



Shadon House Dementia Care Resource Centre

Your guide
to our service

This booklet sets out what we do and how we will support you during your stay at Shadon House Dementia Care Resource Centre.

It includes:

- what we provide
- the aims of Shadon House
- how we support people with dementia
- planning your stay
- what is the building like?
- what do I get to eat?
- fire procedure
- accident or illness
- complaints procedure

Our address is:

**Shadon House, Northumberland Place
Barley mow, Birtley, DH3 2AP**

Phone: **0191 410 2816**

Fax: **0191 492 5485**

Shadon House has a registered manager or a duty manager available at all times.

Different formats

If you would prefer this leaflet in large print, Braille or on audiotape/CD or in a different language please contact the communications team at Gateshead Council on 0191 433 3444.

Our vision



We want to provide an excellent service and a welcoming and positive environment for everyone who uses or visits Shadon House Dementia Care Resource Centre.

We aim to support you to remain as independent as possible. To do this we will work with you and your carers to understand your needs and tailor a package of care that values your individuality.

We will also support you to remain involved in your community.

What we provide

Shadon House provides support to people who suffer with mild to moderate dementia.

Shadon House provides respite and assessment accommodation and day care. Respite accommodation can be accessed up to six weeks of the year. Assessment accommodation is usually for 12 weeks from the time you arrive at Shadon House.

Day care is provided with a view to offering opportunities for you to interact and engage with others in activities appropriate to your needs.

Our staff are trained to support you and are available to talk about your progress, arrange any progress meetings and generally share any concerns you have about your stay.

It is important to talk, as we need to know what you think of the service to shape it and make it as good as it can be. There are a range of staff roles within Shadon House, including managers, support workers and hygiene technicians.

The aims of Shadon House



While you are with us we will:

- provide an environment that is at all times, welcoming, friendly and inviting; and where you are always treated with respect, dignity and warmth.
- support you to maintain your independence;
- recognise symptoms and changes related to your dementia and offer you the support you will need to cope;
- provide your carer and family with the opportunity to receive emotional and practical support so that their own health, well being and peace of mind is maintained;
- make sure you are involved in all decision-making meetings;
- maintain your dignity, privacy and confidentiality; and
- listen to any concerns or complaints you may have.

How we support people with dementia

Shadon House can be used by older people when discharged from hospital who may need support to return to their own home.

The centre provides a range of social, recreational and therapeutic activities, which aim to stimulate imagination, celebrate existing skills and ultimately build your self-esteem.

We use a wide range of therapeutic techniques (for example reminiscence, life story, drama, dance and music) as well as sensory stimulation, which can maximise your well being.

During your stay at Shadon House our staff will work with you to determine the level of support you need to get the best out of life.

We can also support your loved one/significant other, by offering them any support they may need and letting them know what is available. If you would like, they can also be invited to meetings that concern you.

Staff from our home care service - also known as domiciliary care - visit the centre to help you settle in, offering you a friendly and recognisable face as well as helping you plan for your return home.

We can also involve other professionals in your care who can give you any necessary support during your stay and for your discharge home. This could include: doctors, specialists (in physical and mental health), district nurses, physiotherapists, occupational therapists and social workers.

Shadon House is unable to provide accommodation or support for people who have severe or complex forms of dementia which requires nursing care.

Planning your stay

Before you come to Shadon House

Following an assessment with your care manager (usually a social worker), a copy of your assessment will be sent to the manager to make sure that the service they offer is able to meet your needs.

Where appropriate a member of staff will then contact you to arrange a time to come out and meet you. This allows you to get to know someone from Shadon House before you come to stay.

You will then be invited to come and have a look around. We will try to make it when the member of staff you have already met is on duty.

Once you have visited the centre we will talk about how we can support you and will plan your admission.

Arriving at Shadon House

There is an information pack in your bedroom, you can't take this with you but please read it, and if you have any questions please ask a member of staff.

A key worker will be allocated to work with you. They will prepare a support plan with other staff that sets out what we aim to do to meet your needs during the time you are with us. They will also monitor your progress with you.

Meeting with you

During your stay we will arrange meetings where all the people involved in your support plan can come together to discuss your needs. You are the most important person at these meetings and you can invite other people in your life to come along if you want.

