



Directorate of Social Services

Tŷ Clyd

Residential Home

Heol Fargoed
Bargoed
CF81 8PP

Tel: 01443 875553

Fax: 01443 879993





Lounge



Dining Room



Bedroom

WELCOME TO TY CLYD

This leaflet is a brief introduction to Ty Clyd. It may not answer all your questions, so please do not hesitate to contact us if you have any queries.

We hope to make your stay as pleasant as possible and that you find this booklet informative and helpful.

COMING TO LIVE AT TY CLYD

Ty Clyd provides care for people with needs associated with increasing age. The home also offers short term respite breaks, however, nursing care is not provided. Before you come to the home, a person called a Care Manager will have talked to you and your family about your needs.

Where possible the manager of Ty Clyd (or a representative) will visit you before you come to live here. If you are interested in making this your home, you will have the opportunity to spend the day with us.

After your admission, your care will be monitored at the home on a monthly basis and annual reviews will be arranged by a Care Manager. If there are significant changes then a Care Plan review will be arranged earlier with the Care Manager, resulting in a possible reassessment of need.

STAFF

Independence, dignity and rights of privacy are promoted at all times.

A key worker will have particular responsibilities towards you. During your first few weeks they will help you settle in, will ask you and your family about the things you can do for yourself, what you need help with and about your likes and dislikes. Your key worker will put these details on to a service plan to ensure that other members of staff know your needs and preferences in order to give you consistent care. Wherever possible, you will be able to choose whether you want a male or female key worker.

Care staff will work with you to support and assist you with personal care tasks, such as bathing and taking care of your laundry. They will also be a point of contact for your family and friends.

We, at Ty Clyd are active in pursuing National Vocational Qualifications and attend various training courses on Health and Safety and quality care issues.

ASSESSMENT BEDS AT TY CLYD

The aim of the service is to enable service users to return to their own homes following a stay in hospital or individuals experiencing difficulties at home. It allows a period of assessment to determine what care needs a service user may have and what support can be offered to enable the service user to remain living in the community or to give a period of time before making a decision on long

term care. The aim is for service users to regain confidence and skills to achieve their ambition to return home. Relatives equally need this time and support to regain confidence which enables them to support their relative.

The assessment beds can be accessed for a period as short as a few days up to 6 weeks.

We have had extremely positive outcomes for service users who have accessed this service at Ty Clyd. Service users have benefited enormously by us providing support to developed skills and confidence to enable them to make a decision about their future.

THE BUILDING

Ty Clyd is a 30 bedded residential home, providing accommodation for long and short stays. It is a single storey building set on the outskirts of Bargoed, overlooking the Rhymney Valley from an elevated position.

The home is surrounded by well kept gardens and has an enclosed patio area.

Emergency call points are situated throughout the building.

BEDROOMS

Each bedroom is fully furnished and decorated with a built in wardrobe, washing facilities and a lockable drawer. Keepsakes, pictures and small items of furniture are welcomed to personalise your room and you may have your own TV or private phone line (you will be responsible for the cost of an aerial or telephone line).

LOUNGES

There are a number of lounges, which are comfortably furnished giving a homely and welcoming environment.

Each lounge has a TV, DVD player/video. One lounge is fitted with a "loop system" for the benefit of people with hearing difficulties. There is also a lounge available for family and friends to use or if preferred, residents may use their bedrooms to receive visitors. We ask that these are used in consideration of other residents sitting in the communal lounge area.

CATERING

All meals are prepared in our fully modernised kitchen. Menu plans are varied and choices are offered at all main meals. Special diets can be catered for (e.g. diabetic, low fat, low salt, etc.).

BATHROOMS

Toilets and bathrooms can be found throughout the building. Hoists are available in all bathrooms and toilets are fitted with aids to maximise independence, a shower is also available.

HAIRDRESSER

We have a hairdressing salon and a hairdresser calls regularly. The cost is very reasonable but you can arrange for your own hairdresser to call or ask your family to style your hair if you prefer.

HEALTH CARE SERVICES

You will be encouraged to keep your own doctor but arrangements would be made for you to see a local doctor if you are not from the area. If you are not able to attend the surgery, you can ask them to visit you here. The District Nurses also visit when needed.

If you are not able to visit your own chiropodist, dentist or optician, you can ask them to visit you here. If you have an appointment at the hospital, we would encourage your family and/or friends to accompany you in the first instance, however, we can help to arrange transport and provide an escort if family and friends cannot be there.

A Monitored Dosage System will be used for your medication, however, if you choose to manage your own medication, this can be discussed on admission.

FAMILY/SOCIAL AND COMMUNITY CONTACTS

We will support you to maintain contact with your family, friends and any organisation of which you may be a member. Relatives and friends are welcome to visit you at anytime but we do ask that meal times are observed and that you let us know if you go out and when you return. We also ask that visitors sign in and out of the guest book.

There is a residents'/carers' committee who meet on a regular basis to discuss matters within the home. The committee also organise events to raise funds for entertainment in the home and for outings. A range of social activities are available for those who wish to participate.

There is a pay phone in the front entrance hall.

FINANCES

You will be required to make a weekly contribution towards the cost of your stay. The amount will depend on your financial assessment and you will be informed of the level of your contribution before your admission. The amount will be reviewed annually to ensure it remains affordable to you.

