



Directorate of Social Services

Tŷ Iscoed

Residential Home

Woodland Drive
Newbridge
Risca
NP11 5FQ

Tel: 01495 243189

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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 TY ISCOED

This leaflet is a brief introduction to Ty Iscoed. 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 ISCOED

Ty Iscoed provides accommodation for people with needs associated with increasing age. The home also provides care for older people with dementia and other associated illnesses, 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 Iscoed (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 friends and family.

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

THE BUILDING

Ty Iscoed is a 30 bedded residential home, providing accommodation for long and short stays. It is set off the main A467 road between Newbridge and Crumlin, near the Panside Estate. We are not far from the village of Newbridge and there is a frequent bus service which stops by the home.

The building is split level with lifts for easy access and is surrounded by well maintained gardens.

Emergency call points can be found throughout the building.

BEDROOMS

Each bedroom is fully furnished and decorated with a built in wardrobe, washing facilities and a small safe. 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 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

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. There are two baths with electric rising seats and toilets are fitted with aids to maximise independence. There is a shower available on the first 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 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 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 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 Iscoed

Ffordd y Coetir, Trecelyn,
Rhisga NP11 5FQ