Confidentiality

All of the information we record about you is confidential and we have strict guidelines to follow to make sure it stays confidential. Only staff and appropriate professionals involved in your care may have access to this information. If you would like to see your support plan please speak to the manager who will explain the process to you, your rights and any restrictions.

Additional support

Alzheimer's Society - Gateshead branch

The Gateshead branch provides information, advice and support for people with dementia and their carers. Caring for someone with dementia can be a lonely and isolating experience. The branch offers a range of services to support carers in their caring role, including:

- Carer support service - information and advice, one to one support, a listening ear and emotional support.
- Carer support groups - a chance to meet, relax and share common experiences and problems with other carers and former carers.
- The sitting service - provides company to the person with dementia so that the carer can have a break.
- Social events
- Monthly drop-in
- Newsletter

Contact the Alzheimer's Society on:

**Second floor, Computer House, High Street,
Gateshead NE8 1ET**

Tel: **0191 477 7490**

Fax: **0191 478 3131**

Email: **gatesheadalz@btconnect.com**

What is the building like?

Accommodation

Shadon House provides accommodation all on one level for 23 people.

Foyer area

The foyer has a signing in/out book so we know who is in the building; this complies with health and safety regulations. There are some information leaflets on display, please take any you need.

Lounges

There are three lounges, one of which is a designated area for those who wish to smoke. Visitors are asked not to smoke in the building.

Visitors area

Visiting times are mid morning to mid evening. There is no designated visitor's area but there are three large alcoves which can be used.

Bedrooms

Bedrooms have an en-suite facility. If you prefer a bath, our staff can assist you. Television and telephone facilities can be made available in your bedroom during your stay at your own cost.

Assessment kitchen

There is an assessment kitchen located on the ground floor, which contains a cooker and fridge freezer as well as the usual equipment.

Sensory lounge

This is a lounge with sensory equipment designed to be therapeutic and calming.

What do I get to eat?

This all depends on what you need. This will be clarified when you begin your stay, with the support staff and the catering staff.

What you may need at first may not be what you need after progressing for a period of time. So, as you progress your needs will be monitored and any necessary changes made.



There is a choice of foods available - the catering staff or manager can give you more information.

You may wish to continue to make your own meals. If so you will be supported by the staff to access the assessment kitchen.

Meals are usually served in the dining room as this area provides an opportunity for you to socialise with others during meal times. If you prefer not to have your meals in the dining room and would rather dine in the lounge or your room, this is possible.

Fire procedure

In your bedroom on the back of the door there is information about the nearest fire exit and evacuation plan. Please make yourself familiar with this or ask a member of staff to explain it. Evacuation plans can also be found on the corridor walls.

The fire system is tested at around 10am every Monday morning. If the alarm goes for more than one minute this will not be a test, so the staff will support you to follow the evacuation plan (the assembly point is the rear car park).

During the test all fire doors will automatically close. Please be aware of this especially if you use mobility aids that could hamper you if caught in the doorway.

All staff are trained in fire procedures. The fire brigade inspects the building and our systems regularly to ensure we meet the appropriate standards.

Accident or illness

Should you have an accident and require assistance you can press the pendant that you receive on admission and this will alert staff that you require their support. If you are in your room you can alert the staff by pulling the alarm cord. If you are unsure how your pendant and room alarm work, staff will demonstrate for you.

All staff have experience dealing with accidents and a number of them are trained specifically in first aid. If you become ill, staff will support you to access medical assistance and services.

Complaints procedure



A complaints procedure is set out in the information pack in each bedroom. Your complaint will be investigated quickly and you will receive a written reply regarding the findings of the investigation. There is an appeal procedure if you are not satisfied with any part of the written response.

There are a number of ways you can raise concerns or complaints.

You can:

- speak to any member of staff, who will either try to resolve the issue or pass it on to another person who is able to, such as the manager.
- discuss the complaints procedure with the manager - if they are unable to resolve your concerns directly, they will discuss the complaints procedure with you and advise you of what to do next.
- contact the customer services manager at Gateshead Civic Centre on **0191 433 3000** who will listen and advise.
- contact an advocacy worker at Age UK Gateshead (formerly Age Concern) on **0191 477 3559**.
- approach the Care Quality Commission, on **0300 061 6161** or email **enquiries@cqc.org.uk**



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