You will be entitled to receive a weekly Personal Allowance provided by either the Local Authority or your family, depending on who manages your finances.

COMPLAINTS

If you or your family and friends feel that the service has let you down, please tell us so that we can try to resolve the problem.

If you remain unhappy (or if we are unable to help you) there are a number of options available to you.

The Directorate of Social Services operate the "Listening and Learning procedure" for complaints. There is a leaflet explaining this at

the home, or you can contact Social Services direct on freephone **0800 328 4061** who will go through the procedure with you. You can also e-mail socialservices@caerphilly.gov.uk.

You can also contact the Care and Social Services Inspectorate Wales (CSSIW) on **01495 761200** or e-mail **CSSIW@wales.gsi.gov.uk**.

Alternatively, you can contact the Local Ombudsman on **01656 641150** or e-mail **ask@ombudsman-wales.org.uk**.

GENERAL INFORMATION

Keeping of pets can be discussed on an individual basis, unfortunately, larger pets (dogs and cats) cannot be catered for but the keeping of smaller pets (small birds and fish) can be considered on an individual basis and in consultation with other residents.

Smoking is only permitted in designated areas.

Whether you visit for a short break or for long-term care, we will aim to make your stay as comfortable as possible.

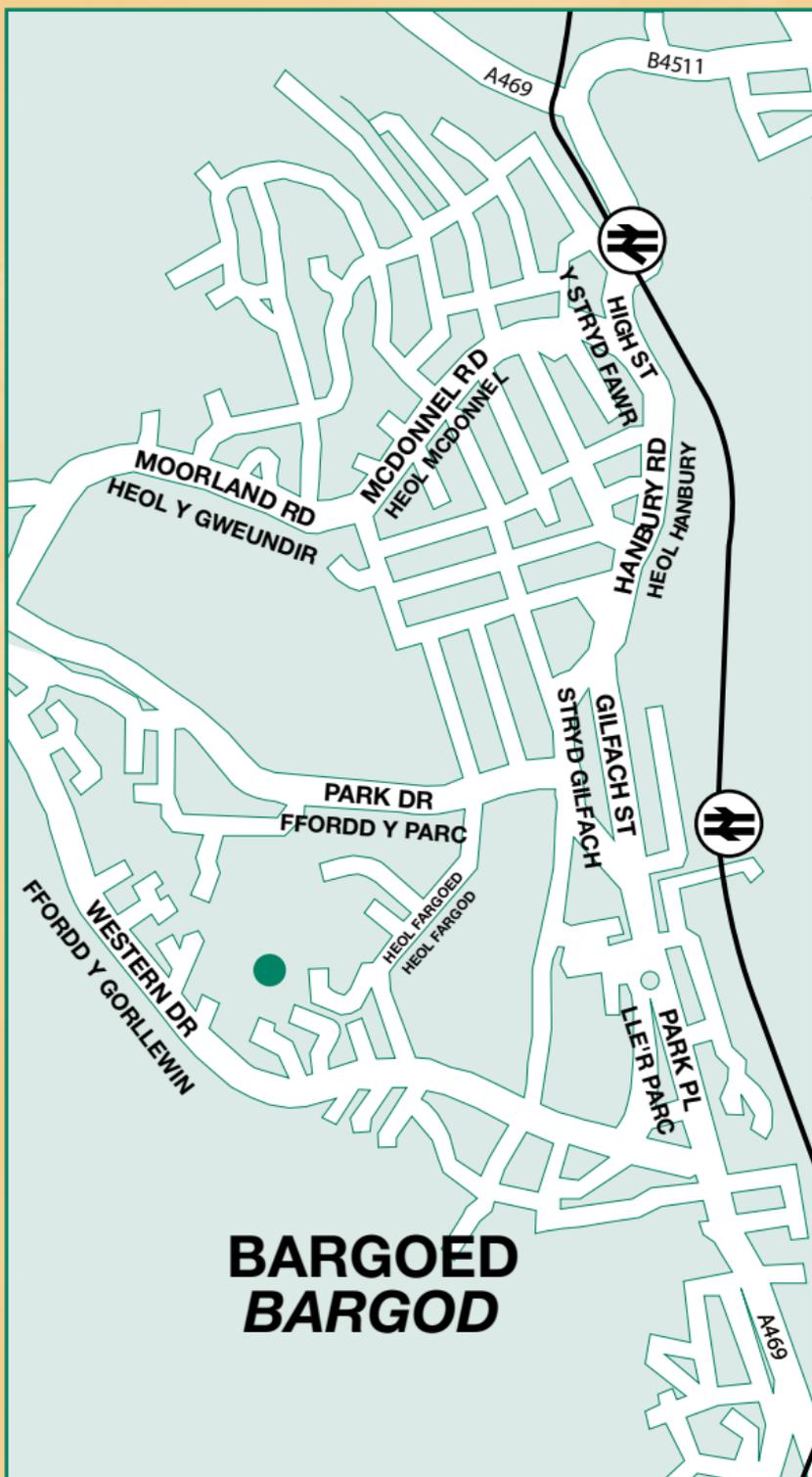
If you would like further information from Social Services, please contact the Adult Services Duty and Information Team (ASDIT) on:

Tel: 0808 100 2500
Minicom: 01443 873626
e-mail: asdit@caerphilly.gov.uk

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Canolfan Preswyl Tŷ Clyd

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