

Telephone Numbers

North Haven

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Social Care

Education and Social Care Department

92 St Olaf Street

Lerwick

Shetland ZE1 0ES

Telephone: 01595 744400

Fax: 01595 744436

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

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NORTH HAVEN

Brae



Social Care
Education and Social Care Department
Shetland Islands Council



What is North Haven?

North Haven is a Resource Centre for adults.

The Centre is purpose-built with fifteen en-suite bedrooms, of which thirteen have showers . There are two lounges, one joined to the dining room, the other is the designated smoking area for residents.

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

The day care unit is open 4 days a week, Monday to Thursday, and can accommodate 8 clients 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

North Haven has a procedure to deal with any complaints you 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 care 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 North Haven?

North Haven is situated in the centre of Brae in the North Mainland at the head of Busta Voe and next to the Health Centre.

Who does it provide a service for?

North Haven 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.

What can North Haven 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, North Haven has an active community involvement with musical evenings, bus trips and actively encourages visitors at all times.

North Haven is close to local facilities such as the Health Centre, Leisure Centre, Church, Post Office, local hall and shop. The mobile library calls at the Centre and the mobile bank visits on request.

Religious needs are met on an individual basis.

How do people access the service?

Referral is through an assessment. You can start this process off by directly asking for an assessment from the Social Care team based at 92 St Olaf Street, Lerwick - telephone 01595 744400, who will put you in touch with the duty Social Worker; or your health care team through health centre or nursing services.

Or ask directly at North Haven, where the staff will ensure a referral for assessment is made for you.



What about Day Care?

The day care centre can accommodate up to 8 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 care users and can accommodate wheelchair users.



What can North Haven offer? (cont)

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 North Haven is your home and that your stay is comfortable, safe and your rights are respected.

North Haven 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?

North Haven 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 medicine will be stored 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.