



Directorate of Social Services

Castle View

Residential Home

Claude Road
Denscombe
Caerphilly
CF83 1UZ

Tel: 029 2085 2554

Fax: 029 2086 0046



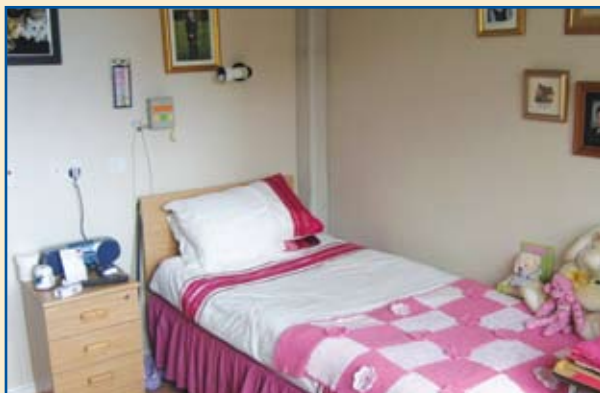
Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.
This document is available in Welsh, and in other languages and formats on request.



Lounge



Dining Room



Bedroom

WELCOME TO CASTLE VIEW

This leaflet is a brief introduction to Castle View. 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 CASTLE VIEW

Castle View provides care for older people with needs associated with increasing age. 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 Castle View (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 Castle View are active in pursuing National Vocational Qualifications and attend various training courses on Health and Safety and quality care issues.

THE BUILDING

Castle View is a 28 bedded residential home, providing accommodation for long and short stays. It is a two storey building situated near Caerphilly town centre and is within walking distance of the town, bus and train stations. There are quiet gardens to the side and rear of the home.

Emergency call points can be found throughout the building.

BEDROOMS

Most of the bedrooms are single, however, double rooms are available if you have difficulty with your mobility.

LOUNGES

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

Each lounge has a TV, DVD player/video and stereo equipment. 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 would ask that these are used in consideration of other residents sitting in the communal lounge area.

CATERING

A small dining room upstairs is used for residents who need or prefer a smaller and quieter area in which to dine, as well as providing support to those who require more assistance.

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 on both floors. Hoists are available in all bathrooms and toilets are fitted with aids to maximise independence. There is a shower available on the ground floor.

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 chiroprapist, 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.

VISITORS CENTRE

There is a visitors centre available for families and friends, which comprises of a lounge and a kitchen with coffee/tea making facilities. A double bedroom is also available where visitors can stay if their relative becomes ill and they want to remain close.

Families and friends are asked to use this facility (or the residents bedroom) when visiting so that the other residents' enjoyment of TV, etc. is not disturbed during these times.

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 would 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** or 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 a 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.

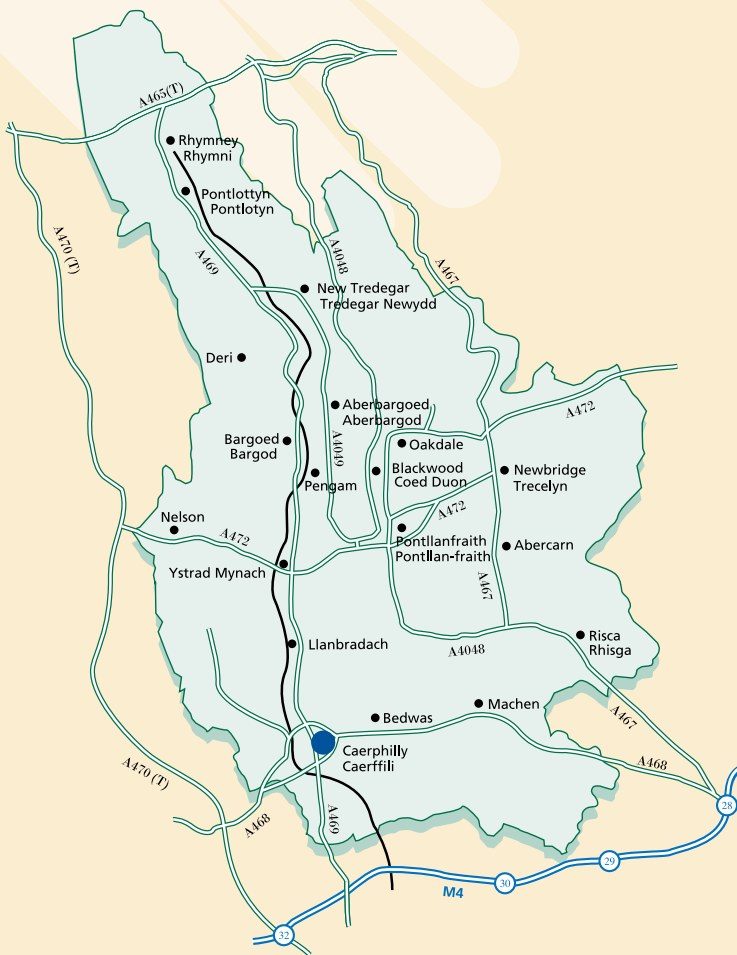
If you would like further information from Social Services, please contact the Adult Services Duty and Information Team (ASDIT) on :

Tel: 0808 100 2500

Minicom: 01443 873626

e-mail: asdit@caerphilly.gov.uk

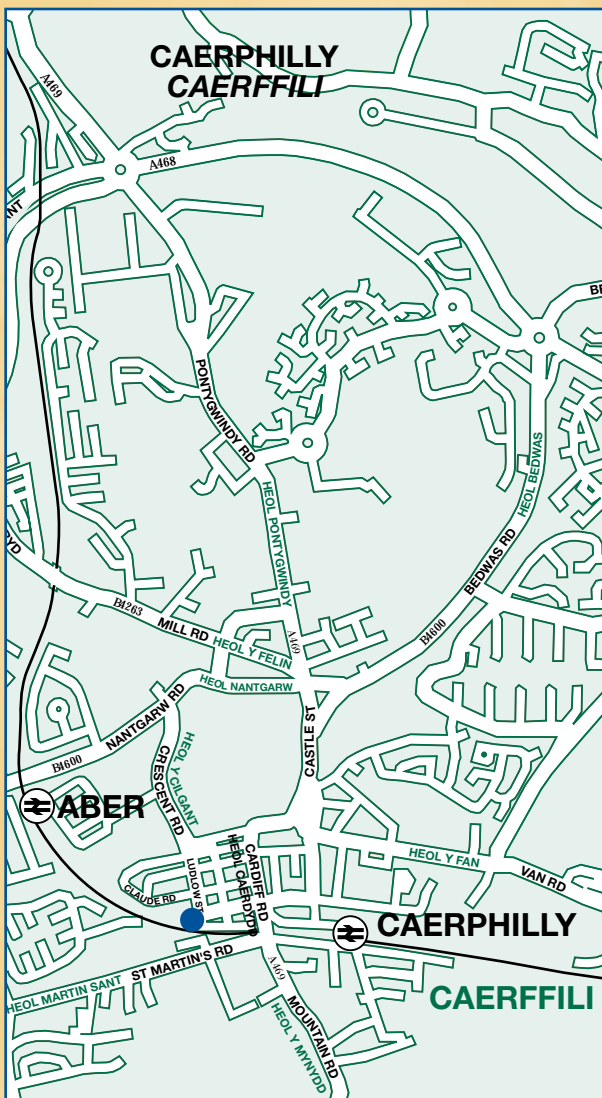
Caerphilly County Borough



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