



# Alastair House

EMI Residential Home

Day - Respite - Permanent Care

Specialist EMI & Dementia  
Residential Care Home







# Welcome to **ALASTAIR HOUSE**

“  
*Home is where the Heart is,  
Where Memories are created,  
Friends are always welcome And  
Laughter never ends...*  
”

We are pleased that you have chosen Alastair House, an award winning home which prides on providing the best care. A very warm welcome from everyone here at Alastair House. This information pack contains information about daily life at the house. If you are unsure of anything or have any questions, please do not hesitate to speak to me or any of the care staff. We hope you will enjoy your time here and we will try our very best to ensure you do.





# Here To Make Life Happier

Our well trained staff at Alastair House are deeply committed to providing the best possible care and support to all our residents and their families.

Our compassionate, enthusiastic and dedicated team make a real difference to people's lives.

The team's approach is individual to each resident. They spend time really getting to know each person, to ensure their specific needs are met.

Every staff team member brings their personality to work with them, creating a warm, informal family atmosphere that helps residents and their loved ones feel right at home.



## Adeel Khalid - Responsible Individual

Adeel Khalid is closely involved in the ongoing development of Alastair House, working alongside the management team to support strong leadership and high standards of care. He takes a hands-on approach to oversight, ensuring that systems, practices, and day-to-day decisions reflect both regulatory expectations and the values of the home.

Beyond compliance, Adeel places real importance on openness, trust, and compassion. He believes that a well-run care environment is built not only on policies, but on honest communication, mutual respect, and a genuine commitment to the wellbeing of residents, families, and staff.



## Kelly Jones - Registered Home Manager

Kelly began her career in care at the age of 18 and brings extensive experience across both mental health care and support for older people. She spent 11 years working within mental health care, developing valuable experience and a strong understanding of the importance of patience, compassion, dignity and respect.

Kelly is passionate about person-centred care and believes in getting to know each resident as an individual, including their life history, interests, preferences and experiences. She is committed to supporting residents to maintain their independence, choices and individuality, while ensuring they feel valued, listened to and respected.

Kelly is passionate about building positive relationships with residents, relatives and wider team and creating a caring, supportive environment where residents feel safe, comfortable and at home.





## Zowie - Deputy Manager

Zowie Leech brings over 20 years of experience in the care sector to Alastair House, having supported older people for most of her career alongside several years working with young adults with mental health needs and disabilities. This breadth of experience informs her practical, person-centred approach to care.

She joined Alastair House in February 2023 in a domestic role, where her strong work ethic was quickly recognised. Zowie soon progressed into care, advancing to Senior Care Assistant and later to Deputy Manager.

# Our Accommodation & Facilities

Accommodation at Alastair house is spread over 2 floors, 5 bedrooms and three toilets (two with bath & shower) downstairs and 9 bedrooms (one double bedroom), and two toilets (One bath & shower) upstairs with 15 beds in total. The home prides on provides specialist care for those suffering from Dementia.

On the ground floor, there are two large bright living rooms with several comfortable chairs with two televisions, one is a Smart TV with connectivity to the Wi-Fi, can be used to watch YouTube etc. There are separate sitting areas depending on what you fancy doing; you can watch television or quietly read.

Further along the living room, there is a treatment room used for medical check ups & also for hairdressing & nails. The entire area is bright, colorful & comfortable.

There is a fully fitted stainless steel commercial kitchen, there is a separate room used for dining and daily activities. There is an activity board, which informs the residents which activity is taking place. There is also a television. The room has been furnished with a historical theme.

