

Telephone Numbers

Nordalea
Baltasound
Unst
Shetland ZE2 9DX
Telephone: 01595 745870
Fax: 01957 745871

Nordalea Day Services: Tel. 01595 745870
Nordalea Care at Home: Tel. 01595 745890

Social Care
Education and Social Care Department
92 St Olaf Street
Lerwick
Shetland ZE1 0ES
Telephone: 01595 744400

If you need assistance outwith office hours:
Telephone: 01595 695611

Care Commission
2nd Floor
Charlotte House
Commercial Road
Lerwick
Shetland ZE1 0HF
Telephone: 01595 696661

Nordalea Unst



What is Nordalea?

Nordalea is a Resource Centre for adults.

The Centre is purpose built and can accommodate up to 7 residents - with one double room and the remainder single rooms. Each room has en-suite toilet, shower and wash hand basin. There is a small lounge in the residential area of the building and a large lounge, dining room and conservatory that are available to anyone using the Centre.

Friends and family are made welcome in the Centre at any time.

Day services are open 2 days a week (Monday and Wednesday) and can accommodate 12 service users each day.

Decoration and furnishings are chosen in consultation with residents. New residents are encouraged to bring their own items of furniture and personal belongings into their room.

Complaints

Nordalea has a procedure to deal with any complaints you might have. This policy follows the guidelines laid down by the Care Commission and states clearly who to complain to and the length of time taken to respond to and deal with your concerns.

Financial Aspects

Charges for residence and day services are subject to annual review by Shetland Islands Council and are in line with national regulations set by the Scottish Government.

All charges are based on a full financial assessment carried out by an approved officer. A leaflet showing current charges is available and can be obtained from any Social Care office or residential home.

Where is Nordalea?

Nordalea is situated in Baltasound, with scenic views to the Keen of Hamar and Balti Isle.

Who does it provide a service for?

Nordalea currently provides long term residential care, short term or respite care, intensive community support at home and day services to any adult who has undergone an assessment.

There is also a multi purpose room which can be used by community groups.

What can Nordalea offer?

All residents are cared for to a very high standard, taking into account their individual needs. Those needs will be reflected in a personal care plan that puts the resident at the centre of care, giving them choice, respecting their privacy and maintaining their legal rights. This care plan will be reviewed after 6 weeks and thereafter 6 monthly or more frequently if required. The resident and if needed their family/representative will be involved in this review. Residents have a right of access to their care plan and other Social Care records about themselves.

Residents are encouraged to maintain their independence and existing skills and are encouraged to enhance and improve contacts with the wider community. To assist with this, Nordalea has an active community involvement with musical evenings, bus trips and visitors are actively encouraged at all times.

Nordalea is close to local facilities such as the Health Centre, Leisure Centre, Church, local hall, Post Office and shop. The mobile library also visits regularly.

How do people access the service?

If you need support in your everyday life to maintain a healthy, active and independent lifestyle you can contact your local services directly - the Shetland Community Health and Care Partnership contact details are in the front of the Shetland Directory.

Or ask directly at Nordalea, where the staff will start the 'With YOU For YOU' process to ensure you receive appropriate help and guidance.
Tel: 01595 745870

Or you can contact the Customer Services Centre: Tel: 01595 808080

Further information is available in the 'With YOU For YOU' leaflet and on the Shetland Islands Council website:
<http://www.shetland.gov.uk/socialwork-health/>
and click on the 'With YOU For YOU' link on the menu.

What about Day Services?

Day services can accommodate up to 12 places and offers a variety of activities both individual and group based. The centre has its own lounge and kitchen areas.

Transport to and from the centre is available to day service users and can accommodate wheelchair users.

What can Nordalea offer cont?

Religious needs are met on an individual basis.

Residents are encouraged to benefit from residential living but privacy is respected at all times.

The needs of our residents are supported by a highly trained staff team. We work closely with the local health care team including local G.P.'s and Community Nurses and other specialist services such as Chiropody, Macmillan nurses, etc.

A full meals service is offered with a wide choice to meet your needs. Individual choice on meal times and menu will be accommodated wherever possible. Residents are asked regularly about any changes to menus they would like and any special diets can be met.

Who will help me once I am resident?

The staff are there to make sure that Nordalea is your home and that your stay is comfortable, safe and your rights are respected.

Nordalea has a Unit Manager, who will ensure, along with the rest of the staff, that your needs are assessed regularly and action is taken to ensure your care is of the highest standard.

The home operates a key worker system, which means you will be allocated a member of staff who will ensure that you are involved in all aspects of your care and who will pay particular attention to your individual needs ensuring these are met.

What are the rules?

Nordalea tries to keep rules to a minimum as it is the residents' home, however we do need to observe some health and safety rules for the benefit of all. A no smoking policy is in place, however there is a designated smoking area for residents only, this is to reduce the risk of fire and to make the environment as comfortable as possible for the non smoking residents and visitors.

Residents are encouraged to self-medicate but we can administer all medication if needed and we will store medicines in a locked cupboard for safety.

You will also be assessed for any assistance you may require from care staff with mobility etc.

We encourage visitors to come as often as they like.

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 Unit Manager to discuss its needs and how it may be accommodated safely.