

FIRRHILL SHORT BREAKS SERVICE

For

People with Physical Disabilities

INFORMATION PACK

This information has been put together to enable you to understand the service offered at Firrhill Short Breaks Service and to answer frequently asked questions.

Firrhill is an eight bedded unit offering short breaks to adults with disabilities.

The new building is eco-friendly and has solar panels to provide hot water and power. There is a walkway around the whole building and the garden ground contains benches to enable people to sit and enjoy the garden. Plants, shrubs and trees have been planted which have made it an interesting garden to be in, providing lots to see and encouraging wild life.

The philosophy of Firrhill is to offer service users the opportunity to experience new surroundings and meet new people while at the same time giving families/carers some time on their own.

Service users are actively encouraged to make personal choices, establish relationships, maintain and develop independent living skills. Opportunities are also given to participate in local community activities (eg cinema, local shops, pubs, places of interest, walks etc).

Staff Team

Firrhill Short Breaks Service is staffed 24 hours a day. The staff team is comprised of the following people:

Bill Haddow Manager

Robert Smith Assistant Unit Manager

David Tatton Assistant Unit Manager

Caroline Hilton Residential Worker

Alan Orr Residential Worker

Lewis Mitchell Residential Worker

Gillian Hogarth Residential Worker

Jennifer Henderson Residential Worker

Cathleen Halliday Residential Worker

Sam Pooley Residential Worker

Margaret Swan Residential Worker

Loraine Auld Residential Worker

Asha James Residential Worker

Ian Black Night Social Care Worker

Helen Martin Night Social Care Worker

Anne Thomson Night Social Care Worker

Caroline Walker Night Social Care Worker

Vacant Post Night Social Care Worker

Liz McGarvey Unit Clerical

Lynette Williamson Unit Domestic

Bruce Cameron Cook

Richard Emslie Weekend Cook

Adrienne James Weekend Laundry Assistant

Your keyworker

Once you are offered a place with Firrhill Short Breaks Service, a key worker will be allocated. This staff member has the role of ensuring your needs are met. The key worker will draw up a comprehensive care plan to ensure that your stay are enjoyable and fulfilling.

Firrhill Short Breaks Service is located in Colinton and shares the same grounds as Firrhill Day Centre. It is accessible by the 4, 10, 18, 27 and 45 buses. The full address is 257B Colinton Road, Edinburgh EH14 1DW and the telephone number is 0131 441 5117.

Costs

Those coming to Firrhill usually have to make a contribution towards their short break, this will depend on their income.

Your social worker/referrer will carry out an assessment of your income and the amount you pay will be based on this

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Medication

Service users who require medication must bring this in from home. This includes regular medication, as required medication (eg paracetamol for headaches), and emergency medication if required. **ALL** medication must come in clearly labelled boxes/bottles with the pharmacist's prescription label detailing the drug name and dosage, instructions re how often, how many etc, and service user's name.

Additionally, all medication must be in date. Should there be a discrepancy between instructions from the carer and what is on the prescription label, this will need to be clarified before any medication is administered.

Staff are trained in administration of medication and receive a biennial update of administration of emergency medication (rectal diazepam and nasal/buccal midazolam) by Epilepsy Scotland. Any service user who is prescribed emergency medication must have an up to date epilepsy care plan clearly documenting types of seizures, when emergency medication is administered and the dosage. The care plan must be signed by the carer and the service user's GP. This is reviewed annually or should any changes occur.

We do not keep any supplies of medication therefore service users must bring in any medication they are likely to need.

Smoking, Alcohol and Drug Use

Smoking is not permitted within the unit or on council grounds. This is in accordance with the Scottish Executive and local policy. The use of non-prescribed drugs is prohibited. Service users may purchase alcohol whilst in respite but it will be restricted to moderate levels and consideration will be given to any contra-indications it may have with medication.

Clothing

Service users can have their clothes washed when staying at Firrhill. To minimise loss of clothing we complete a clothing list on admission and check this when packing clothes at the end of stay. We do our best to ensure clothes do not go missing but occasionally this does happen. Please ensure all clothing has either name labels or has a name written on the manufacturer's label and where possible, keep clothes to a minimum. It would also be helpful to have name labels on cases/holdalls and for dressing gowns/housecoats to be sent in.

Toiletries

Service users are required to bring in their own toiletries. We do not have supplies within the unit. Please bring soap/shower gel, shampoo, deodorant (if required), toothbrush and toothpaste and shaving equipment for the men. Also, should service

users use incontinence aids, these also need to be brought in.

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Personal belongings

While every effort is made to ensure the safety of service users' belongings, we are unable to accept full responsibility unless a request has been made to keep a particular item in the safe. Please only bring in what is reasonably required to minimise risk of losing belongings. Any electrical equipment, eg CD players, games consoles, etc, should be in safe working order and staff will make a visual check of any such equipment at the start of someone's stay.

Transport

We have our own mini bus which is used for social activities. Staff receive training and regular refreshers which provides them with the required legislative knowledge, responsibilities and training on the safe use of taking people out on the mini bus. Only those qualified in MIDAS will drive the bus.

We also use public transport where appropriate therefore would appreciate service users bringing their bus pass if they have one.

Outings and Personal Cash

Service users are offered a variety of outings while in respite. This is dependent on staffing levels and service users' needs. Outings could include cinema, pub outings, meals out, shopping, specific events, walks, picnics and places of interest. If service users wish to access community resources they will need to bring in spending money to access these. If necessary this money will be receipted on admission and kept in the safe (unless service users would prefer to keep their own cash). If staff are responsible for cash, receipts will be supplied for any money spent.

Individual Care Plans & Changes in care

Every service user has an individual care plan which details their needs, wishes, preferences etc. This is used as a point of reference for all staff to ensure each person receives a level of care which is appropriate to their needs

Should a service user have any infectious illness (eg flu, chest infection, severe cold etc.) prior to their stay, it would be preferable that the stay be postponed. This is due to the vulnerability of other service users. We would then arrange another stay to compensate where a space is available.

Phone calls and visits

Carers/families should feel free to phone or visit. It would be appreciated if phone calls were avoided at busier periods (eg lunch and tea time) as staff are busy supporting service users with their meals. If carers/friends/family wish to visit a

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service user it would be advisable to phone in advance just to ensure they are in the unit. This does not mean you cannot drop in on the off chance of seeing someone.

Children visiting a service user must be in the company of an adult and will remain the responsibility of the adult.

Suggestions/Complaints

Our aim is to provide a high quality of service to ensure service users' short break is a positive experience. However, if you feel dissatisfied in any way or would like to comment on any aspect of the service please let us know.

Complaints are initially dealt with at unit level to establish the facts and all the information. Circumstances are investigated and an explanation offered. Where appropriate, one of the management team may visit the complainant to give them the opportunity to discuss their grievance/complaint. If for any reason, you feel you cannot discuss this at unit level or continue to feel dissatisfied, you may speak to your

social worker or phone Advice & Complaints Service at Waverly Court on 0131 553 8395 or email hsadvice.complaints@edinburgh.gov.uk for further guidance.

Additionally, you can contact the Care Commission at www.carecommission.com or call their helpline on 0845 603 0890.

Should you have any suggestions which would improve the service we would appreciate your input. You can phone and speak to a staff member, write in or arrange to meet a staff member to discuss further.

A leaflet 'How to make the best use of this service' is included with this information pack and is available in a number of formats including tape, Braille, large print, various computer formats, Arabic, Bengali, Chinese, Hindi, Punjabi and Urdu. For any of the above please contact ITS on 0131 242 8181 and quote reference number 07414.