

USEFUL ADDRESS & TELEPHONE NUMBERS:

Viewforth House

13 Burgh Road
Lerwick
ZE1 0LA
Tel: (01595) 745270
Fax: (01595) 693910
Day Centre:
Tel: (01595) 696087

Reception and Duty Social Worker

92 St Olaf Street
Lerwick
ZE1 0ES
Tel: (01595) 744400
Fax: (01595) 744436
Out of hours:
Tel: (01595) 695611

Care Commission (SCRC)

2nd Floor,
Charlotte House
Lerwick
ZE1 0HF
Tel: (01595) 696661
Fax: (01595) 697231

Mental Health Team

Annsbrae Services
1 Annsbrae House
Annsbrae
Lerwick
ZE1 0BP
Tel: (01595) 744345

Chief Social Work Officer

*Education and Social
Care Department*
92 St Olaf Street
Lerwick
ZE1 0ES
Tel: (01595) 744400
Fax: (01595) 744436



Viewforth House

**A Residential Home
and Day Care Centre
for People with Dementia**



**Social Care
Education and Social Care Department
Shetland Islands Council**



What is Viewforth House?

Viewforth House, located in Lerwick, offers specialist residential care for people with dementia on a permanent or temporary basis. A Day Care centre is incorporated in the unit and a Care at Home service for service users in the community is operated from the unit.

The residential accommodation comprises 3 residential wings each with their own lounge and kitchenette. There are 20 single bedrooms each with their own en-suite facilities. Service users may furnish rooms with items from home and assist in decorating rooms if they wish.

There is a function room which facilitates social gatherings and entertainment by local groups and individuals. Viewforth House has its own laundry and is visited by a hairdresser regularly. Regular bus runs and outings to social events are provided for residential and Day Care service users.

The Day Care unit is located on the ground floor and has a separate small kitchen area for the preparation of tea, coffee and snacks.

Where is it?

It is located on Burgh Road within spacious gardens. The home was refurbished and re-opened in 1997 to provide specialist care for people with dementia.

Financial Aspects

Charges for residence at Viewforth House are subject to annual review by Shetland Islands Council in accordance with regulations set by the Scottish Government. These will be discussed with prospective residents by the Financial Assessment Officer as part of their assessment. There is a leaflet setting out the Social Care service charges which can be obtained at Viewforth House or any Social Care office.

Complaints

If you are unhappy with the service provided you should complain to the Unit Manager. If you are still unhappy you can make a formal complaint to the Chief Social Work Officer, Education and Social Care Department, at the address shown on the back of this leaflet, who will respond within 28 days.

You can also use the Care Commission Complaints Procedure to make a complaint about a care service. You can do this by contacting the local Care Commission office at:

Care Commission (SCRC)
2nd Floor, Charlotte House
Lerwick
Shetland
ZE1 0HF

How do people access this service? (cont)

Ideally prospective residents would have the opportunity to visit and plan all arrangements before moving into Viewforth House. Day Care and short term respite care may be offered to people with a diagnosis of dementia as part of the care required to support them in their own home.

What are the rules?

Viewforth House has a policy of no smoking in bedrooms or toilets. Supervised smoking is permitted in the lounges provided it is acceptable to other service users. This policy is primarily to reduce the risk of fire and to make the environment comfortable and healthy for everybody.

Visitors are welcomed at any time and can make use of the facilities and share a meal with their relative or friend.

Who does it provide a service for?

Residential care can be provided for up to 20 people. Care can be on a permanent or short term basis. Day Care is provided for up to 9 people from Monday to Thursday. The Care at Home service provides support for service users with dementia or related illnesses in the community.

What can Viewforth House offer?

Viewforth House provides person centred care. Each individual service user has a care plan, designed to support them in daily living and to respect their choices in life. The aim is to provide care which is of meaning to each person and takes into account the effect that dementia will have on their functioning.

Viewforth House operates a key worker system which means that a member of the care staff is asked to pay particular attention to an individual service user's needs and to ensure that those needs are met.

Each resident's care plan will be reviewed 6 weeks after admission at a meeting involving the service user, if appropriate, relatives and staff. This will provide an opportunity to review the care package.

(cont on page 4)

What can Viewforth House offer (cont.)?

The quality of care provided is reviewed through the process of care mapping. This is an objective assessment which identifies the well-being of the person receiving care and ensures that their rights are being respected. Care-mapping is accessed through the Dementia Care Manager.

Service users and their family will have right of access to their care plan and other social care records about themselves.

Viewforth House is managed by a Unit Manager and 3 Senior Social Care Workers. There is a full team of experienced Social Care Workers dedicated to meeting residents needs. Three Social Care Workers are on duty throughout the night. The need for privacy is always respected but residents are also welcomed into the group setting and staff endeavour to provide a homely environment.

Although the main meal of the day is prepared for serving at about 1230 there are no set mealtimes at Viewforth House. Each resident may choose when they wish to take a meal. The small kitchenettes are stocked with easily prepared snacks as alternatives to the choice offered on the menu.

Religious needs are met on an individual basis and a church service is held weekly in the function room.

What can Viewforth House offer (cont.)?

The Day Care unit is operated by one Senior Social Care Worker and two Social Care Workers.

All aspects of care will be provided in accordance with the National Care Standards. This will be made available to residents on admission.

The Care at Home service is managed from the unit by 1 Senior Social Care Worker and a team of 12 Social Care Workers.

How do people access this service?

Residence at Viewforth House may be offered to people with a diagnosis of dementia, who can no longer manage with support in their own homes and have been assessed as requiring specialist residential care.

If you feel you or someone you care for would require Day Care, Care at Home or Respite services from Viewforth, you should contact the Manager or a Senior Social Care Worker in the first instance by calling the phone number on the back page of this leaflet. They will assist you to complete an Understanding You form as part of the With You For You process.

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