Useful Addresses & Telephone No’s.

**Overtonlea Care Centre**
Gord
Levenwick
Shetland ZE2 9HX
Telephone: 01595 745032    Fax: 01950 422306

**Duty Social Work Team**
Community Health & Social Care
Grantfield
Lerwick
Shetland ZE1 0NT
Telephone: 01595 744400
Email: dutysocialwork@shetland.gov.uk

*If you require assistance out with office hours:*
Telephone 01595 695611

**Care Inspectorate**
2nd Floor
Charlotte House
Commercial Road
Lerwick
Shetland ZE1 0HF
Telephone: 01595 696661 or
National Enquiry Line: 0845 600 9527

Community Care Services
Shetland Islands Council
Overtonlea was built in 1995 and is located in Gord, Levenwick with scenic views of Levenwick Beach and shoreline.

Advocacy Shetland support is also available to help you and they can be contacted at:

**Market House,**
14 Market Street,
Lerwick,
Shetland ZE1 0JP.
Tel: 01595 743929/743030
email: advocacy@shetland.org

If you wish, you will be helped to make a complaint.

The **Care Inspectorate** oversees support and they can be contacted on:

http://www.careinspectorate.com/
or telephone 01595 696661

You can have more information on this Service, the staff, and how the whole Service operates.

Have you found this information useful?

How could we improve it?

Please let a senior member of staff at Overtonlea know and we will be glad to help.
How do I make a complaint?

Overtonlea has a policy on how to deal with any concerns or complaints you may have. This policy follows the guidelines laid down by the Care Inspectorate and states clearly who to complain to and the length of time taken to respond to and deal with your concerns.

If you are not satisfied or you do not wish to seek an informal resolution, you can make a formal complaint. Write down your complaint and send it to:

Chief Social Work Officer,
Community Care Services,
Hayfield House
Hayfield Lane
Lerwick
Shetland ZE1 0QD.

There are 15 private spacious bedrooms equipped with a television aerial, with en-suite facilities including your own shower and toilet facilities for your own personal use.
The home is divided into two floors which can be accessed both inside and out.

We have two cosy living rooms that can be accessed, each providing a television and smaller areas for conversations which has beautiful views looking out towards Levenwick beach and Sandwick.

A leaflet ‘Financial Assessment for Residential Care’ is available from Overtonlea or Shetland Islands Council’s Community Care Service. Tel: 01595 743826.

Costs not included in the weekly fee are: Personal shopping and toiletries, personal clothing and footwear, hairdressing, alternative therapies, newspapers, dry cleaning, private telephone calls, own television and radio, transport and escort to clubs and events.

You are responsible for any costs incurred in the provision of dental & eye care and any aids required. You may also choose to take out a personal insurance for your belongings.

Safe facilities are available here should you wish to make use of these, and our senior team or administration team will assist you to lodge up to any amount within reason or withdraw money within office hours.
Financial Aspects

Shetland Islands Council is obliged to charge the full economic cost of the service provided. The maximum charge in any of the care homes operated by Shetland Islands Council in 2013/2014 is £1062 per week and charges are revised annually.

These financial aspects will always be discussed privately with you as a prospective resident, prior to your admission, by Shetland Islands Council's Financial Assessment Officer; who will assess your ability to pay and how much financial assistance you may require.

Friends and family are made welcome in the Home at any time and there is an open invitation to use the small functional kitchenette in the living room to make a cup of tea or snack whilst they are enjoying their visit to Overtonlea.

At Overtonlea we understand that new service users often feel most at ease with their personal belongings around them, so we invite you to help choose the colour scheme for your room and to bring small items of furniture, ornaments, pictures, photographs and special mementos to help make your private bedroom into part of your new home.

Residents Activity Board
Decoration and furnishings in the public areas of Overtonlea are also chosen in consultation with Service users.

Our staff are committed to making the transition of moving in as easy as possible. As a prospective service user you will have the opportunity to visit and plan all arrangements before moving into Overtonlea and on arrival we will introduce you to the staff team who will assist whilst you settle in. You are welcome to hold a house-warming tea party and invite family and friends to see your new home.

This is just a sample from our extensive menu devised by our cooks. Where possible we use locally sourced, fresh produce. All meals are prepared daily on the premises and we are able to cater for individual tastes, choices, times and dietary requirements.

**Sample Menu**

<table>
<thead>
<tr>
<th>Time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>Choose from a selection of Porridge, Yoghurts, Fresh Fruit Salad, Melon Toast and Cereals</td>
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<tr>
<td></td>
<td>Eggs prepared as you like</td>
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<tr>
<td></td>
<td>Orange, Apple, Pineapple or Cranberry Juice</td>
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<tr>
<td></td>
<td>Tea or Coffee</td>
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<td></td>
<td>A full cooked breakfast is available to order</td>
</tr>
<tr>
<td>Lunch</td>
<td>Homemade Soup or Seasonal Pudding is available on alternative days</td>
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<tr>
<td></td>
<td>A choice of two main course options both serviced with a selection of fruit and vegetables</td>
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<tr>
<td></td>
<td>Locally caught Fish, fried or baked</td>
</tr>
<tr>
<td></td>
<td>Chicken Balmoral or Roast Shetland Lamb</td>
</tr>
<tr>
<td></td>
<td>Vegetarian option available daily</td>
</tr>
<tr>
<td></td>
<td>Tea or Coffee and biscuits</td>
</tr>
<tr>
<td>Evening Meal</td>
<td>A lighter option is available at teatimes</td>
</tr>
<tr>
<td></td>
<td>Baked Potato with fillings: Cheese/Beans/Coleslaw/Tuna</td>
</tr>
<tr>
<td></td>
<td>Selection of Sandwiches</td>
</tr>
<tr>
<td></td>
<td>Home made cakes, pancakes, scones available daily</td>
</tr>
<tr>
<td>Supper</td>
<td>Hot drinks, Cakes, Biscuits or Sandwiches or Crackers with Cheese</td>
</tr>
</tbody>
</table>

