

Sunnydale

Residential Home

Resident's Guide



Welcome to Sunnydale

Sunnydale exists for the benefit of its Resident's. We are a "Home from Home" where you can be assured of safety and comfort

Our objectives are to support you in enjoying life, and maintaining your dignity, independence and individuality

Your Home

Sunnydale is your home, and you are free to enjoy all of it as you wish—with any assistance you may require. As well as your own room, there is plenty of communal space to make use of, including

- ❖ 2 Large Communal day rooms, with plenty of comfortable seating that face on to the front garden. One lounge has a large TV with DVD with a large seated area; the other has a music room to the rear and a quiet area to the front with facilities to allow you to play your favourite CD's.
- ❖ There is a designated smoking area in the conservatory at the front of the building.
- ❖ On the ground floor there is a large dining room, and a smaller dining room which doubles as a breakfast room. There is a further small dining room on the 1st floor that also has a lounge area with a TV and Stereo.
- ❖ Tea and coffee making facilities can be provided if requested.

- ❖ There is a small garden with patio that accommodates a seating area in the summer, and garden facilities are available for those who enjoy gardening.

- ❖ Each room has a telephone point to allow you to maintain contact with your family and friends. The carer in charge of the shift can be contacted by dialling 224.

- ❖ We also have a call system so you will be able to summon help in an emergency

In addition to TV'S provided in the communal day room and smoking Lounge, it may be your choice to watch your programme in your bedroom therefore all bedrooms are facilitated with TV's and nurse call systems.

Security

The safety and security of both you and the staff at Sunnydale is paramount. You are free to come and go as you wish. We just that you inform a member of staff when you go out, and if possible let staff know approximate time of return, this is purely in the interest of security and fire safety.

Management of personal monies

Although a lockable facility is available to you in your bedroom, we ask that you do not keep sizeable amounts of cash in your room. The manager (Mrs. Julie Clarke) will hold small amounts of money and keep an account on your behalf, or, for more substantial sums, it is preferable for a relative or person with power of attorney to look after your finances

Complaints

The management and staff of Sunnydale sincerely hope you never have cause for complaint. However, it is policy to view complaints as an opportunity to learn, adapt and provide better services. Whatever the issue, please speak out if you want to make a complaint.

Talk to a senior member of staff as most issues can usually be sorted out. However, if you wish you talk to the Manager, who will respond to your complaint as soon as possible.

If a complaint cannot be resolved internally, please contact Mrs S Wadsworth at the Registration and Inspections Unit, Reayrt Carnane, Westmoreland Road, Douglas IM1 4QA, Tel----01624 642423

You can of course at any time get a relative or friend to act for you, but it must be clear they are acting with your permission, ideally given in writing.

Activities and Participation

There are a huge range of organised activities, which take place most afternoons during the week which you are welcome to take part in. These include Beetle Drive, Hockey, Thoughts and Crosses, Olympic Games, quizzes, Basketball Hop Scotch Giant Snakes and Ladders, floor Ludo to name but a very small selection of the activities we offer. We also have visits from entertainers. Our Activities Programme grows on a daily basis and takes place immediately after lunch in the music lounge.

We organise coach tours which you are invited to go last year we went for afternoon tea at Niarbyl, to see the King and I at the Gaiety and Christmas Lunch at Dalby church Hall to name but a few.

Forthcoming events are announced on the notice board (along with photographs and reports or recent events) Make sure staff knows of any help you need to pursue your hobbies.

There is a large area to the rear of the quiet lounge where you will find lots of jig saws, books and music tapes and CDs for you to enjoy.

Religious Observance

Sunnydale respects all religious convictions. If you wish to attend a religious service, or to receive a visit from a representative of your faith, this can be arranged, please let a member of staff know your wishes. We have the Vicar from St Thomas' visit the Home on the last Friday in the month to administer Holy Communion to anyone who wishes to attend the service

Privacy and Dignity

You have a right to respect, and it is Sunnydale's policy to treat you accordingly. If you feel that your privacy or dignity is being compromised, this is the basis for complaint, please do not hesitate to bring this to the attention of the management.

Alternative therapies

We have a hairdresser who visits on Friday each week but she will visit any day if you have a special celebration you wish to attend and would like to have your hair done, please let staff know if you wish to have your hair done. There is a charge for this service which you should pay directly to the hairdresser.

If you wish, your own hairdresser can come here and use the facilities in the hairdresser's room.

The staff at Sunnydale are trained in nail care and are only too happy to provide you with a manicure whenever you wish.

At your service

Your Care Plan

Every resident at Sunnydale has a care plan. Amongst things like your medical history and the name and addresses of your GP and relatives, it also serves as a reminder to the Care Staff of your preferences in general. It gives you a choice in how you wish to be cared for to enable you to be in control. If you want to see your Care plan, to discuss changes, please speak to a member of staff.

Catering

Sunnydale has its own fully equipped kitchen so meals are cooked right here, as good old fashioned home cooking.

Fresh Meat is delivered from our friendly butcher daily. If you have any special diet or any food preferences please let a member of staff know, so you can always enjoy your favourite!

Breakfast is available from 06.00am- to 10.30am Mon-Sun.

Lunch is served at 12:30pm, Tea is served at 5pm, tea drinks and snacks are available at certain times between meals and on request. Staff will let you know what is on the menu each

day, however if you are not happy with the menu please let staff know one hour before meal times and an alternative of your choice can be arranged.

Supper is served at 8pm with a choice of cereals, tea, toast or biscuits.

Birthday's are special and merit a cake baked by our chef.

Laundry

All laundry is carried out by our laundry assistant, as can minor repairs to clothing, however if you have any special requests for your laundry please raise this with a member of staff.

Cleaning

Domestic staff will clean seven days a week all over the home. Your room should receive a thorough clean at least once a week, when even the furniture is moved, as well as the day to day tidy-ups

Fire precautions and Emergencies

Sunnydale meets the most stringent fire safety regulations. There is an integrated fire alarm system, with smoke detectors in every bedroom in addition to smoke or heat detectors, emergency lighting, clearly marked emergency exits, fire doors and alarm call points throughout the building. Every bedroom including yours has a special fire resistant door. You will also find on the back of your door what to do if a fire alarm sounds.

Visitors

Visitors are welcome: you can choose to entertain in the communal areas, or in your own room, as you prefer.

Visitors are welcome to Sunnydale at any time of the day, however if you are expecting visitors to arrive late at night, we ask you let a member of staff know (this is for security reasons only).

PLEASE DO NOT SMOKE IN YOUR BEDROOM.

We have a smoke lounge situated in the front conservatory which has a TV for your comfort and enjoyment. By law all smoking must only be done in this area unless you wish to go outside

All staff receives regular training and practice in fire containment and evacuation procedures, and takes part in fire drills.

There are regular fire drills, which will take place every Wednesday morning at 11am.

Management and staff welcome you to your new home and hope you will be very here at Sunnydale.

If you have any suggestions or wishes you would like to make your life as complete and as comfortable as possible please do not hesitate to come forward and let us know, we will be glad to help.

Your Manager is Mrs. Julie Clarke.