

## Health Care

Service users are encouraged to keep their own GP but arrangements can be made for those coming from outside the area to see a local Doctor.

A nurse visits when needed. You can continue to use your own chiropodist, dentist or optician. If you have an appointment at the Hospital, we will assist in arranging transport and provide an escort, when your family or friends cannot come with you.

## Medication

Medication is ordered and dispensed by the Home. Some people chose to continue to manage their own medication. This is a matter of preference and can be discussed on admission. All medication must be received in the original packaging on admission.

## Family, Social & Community Contacts

We support service users in maintaining contact with family, friends and any organisations. Relatives and friends are welcome to visit at any time, but we do ask that meal times are observed and that you let us know if you go out and when you return. We request that visitors sign in and out of the visitors' book and visit you in your own room.

Service user meetings are held in which you may choose to be actively involved. These meetings are to discuss any issues regarding the day to day running of the Home. A choice of social activities are offered for those who wish to participate. We welcome new ideas and suggestions.

There is a hairdressing salon (cost is met by the individual). If your own hairdresser wishes to use the salon they are welcome.

## Catering

The main midday meal is prepared in our kitchen, the rest of the meals are prepared on the units. Menu plans are varied and choices are offered at mealtimes.

Special diets can be catered for (e.g. diabetic, low fat, low salt, cultural requirements)

Mealtimes are as follows:

Breakfast 8.00am - 10.00am

Lunch 12.30pm - 1.30pm

Tea 4.00pm - 5.00pm

Supper 7.00pm - 8.00pm

Drinks and snacks are available at anytime.

## Finances

You will be required to make weekly contributions 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.

You will have the choice of holding and managing your own finances.

## General Information

The keeping of pets can be discussed on an individual basis and in consultation with other service users.

Smoking is only permitted in a designated smoking room. All family and friends must refrain from smoking inside and outside the building whilst visiting.

We will aim to make your stay as comfortable as possible. If you, your family or carers feel that the service has let you down, there is a complaints procedure which can be used. A copy of this will be given to you when you move into the Home.

**If you would like this information in another language or format, please contact the Social Services Public Information Officer on 01633 656656 or email: [swhinfo@newport.gov.uk](mailto:swhinfo@newport.gov.uk)**



# Hillside Resource Centre



Services and Facilities

## Welcome to Hillside Resource Centre

The following information is a brief introduction about Hillside. If this booklet does not answer all of your questions please do not hesitate to contact us with any queries. We wish to make your stay as pleasant as possible.

## The Building

Hillside is a 24 bedded residential home providing accommodation divided into two units. One unit for long stay for 13 frail older people and 1 bed for respite care. The other unit provides long stay accommodation for 10 people with Dementia. It has a Day Centre attached. It is quietly situated in the Gaer, close to the amenities such as local shops, Chemist and Chiropody clinic. A regular bus service runs to Newport Town Centre.

The Home is surrounded by well kept gardens including patio areas with a summer house, greenhouse and a potting shed for the keen gardener. It has plenty of seating to just relax and enjoy the views of the river Severn on a clear day. The Home has two floors and the upstairs can be accessed by stairs or lift. All exit doors are alarmed to ensure safety of service users.

## Bedrooms

Each bedroom offers privacy with en-suite facilities. They are fully furnished to a high standard. There are lockable doors and drawers to keep valuables or medication with keys available. Keepsakes, pictures and small items of furniture are welcomed to personalise your room and you may wish to have your own television or private phone line (you will be responsible for the cost of the telephone line). Please note all electrical equipment and items of furniture will need to meet British Safety Standards. Tea making facilities can be provided for your bedroom if it is felt that you are able and safe to use them.

## Lounges

Each unit has a separate lounge/dining area and a fully

fitted kitchen where breakfast is prepared and light snacks may be made. Each lounge has a television, video, DVD and stereo equipment. Both lounges are fitted with a 'loop system' for the benefit of people with hearing problems. Both lounges have conservatory areas to enjoy the view.

## Bathrooms and Toilets

Each unit has its own bathroom which has specialist equipment to promote independence. There are toilets situated throughout the building which are fitted with aids to maximise independence. There are shower facilities on both floors. Emergency call points are situated throughout the building.

## Coming to live at Hillside

Hillside provides care for older people with Dementia or other associated illnesses. Nursing care is not provided, but before you come to the home a person called the Care Manager will have talked to you and your family about your needs.

Someone from Hillside will visit you before you come to live here. If you are interested in making this your home you are invited to spend the day, then a few weeks with us to decide if Hillside is to your liking. Trial visits are encouraged.



After admission the Care Manager will carry out reviews to see that your needs are being met in the Home. If your needs change or you want to talk about them, we can arrange for your service plan to be reviewed and updated as necessary.

## Staff

Independence, dignity and rights to privacy will be promoted at all times. There is a key worker system in place in the home.

This staff member has particular responsibilities towards you. They will help you settle in and will discuss your plan of care.

Wherever possible, you will be able to choose whether you want a male or female key worker.

Care Staff will assist with personal care tasks such as bathing and see that your laundry is done. They will also be a point of contact for your friends and family.

The majority of staff at Hillside are qualified through the National Vocational Qualifications process. They all attend various training courses ensuring knowledge of Health and Safety and quality care issues.

We expect for staff to be treated with the same level of courtesy you would want for yourself.

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