

**ADORN**  
Domiciliary Care Ltd



**EASTFIELD**

*Your Guide to  
Eastfield Mansion House*

**Eastfield Mansion House**  
**Douglas, Isle of Man IM1 4AU**  
**Tel: (01624) 673247**

# *Welcome to Eastfield Mansion House*

Welcome to Eastfield Mansion House, our residential care home in the heart of Douglas. Registered for twenty-two residents, Eastfield is a dedicated facility for elderly members of our community who can no longer live in their own home. Eastfield provides a safe, welcoming environment where residents receive excellent care and are treated with genuine warmth and respect.

Eastfield, which is registered with the Isle of Man Government's Department of Social Care, is counted amongst the Island's premier care homes. It is run by Adorn Domiciliary Care Limited, who have specialised in the provision of high quality residential and homecare services in the Isle of Man since 2002.

Adorn provides comprehensive care solutions which are tailored to individual needs and allow people to maintain the greatest possible measure of independence, security and quality of life. The scope of Adorn's services and facilities reflects our commitment to the Isle of Man community, one which we intend to maintain and build on for a long time to come.

## *Coming to Eastfield*

People stay with us for many different reasons. Some come for a few days of respite care, to give their regular carers a break, while others are seeking to convalesce after a period in hospital, in order to regain full health before returning home. Many more, due to ongoing health issues, make Eastfield their permanent home.

Regardless of the duration or reasons for your stay, you will find a warm, relaxed environment which provides safety and security without compromising your independence.

We understand that moving into a care home, even if only for a brief while, can be an enormous upheaval. We will do everything in our power to make that transition as easy and stress-free as possible, and to help you adjust to your new circumstances. Moving into a home needn't mean relinquishing the activities and lifestyle you enjoy so, while our staff are always on hand to help wherever necessary, we encourage our residents to be as independent as possible and to look forward to the days ahead.

Eastfield is run entirely for the benefit of its residents: our care practices and daily routine have been developed in response to what residents want, and we are always open to requests and suggestions.

## ***Take a Look Around***

Eastfield is a three-storey Victorian mansion house that has been fully refurbished to create light, spacious rooms which are tastefully furnished and designed around our residents' needs.

There are sixteen single rooms, of which eleven have ensuite facilities, and five ensuite double rooms.

The communal areas consist of two lounges, a dining room and two conservatories, while outside, you will find a sheltered garden where residents can enjoy the fresh air and sunshine on fine days.

Eastfield is located on a quiet residential street close to all the amenities of Douglas. Shops, cafes, banks, post offices and bus routes are only a short walk or drive away. Our central location also makes it easy for friends and family to visit at any time.

## ***Your Health and Wellbeing***

Twenty-four hour care is provided by our team of qualified, trained and experienced healthcare assistants.

The care you receive is determined by your individual needs and is regularly assessed, in discussion with you, to make sure that it meets those needs on an ongoing basis.

Each room (including bathrooms) is fitted with call bells and for further safety, each resident has a personal emergency alarm system (this may be a call bell, a pull cord or a pendant alarm), which is extremely simple to operate in case of emergency.

Additional healthcare is easily arranged in whichever way is most convenient for you.

Should you need to see your GP, we can make an appointment either for you to visit the surgery or for the doctor to visit you in the privacy of your room at Eastfield.

We will also organise an appointment and transport if you require dental or hospital treatment and, if you do not have your own optician, you can be seen by the one who makes regular visits to Eastfield.

Our chiropodist visits on a six-weekly basis and we also have a hairdresser who makes regular visits. However, if you prefer for your own hairdresser to visit, we can help you to make your own arrangements

## ***Lifestyle and Activities***

We want you to enjoy as much continuity as possible between your home life and your time at Eastfield; to think of Eastfield, in fact, as your home. You can come and go as you please and receive family and friends whenever you wish.

We encourage you to personalise your space and, as far as possible, keep up with hobbies and pastimes you have always enjoyed. How you spend your time at Eastfield is entirely your choice: at some times, our residents enjoy watching television in the lounge or chatting with fellow guests or visitors, while at others, they may prefer reading or listening to music.

We keep a wide variety of music and books, including large print books, for your enjoyment. If you let us know your favourite authors and titles, we will try to obtain a selection for you; alternatively, we can help you visit the local library or go on your behalf. We can also order the newspapers and magazines of your choice and have them delivered to your room.

Tell us about your interests and we can help support you in pursuing them, as well as suggesting new and interesting ways to spend your leisure time. You will find that we also arrange regular social activities and excursions, which are entirely optional and tailored to suit your individual needs and interests. As with every aspect of life at Eastfield, your input is valuable to us: if you have suggestions for new activities or outings, let us know.

## ***Frequently Asked Questions***

### ***Can I bring my own furniture?***

We will be happy to discuss the feasibility of moving in your own items of furniture. We will accommodate your wishes where possible, space and safety considerations permitting.

### ***Do you allow pets?***

This is something we decide on a discretionary basis in consultation with our Manager. We understand how important it is for people not to be separated from their cherished companion and so will accommodate your wishes where possible.

### ***Will I have a telephone in my room?***

Every one of our residents is entitled to have a personal telephone in their room. You are also more than welcome to bring your mobile phone with you.

### ***When can I have visitors?***

You can naturally have visitors at any time you choose and we are only too happy to make them welcome. If you would like your guests to join you for a meal, simply let us know in advance so that we can cater for them.

