

Aims and Objectives

Service Name - Abbeyfield Stirling Society.

Address – 17 Allan Park, Stirling, FK8 2QG

Organisation: Abbeyfield Stirling is an independent Abbeyfield which is under the umbrella of ASIS (Abbeyfield in Scotland Societies). Abbeyfield provides accommodation for 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 the Prince of Wales, 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 1000 houses all over Great Britain, and there is one house in Stirling near the town centre. All the societies are managed and run by volunteers who give free time and expertise to help the elderly tenants, the service offers support for people who want live in their community and remain as independent as possible.

A fully qualified, trained house manager and our cooks plan and prepare the meals considering the tenants' preferences. The tenants' laundry is done by our house staff. All public areas and the tenants' rooms and bathrooms are cleaned daily. We employ 4 full-time staff members who are on site from 7.00am to 6.30pm. Tenants use the MECS (Mobile Emergency Care System) for assistance out of hours.

There are 12 flats within Abbeyfield and each tenant has a spacious private room with its own "front door" which may be kept locked and the rooms have an en-suite toilet/shower wet room. In each room there is also a small kitchen area for preparing breakfast with a small fridge. For the tenants use there is a lift from the ground floor to the first floor. The front door has a security entrance controlled by tenants' push-button and intercom from their rooms. CCTV monitors the house front and back and internally. Tenancies are offered to older people from the age of 75 who are still independent with a little in-house support. If care support is needed this is normally sourced from outside agencies.

Staff

Manager: Vikki Ferguson

Cooks: Gina Shaw
Jackie Hall
Elaine Cassie
Audrey Cameron

Support Workers: Loraine McnEarney

Lorraine Alcorn
Nicole Gruosso

Cleaner: Sheree Pirrie

Cleaners attend daily to clean flats and public areas.

AIMS

- At Abbeyfield Stirling, we aim to provide an exceptionally high level of care and to ensure that each resident is treated with utmost respect, their privacy protected, and their dignity preserved.
- Our goal is to support individuality and independence and to encourage our residents and their relatives to exercise choice in all aspects of their care.
- 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 resident's rights are safeguarded and respected.
- We will always respect your rights as a citizen particularly with regard to 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 and regular service.

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 tenant. If we do not meet these, tenants can raise their concerns with us, use our complaints procedure or complain to the Care Inspectorate at any time.

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

This service provides high quality support to tenants through personal centred care. We discuss all aspect of care with tenants, 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.

We support people to remain independent with a little support from Care at Home or another care provider if tenants choose to use another agency. The tenants 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 other agency who is supporting the tenant to be kept up to date. All tenants have a daily planner and personal plans are reviewed every 6 months or when required. The tenant may invite relatives, social worker, Doctor or Nurse to attend this meeting.

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

Abbeyfield is aware of the risk of isolation and the affect it has on older people. To ensure that all tenants are not feeling isolated all meals are served in the dining room after being prepared by a cook who makes sure they are all nutritionally balanced. This allows all tenants to meet and chat with others 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 and is part of the tenancy agreement. If tenants require support to attend appointments, shopping or outside activities staff will support them to do this - this all recorded in their personal care plan. This allows tenants 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. Staff have regular supervisions and staff meetings allowing training and development to be reviewed. All staff attend in house training and complete other training programmes which are assigned to them as this allows them to keep up to date with new practices.

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

Tenants 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 and upgrades and work being carried out in communal areas. Tenants can also use an independent advocate who visits the house and meets regularly with tenants.

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

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

All tenants have a signed tenancy agreement for their own premises. The communal lounge within Abbeyfield can be used any time by tenants and family members and this also applies to the garden and patio area.

Tenants will be involved in any changes to the environment in which they live. All public areas are maintained by outside contractors.