

AIMS AND OBJECTIVES

Service Name: Abbeyfield Stirling Society.

Address: 17 Allan Park, Stirling, FK8 2QG

Organisation: Abbeyfield Stirling is an independent Abbeyfield which operates under the umbrella of ASIS (Abbeyfield in Scotland Societies). Abbeyfield provides accommodation for older people who want to live more independently, within their community, with a little support.

Abbeyfield was established in 1955 by Richard Carr-Gomm who served in The Royal Berkshire Regiment and Coldstream Guards for 16 years before resigning and volunteering as Britain's first male home help. In his work, he found that the needs of people he was looking after were not material, but that they were often lonely. Often the only person to visit them, he wanted to provide them with support and security. Using part of his Army gratuity, he bought his first house in 1955, located in Bermondsey, East London and invited his first tenants from the local community, Miss Saunders, and Mr Halnan, to live with him. Abbeyfield grew from there and is now worldwide.

The Abbeyfield (Stirling) Society Ltd. is a member of the National Abbeyfield Society (Patron HRH King Charles, KT, KG, GCB) and is registered as an Industrial and Provident Society with Charitable Status No. 1868 R (S).

Registered Office: J.M. & J. Mailer, Solicitors, 2A King Street, Stirling, FK8 1BA.

OUR SERVICE:

The Abbeyfield Society is a national organisation with over one thousand houses all over Great Britain. There is a house in Stirling close to the city centre. All the societies are managed and run by volunteers who freely give their time and expertise to help residents live their best life. The service offers support for people who want to live in their community and to remain as independent as possible. The companionship of fellow residents can overcome the often-experienced loneliness in later years; the support from Abbeyfield can take away the tedium or stresses of everyday life.

A fully qualified, registered manager and our cooks plan and prepare meals, considering the residents' preferences. The residents' laundry is outsourced to a local company. An Abbeyfield employee cleans all public areas, residents' rooms and bathrooms daily. We employ eight staff members who will be on site from 7.00am to 7.30pm. Residents use MECS (Mobile Emergency Care System) for assistance out of hours.

There are twelve flats within Abbeyfield and each resident has a spacious private room with its own "front door" which may be kept locked. All rooms have an ensuite toilet/shower wet room. In each room there is also a small kitchen area for preparing breakfast with a small fridge for storage. For the residents' use there is a lift from the ground floor to the first floor. The front door has a security entrance controlled by residents' push-button and intercom from their rooms. CCTV monitors the house front and back as well as the entrance

hall. Tenancies are offered to older people from the age of seventy who are independent or require a little in-house support to maintain a level of independence.

Employees

Registered Manager:	Vikki Ferguson
Cooks:	Two cooks
Support/care staff:	Four support/care staff
Cleaner:	One cleaner

Abbeyfield Executive Committee

Abbeyfield Stirling is administered by the committee, a team of seven volunteers who provide skills that include finance, building maintenance, health, and a working knowledge of care provision as well as other supportive life skills.

AIMS

- At Abbeyfield Stirling, we aim to provide a high standard of care and to ensure that each resident is treated with utmost respect, have their privacy protected, and their dignity preserved.
- Our goal is to promote individuality and independence and to encourage our residents to exercise choice in all aspects of their time with Abbeyfield.
- Our overall aim is to provide every resident with the highest possible standard of individualised care within a friendly, homely and supportive environment.
- Quality of life is paramount, and we aim to ensure residents' rights are safeguarded and respected.
- We will always respect your rights as a citizen particularly regarding privacy, dignity, choice, security, independence, fulfilment and to be treated equally in an environment which values your cultural needs and is free from discrimination, bullying or harassment.
- We aim to provide a consistent, person centred approach within Abbeyfield.

OBJECTIVES

Meeting the Health and Social Care Principles and Standards: My Support, My Life.

We are committed to meeting a high standard of care within a homely environment which respects the privacy and dignity of each individual resident. If we do not meet these, residents can raise their concerns with us; use our complaints procedure or complain to Care Inspector Scotland at any time.

Standard 1: I - Experience high quality care and support that is right for me.

This service provides high quality support to residents through a personal centred approach. We discuss all aspect of care with residents, considering their preferences and choices on how they would like their life to be supported. This is recorded in their personal care plan which is accessible to the people and agencies which support them to promote consistency.

We support individuals to maintain a level of independence which could involve a little support from Abbeyfield Care at Home or a resident may prefer to employ another care provider. Residents do not need to use the Abbeyfield Care at Home; they have the choice

of selecting another agency to support their needs and requirements. This is recorded in their Personal Care Plan which enables any agency supporting the resident to be kept up to date. All residents have a daily planner and personal plans are reviewed every 6 months or when required. Residents can invite relatives, social worker, Doctor, or Nurse to attend this meeting.

When changes in residents review have been agreed and recorded, appropriate contact will be made to ensure the multi-disciplinary team are involved.

Abbeyfield is aware of the risk of isolation and how it can affect older people. To support inclusion and prevent loneliness all residents' meals are served in the dining room after being prepared by a cook who makes sure they are all nutritionally balanced. This enables all residents to meet and chat with other residents and staff.

Standard 2: I am fully involved in all decisions about my care and support.

Staff provide cooking, cleaning, and laundry service; this is all part of the service as detailed in the tenancy agreement. Should residents require support to attend appointments, shopping or outside activities and family/friends are unavailable, then staff can support them. This will be recorded in their Personal Care Plan. This supports residents to remain independent and maintain relationships and activities within the community.

Standard 3: I - have confidence in the people who support and care for me.

All staff are recruited through our safer recruitment policy. All staff are PVG checked before employment begins and all care staff and the Manager are SSSC registered. Staff complete a 3-month induction, when all necessary, training will be completed. Staff have regular supervisions and staff meetings allowing training and development to be reviewed. All staff complete in-house training and other training programmes, requested or assigned to them, ensuring updated knowledge, staff development, as well as new practices.

Standard 4: I - have confidence in the organisation providing my care and support.

Residents are informed of and invited to attend meetings to discuss and have input into decisions about how the house operates, this includes staff recruitment, changes to the menus, upgrades or work being carried out in communal areas. Residents have access to an independent advocate who visits the house regularly to meet with residents either in a group setting or individually.

Questionnaires are carried out regularly allowing the service to be reviewed. Family and friends are included in these reviews if the resident wishes. We welcome feedback and/or complaints to improve our service in any way we can.

Abbeyfield Stirling is regulated by Care Inspectorate Scotland who make regular checks.

Standard 5: I - experience a high-quality environment if the organisation provides the premises.

All residents have a signed tenancy agreement for their own premises. The communal lounge within Abbeyfield can be used by residents and family members. This also applies to the garden and patio area. Residents will be involved in any changes to the environment in which they live. Outside contractors maintain all public areas.

Upgrading throughout the house and garden area are a priority, ensuring that residents are safe and proud to call Abbeyfield their home.