### ***Can you cater for my special dietary needs?***

Absolutely. Our catering staff provide home-cooked, nutritious meals every day. If you follow a special diet or have any food intolerances, just let us know. This also applies if you have a favourite dish!

### ***What happens to my laundry?***

We wash and iron all your clothes on the premises. As we handle a large volume of laundry, we do request that your clothing is clearly labelled with your name.

### ***Can I still practice my religion?***

Your faith is an important personal choice which we respect at all times. We can arrange to have a representative of any denomination visit Eastfield or for you to attend a service outside the home.

### ***Can I smoke?***

Smoking is permitted in designated outside areas but not within the building, for health and safety reasons.

### ***How do I vote while staying at Eastfield?***

Should you wish to vote in local or national elections, we will assist you in being registered on the electoral role and making arrangements to vote.

## ***Health, Safety and Legal Information***

### ***Fire Precautions***

To ensure that you will be safe in the event of a fire, our staff make sure that you are familiarised with Eastfield's layout and fire exits, and will also be immediately on hand in the event of a fire alarm.

### ***Insurance***

Our master insurance policy includes cover for our residents' personal effects. We urge you not to bring with you items of great value but if you do so, we advise you to take out additional insurance cover.

## ***Committed to Best Practice***

As part of our commitment to best practice and legislative developments, we ensure that all aspects of our business, including the implementation of the latest health and safety requirements, are integrated into a master policy manual.

We regularly update our management policies and provide comprehensive staff training and assessment, including ongoing personal development programmes. A copy of our Inspection Report, produced by the regulatory authorities, is available on request.

## ***Care Planning***

We understand that our clients' needs are ever-changing. We undertake a thorough, detailed assessment to ensure that we plan for your individual needs and requirements.

Care planning is very much a dialogue: you, as the client, will have considerable input both into the preparation of your plan and any subsequent changes.

You and your advocate will always be consulted prior to any adjustments we might feel necessary and no changes will be made without your full consent.

We appreciate that input from relatives and friends can be helpful but remain equally cognisant of the fact that our commitment is to you – yours is always the final say.

## ***Communication: Talk to Us***

We always want to know exactly what you think of the service we provide at Eastfield Mansion House. Feedback from our clients is what helps us to develop and improve our services for you.

On a day-to-day basis, our staff will take the time to answer any questions or concerns our residents may have.

We regularly seek the opinion of our clients – as well as friends and families – through our Quality Assurance Questionnaires, which help us to ensure we are providing the very best service for you.

All suggestions and recommendations from our residents, families or advocates regarding every aspect of the running of Eastfield are welcome.

The Management is committed to addressing all such input as part of our overall philosophy of quality assurance.

Similarly, if, for any reason, you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible.

We can then take relevant action and put matters right as quickly as we can. We are always listening to you.

## ***Philosophy of Care***

To offer a secure, comfortable and supportive environment whilst providing a high standard of individual mental and physical care, so that each resident may enjoy the greatest possible quality of life.

To ensure that the privacy and dignity of each resident is maintained and respected at all times.

To ensure that each resident's right to personal choice is maintained, in relation to every aspect of their day to day life.

To encourage residents to care for themselves wherever they are willing and able, and to help stimulate and maintain physical and mental activity with this aim in mind.

To ensure that each resident is treated as an individual and that others respect that individuality, irrespective of disability or frailty.

To maintain each resident's right to be consulted over any proposed changes to daily living arrangements and to encourage their participation in making decisions and suggestions.

To ensure that each resident enjoys the benefit of socialising with their community by encouraging them to invite family, friends and acquaintances into our care home.

To maintain each resident's right to have their political and religious views, their sexuality, and their emotional needs accepted and respected.

## ***Complaints and Concerns Procedure***

Residents and their representatives are encouraged to seek advice and information from staff members on matters that they genuinely do not understand. We actively encourage residents to speak up if they are unhappy with any aspect of the service provided.

A complaint received verbally by a member of staff should be acknowledged immediately, recorded in the Complaints Register and action taken to resolve it immediately.

Should a complaint be considered a serious untoward incident, it will be referred immediately to the Manager, who will consider raising the issue and liaising with the relevant authorities.

Accurate records of all complaints will be made and the Inspectors of the Registering Authority are informed of serious matters.

If you should feel that your complaint has not been resolved satisfactorily or you wish to get in touch with the Home's Inspection Unit at any time, you may contact them at:

Registrations and Inspections Unit (Adult Services)  
3-4 Hill Street  
Douglas  
Isle of Man  
IM1 1EF

**Tel: (01624) 642430**

A resident will never be discriminated against for making a complaint.

While it is important for you to know that you can complain and make suggestions, it is also important that you feel happy and comfortable with the quality of life within the Home.

Therefore, compliments are also recorded so that the high standards of Eastfield Mansion House can be managed effectively.

# *Contacts*

If you have any queries or require further information, simply get in touch with us.

We look forward to hearing from you.

The Manager  
Eastfield Mansion House  
Douglas, Isle of Man  
IM1 4AU

**Telephone: (01624) 673247**

The Directors  
Adorn Domiciliary Care Ltd  
The Care Office  
75 Main Road, Onchan  
Isle of Man IM3 1AJ

**Telephone: (01624) 626000**

For further information about Adorn Domiciliary Care Limited  
and the full range of services we provide, visit

[www.adorn.co.im](http://www.adorn.co.im)

mail: [admin@adorn.co.im](mailto:admin@adorn.co.im)