Support Plan is the basic tool we work with at Rivendell to ensure that you are getting the care you need.

You will be assessed before you come to Rivendell to give us an idea of your basic requirements.

During your first 6 weeks in Rivendell, we will work with you to draw up a Support Plan, which will detail the specific ways in which we will offer you support so that you can be as active and independent as possible.

You will be allocated a Keyworker, who will take an especial interest in you.

A Risk Assessment will be completed to enable you to be as independent as possible, while bearing in mind your safety and the safety of others in Rivendell.

Reviews

A review of your support is held between yourself, your next of kin, Rivendell staff and your Care Manager/Social Worker six weeks after you come to Rivendell to discuss your stay, any concerns you may have and make any necessary improvements.

Every six months we will sit with you and your next of kin on a formal basis to review your care plan and ensure that is up to date with your needs and wishes.

Your support plan is regularly updated by your Senior Care Worker so that it reflects your needs as they develop and change.

DAY TO DAY

- you can get up at your normal time – everyone is different.
- your daily paper can be delivered.
- there will be activities that you can take part in.
- there may be a chance for you to do something individually with your support worker.
- you can have quiet time alone if you wish.
- you will be able to go out into the garden.
- there will be outings arranged for small groups.
- there will be regular entertainment.
- you can go to bed when it suits you.

MEALTIMES

Good quality, nutritious home cooking, using fresh seasonal ingredients.

- breakfast when and where you want it.
- lunch together at 1pm.
- evening meal together at 5pm.
- frequent cups of tea and snacks throughout the day.
- the cook, will find out what you like to eat.
- Special dietary needs are catered for.

VISITORS

- you are very welcome to have any visitors you wish, provided you want to see them, and they come at a time that suits you.
- you can find a quiet place to be with them.
- you can offer them tea or coffee.
- you can ask visitors to stay for a meal by prior arrangement.
- visiting children must be accompanied by an adult at all times.

A TYPICAL RIVENDELL HOUSE MENU

	Lunch 1pm	Tea 5pm
Monday	Yellow spilt pea soup Haggis neeps & tatties/ Chef's salad of the day Chocolate raspberry trifle	Soup with bread and butter/ Macaroni cheese bake/ Ham sandwiches & crisps Fresh fruit salad
Tuesday	Cauliflower cheese soup Beef sausage casserole/ Chef's salad of the day Apple blueberry muffin	Soup with bread & butter /Haddock fish cakes with peas tartar sauce/Cheese toastie & crisps Fruit cocktail
Wednesday	Mixed vegetable broth Shepherd's pie with seasonal vegetables/ Chef's salad of the day Dundee cake & custard	Soup with bread & butter/ Cheese & tomato quiche with coleslaw salad/ Bacon, egg sandwiches Raspberry jelly & ice cream
Thursday	Cream of broccoli soup Pan fried haddock, spinach, new potatoes/ Chef's salad of the day Rhubarb crumble	Soup with bread & butter/ Mince beef pie, new potatoes/ Tuna cucumber sandwiches Fresh strawberries & cream
Friday	Leek & potato soup Toad in the hole, mashed potatoes & seasonal vegetables/ Chef's salad of the day Crème caramel	Soup with bread & butter/ Kedgeree topped with poached egg/ Turkey salad sandwiches Banana mousse
Saturday	Tomato & herb soup Fisherman's pie/ Chef's salad of the day Steamed ginger pudding	Soup with bread & butter/ Pasta bolognese/ Egg mayonnaise sandwiches Ice cream selection
Sunday	Minestrone soup Honey roast gammon with trimmings/ Chef's salad of the day Bread & butter pudding	High Tea 



THE DETAIL OF LIFE AT RIVENDELL

Medication

- you may administer your own medication if you wish and have successfully completed a Risk Assessment
- otherwise, we will administer your medication for you
- we undertake to reorder your medications for you.

Call System

- there is a mobile call system throughout Rivendell, so that you can let us know when you need assistance.

Chiropody

- we are visited by the NHS chiropodists six monthly and visits at the surgery can be arranged in between if needed.

Dentist

- the NHS dentist visits Rivendell regularly. You can continue to make your own arrangements with your own dentist if you prefer.

Doctors

- all our residents are registered with the local GP practice at Craigvinean in Birnam
- we have excellent support from the GPs and District Nurses, who visit regularly.