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With this in mind, we try wherever possible at Overtonlea to keep rules to a minimum, however we do need to observe some health and safety rules for the benefit of all.

A no smoking policy is in place, however if you are a smoker we will designate a set smoking area for you, this is to reduce the risk of fire and to make the environment as comfortable as possible for the other non-smoking residents and visitors.

We will encourage you to self-medicate if this suits you best; but we can administer all medication if needed and we will store medicines in a locked cupboard for safety.

You will be involved in writing your personal risk assessment as part of your care plan and also be assessed for any assistance you may require from care staff with mobility etc. We may be able to accommodate pets, however our ability to cater for these will depend upon those already cared for within the home. If you wish to bring your pet please speak with the Team Leader to discuss its needs and if this can be accommodated safely.

Who does Overtonlea provide a service for?

The service is offered to adults who have been assessed as requiring 24 hour support on a long term basis and would take into account your own choice of the location of accommodation provided.

If you need support from one of our services to help you in your everyday life you can contact us directly at Overtonlea, where the staff will start the ‘With You For You’ process and ensure you receive the appropriate guidance required.

Tel: 01595 745032 or you can contact the With You For You Customer Services Centre.

Tel: 01595 808080 or you will find the Shetland Community Health and Care Partnership contact details in the front of the Shetland Directory.
Further information is available in the ‘With You For You’ leaflet and on the Shetland Islands Council website:

http://www.shetland.gov.uk/community_care/default.asp

and click on the ‘With You For You’ link on the menu.

You will be supported to a high standard taking into account your individual support needs. Those needs will be reflected in a personal support plan that puts you, as the service user, at the centre of care, giving you choice, respecting your privacy and maintaining your legal rights.

This support plan will be reviewed after the initial 6 weeks of your stay and as required thereafter and at a 6 month maximum. You as the service user (and if needed your family/representative) will be involved in this process.

You have a right of access to your own support plan and other social work records about yourself.

We believe Overtonlea is your home and we’d like you, when you move in, to treat it exactly like home. There are no fixed visiting hours, so friends and family can come and see you at any time. You decide what you want to do and when to do it, just as you would at home and when help or support is needed, that’s fine too.

Service users here are of varying ages and come from different walks of life, each one with their own interests, hobbies, likes and dislikes.
Overtonlea has a Team Leader and senior team, who will ensure, along with the rest of the staff, that your needs are assessed regularly and action is taken to ensure your support is of a high standard.

The home operates a link worker system, which means you will be allocated a member of staff who will pay particular attention to your individual needs ensuring these are met; and will ensure that you, (or your representative) is involved in all aspects of your support in accordance with an agreed statement of rights and responsibilities and the National Care Standards.

**What are the rules?**

We aim to make your stay at Overtonlea relaxed and communal and like all our service users you are free to do as you please, whether enjoying a glass of sherry, joining in daily activities, or preferring to get out and about, keeping up community interests.

We will encourage you to maintain your independence and existing skills and encourage you to enhance and improve your contacts with the wider community, aiming for you to be able to do just about anything you enjoyed at home, and, if you would like to, a little more. To assist with this, Overtonlea has an active service user meeting that meets quarterly which aims to give everyone a chance to make suggestions on anything from menus to entertainment and outings and to let us know how we can improve your stay. Staff working with service users will ensure that there is always something of interest going on each day; including gardening, board games, outings or simply sharing memories. We aim to promote community involvement with regular musical events open to friends and family;
bus trips and visitors are actively encouraged at all times.

Our “Hamely Afternoons” take place three times per year. Service users, relatives, members of the local community and staff all join in to provide outside entertainment and a social gathering.

Just how involved you want to be is entirely up to you, and for those who prefer, it is easy to find a quiet spot to read the newspaper, listen to music, or simply relax and enjoy the views. We want to encourage you to live out your dreams. If you would like to try any new pursuits or advance your education we will discuss this when drawing up your personalised support plan and make every effort with you to realistically encourage you to pursue your goals.

Overtonlea is close to local facilities such as the Health Centre, Leisure Centre, and all that the South Mainland has to offer. The mobile library and hairdressers call at the Centre regularly. Spiritual needs are met on an individual basis and an in-house church service is held weekly at present.

Who will help me once I am living at Overtonlea?

Your needs are supported by a trained staff team many of whom have, or are working towards, vocational qualifications. We work closely with the local health care team too, including local G.P.’s and Community Nurses and other specialist services such as Chiropody, Dieticians etc. while we can also arrange for alternative therapists to visit at your request. We are there to make sure that Overtonlea is your home and that your stay is comfortable, safe and your rights are respected.