

The Service Users' Guide

'Glengariff' - 59, Moss Lane, Pinner.

This guide is intended to provide prospective residents and their families and friends with the information they need to help them have a clear understanding of the services and facilities available at Glengariff. The guide will enlarge on the information provided in our brochure, the Proprietor / Manager is happy to discuss any issues either verbally or in person.

Glengariff is a Residential Home located in a quiet old part of Pinner, it has been family owned and run for over forty years, the owners, management and staff wish to provide a warm and homely environment whilst making every effort to meet the individual needs of the elderly residents. The home can accommodate 16 residents of generally medium to high dependency that do not have serious mobility problems.

All single rooms.

All rooms are comfortably furnished with T.V. point, phone point, an alarm call bell and a wash hand basin.

Own furniture welcome, the management is happy to put up shelves etc. In order that a room may be personalised as much as is wished, unfortunately we cannot accept any electrical items into the home unless they can be proved to be less than one year old or have been PAT tested. For residents who may not initially accommodate their 'ideal' room, the management is happy to store where possible items of furniture etc. until a more suitable room becomes available. Existing residents are always given first refusal on any room which becomes vacant.

Glengariff has a lift and the home is accessible for visitors who use a wheelchair.

There is 24hour staff in attendance, the home enjoys a stable staff group, which most importantly provides experience and continuity of care for the residents at Glengariff. Staff hold qualifications in NVQ Level 2, 3 and 4, Basic First Aid, Moving and Handling, Food Hygiene, Infection Control, Dementia Awareness, Preventing Abuse, the Safe Handling of Medicines and Fire Safety.

High quality home cooked meals, alternative diets can be catered for.

There are regular social events and activities..

There is ample parking, cars parked at owner's risk.

All personal laundry is done on the premises.

Visiting doctors, hairdressers, chiropodists, movement to music therapist, massage therapist and an activities co-ordinator.

The management and staff will do their best to enable residents to maintain contacts with outside clubs / groups etc. and to ensure that existing relations with families and friends are fully supported.

As a Residential Home we can not provide any nursing care, however the home receives excellent care and support from The Residential District Nursing Team who work only in residential homes.

Glengariff admits residents for permanent, respite and convalescence care. The management will always do their best to provide flexibility with regard to the length of stay required for those wanting respite or convalescence accommodation.

Glengariff accepts residents who are to be privately funded and arrange their placement independently and residents who are referred and to be funded by social services, for those boroughs who do not meet the fees the proprietor would be looking for a third party 'top up'.

Once a prospective resident has decided that they would like to be at Glengariff the Manager will undertake an assessment. This can take place in the home, at the prospective residents current address or if necessary hospital. Every effort is made to keep this process as dignified and informal as possible, information of the care needs will be gathered from the prospective resident, their family, friend and if necessary any health care professionals.

The current weekly fee level at Glengariff is £550.

Fees are payable four weeks in advance a standing order can be set up.

All residents will be provided with a contract on admission to the home.

This guide also provides on request a copy of :

The Complaints Procedure

The Home's Contract

The most recent Inspection Report

Qualification and experience of the registered provider and manager

Statement of Purpose

The inspection body relating to our business is the :

Commission for Social Care Inspection - CSCI

Aspect Gate

166 College Road

Harrow

HA1 1BH

Tel: 020 8420 0100