Laundry

- we will do all your laundry for you, as long as it is washable. It should all be marked with your name
- delicate items such as woollens can be hand washed, provided you let us know.

Newspaper

- you can order a copy of your favourite paper to be delivered from the local Village Shop.

Money

- we can hold a small sum of money for you in the office safe, which can be used to pay the hairdresser, buy toiletries, small items of clothing etc. The money will be fully accounted for
- please ask us to lock up any valuable items or we can give you a lockable draw.

Appointments

- we will plan and arrange your transport with a family member / ambulance where necessary and if unable to do above for a small fee, we will escort you in the company transport.

Optician

- an optician visits Rivendell regularly and gives everyone an annual eye test
- you may make arrangements with your own optician if you prefer.

Personal Electrical Appliances

- any electrical equipment you bring in to Rivendell will need to be checked by before you can use it here
- all equipment needs to be checked annually by a registered outside contractor. We will arrange this.

Telephone

- it is possible to have your own telephone in your room if you would like that. This has to be arranged by you and your family directly with BT.

Television

- you are welcome to have your own television in your room. There is a communal TV in the small lounge.

Toiletries

- we do not provide personal toiletries at Rivendell
- your Keyworker can help you to buy these, or we request a family member ensure you always have what you need.



ACTIVITIES

Physiotherapy

Liz will provide you with a Physiotherapy Plan to aid with your Mobility & Movement and any other reasons you may need Physio input. She also provides basic training to the staff to assist you with your exercises.

Strength and Balance

One of the key factors associated with Quality of Life is linked to Strength and Balance. Andy works very closely with Liz to assist you in all aspects of mobility and movement. He will provide one to one time with you on a personalised strength and balance exercise plan. He also holds group sessions.

Pastoral

Julie carries out one to one Pastoral sessions with residents. This may be reading from a religious text, a quiet prayer or singing. Or just some time having a chat.

Social Time and Activities

Julie and the staff also organise social gatherings such as coffee mornings, outings, evening entertainment and discussions.

We also have minibus outings and trips out. Coffee shops are a favourite especially those with nice cakes! Talking of cakes, we also have our own Baking Club. Yummy!

We also have visits from the local Church, young groups such as the Brownies, Scouts, Nurseries, local schools and other local groups. When the local Choir come and sing with the residents the sounds are fantastic.

We have a range of board games, arts and crafts materials, and other equipment providing many opportunities for fun. Corbenic and visitors often join us for some of these fun sessions.

We also have a range of entertainers who come to Rivendell.

Hairdresser

A very important part of the week. Karen comes in every week so you can book a hair appointment as and when you need.



HOME SALE / CLOSURE / BANKRUPTCY

We will always keep you informed if, at any time, we feel that there is any risk to the home closing. We will give you a minimum of three months' notice to find another home and we will assist you in doing this. We will inform the Care Inspectorate and Perth and Kinross Council of any closure.

It may be that in the future the home is sold, or part of the home, to someone else. Again, we would give you as much notice as we could of our intentions and it would be our intention to sell the home as a going concern, or to take on a partner so that you could still stay here if you so wished. We would envisage that it would continue to function as a care home.

Obviously, we do not have a crystal ball and cannot see into the future, but our hope is that none of the above will ever happen, but it is part of the care standards to provide this information to you.

HOW TO COMPLAIN

We have every reason to believe that you will be happy with the care and services offered here at Rivendell. Nevertheless, there are systems in place should you feel that you have a cause to complain.

Suggestions for improvement are always welcomed. Please feel free to make speak with any senior member of staff, at any time.

If you would rather do this in writing, then you can write a letter or request a form. Please feel free to ask, if you need help with this. We will acknowledge your concerns in writing within seven days and then fully investigate and respond in writing, with the outcome and any action taken/to be taken, within four weeks.

If you are not satisfied with our response or you would like to complain about Rivendell House or our actions/omissions, you can contact your care manager, if you have one, at your local social work department. If necessary, someone can help you do this.

You can also contact:

Scottish Commission for the Regulation of Care
Central East Region Compass House
11 Riverside Drive
Dundee DD1 4NY
Telephone: 01382 207200



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Manager : Gina Tait

Please call 01350 727512 or 01350 727413 (Gina's direct line)
if you would like more information or to arrange a visit.