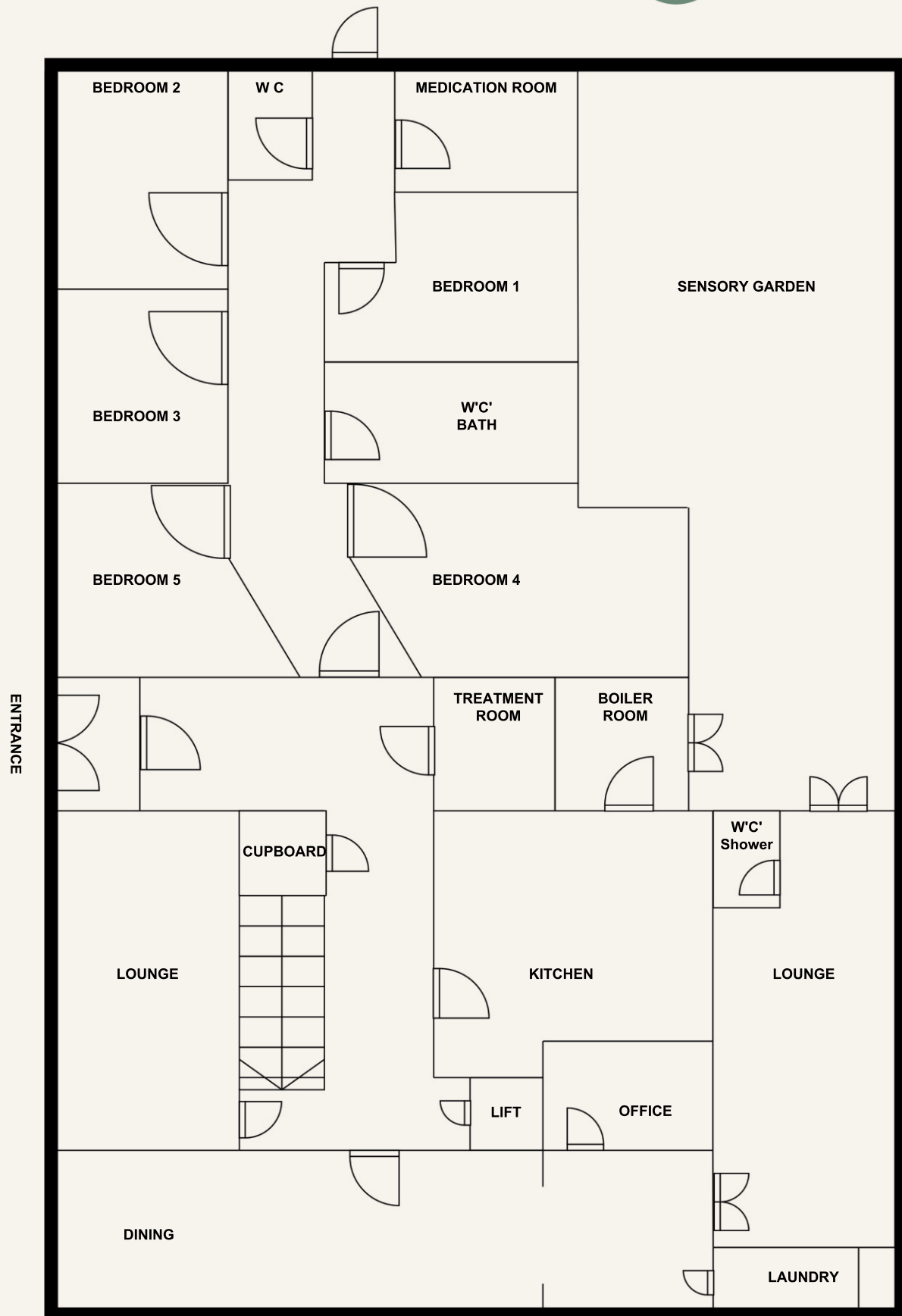




# Ground Floor



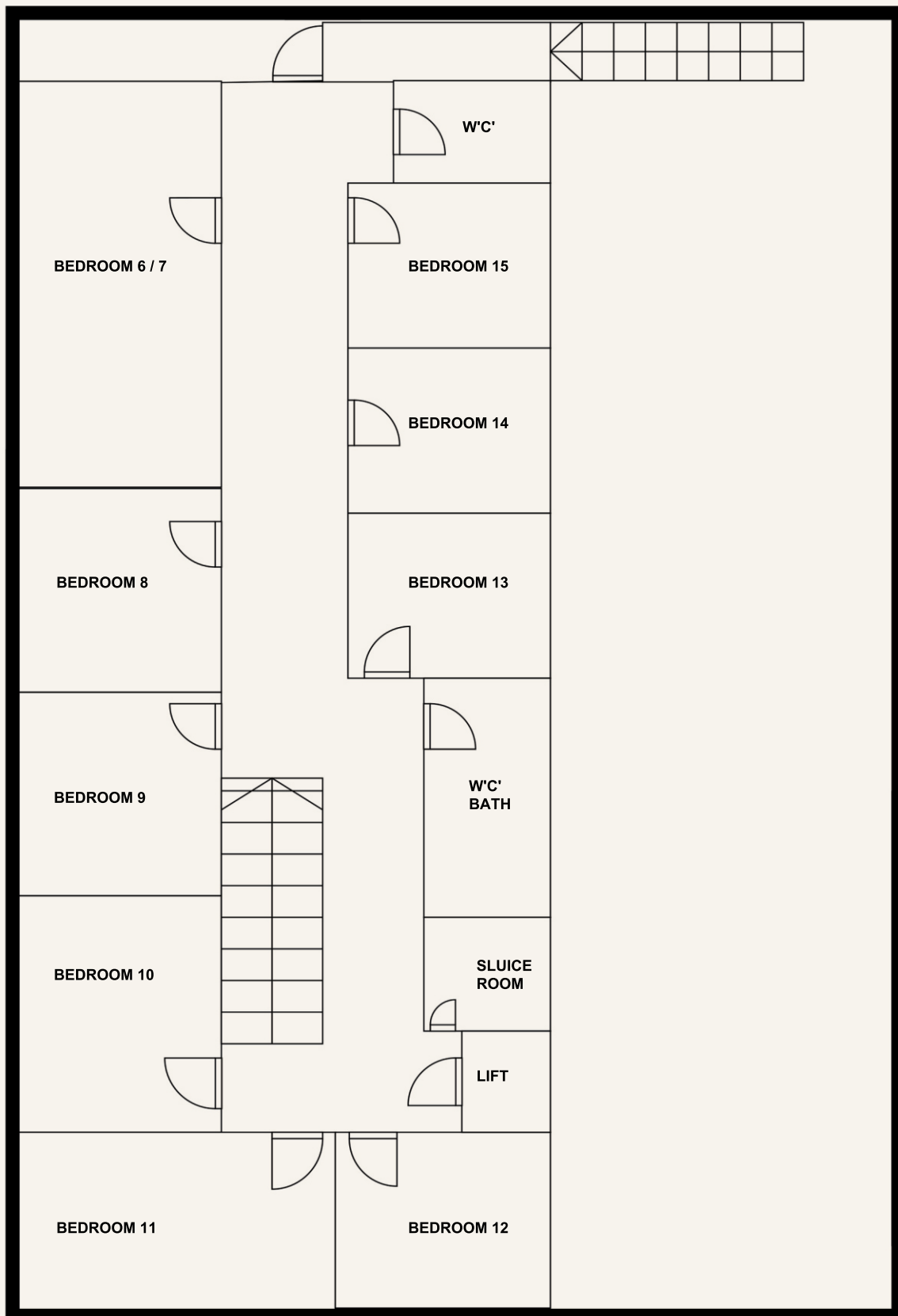
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# 1st Floor



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5BA, United Kingdom



# Your Room

We give you the freedom to furnish the room as you wish, we encourage you to bring your own furniture and personal belongings. All rooms contain a sink and basic furniture, bed cupboard, bedside cabinet and chest of drawers. There is also a frame outside your room which you can fill with photos and other mementos to help distinguish your room.

# Repairs & Concerns

If you have any concerns about your room or need anything replaced or repaired, please let the management team know. Staff will maintain and clean the premises daily.

# Money & Valuables

We have a safe in the home, which is located in the office to keep your personal monies, when you need access, please let the management team know. Also the staff can manage the money on your behalf if you wish.

# Call System

All bedrooms, communal & toilets are fitted with call systems enabling you to call for help from staff at any time. Additionally if required, some rooms are fitted with sensor alarm system, which is automatically activated to prevent injuries and falls especially at bedtime. Also some doors are fitted with alarms to ensure safety of service users at all times.

# Notice Board

There are notice boards on the ground floor. These are used to display information regarding the weather today, activities, and staff on duty etc. They are updated daily, so keep an eye on them. Also, near the entrance there is a photo display of all staff & management at Alastair House.

# Social Areas

There are many areas in the home where you can relax, chat with friends, watch television & take part in activities (some new everyday!). There are two living rooms & dinning/activity room downstairs. Some sitting areas are also available in the rear sensory garden. All areas are tastefully furnished and kept clean & tidy. We want you to feel completely relaxed and at ease.



# Laundry

We have our own laundry in the home. The laundry room is situated on the ground floor next to the living room. We ask all clothing items to be 'tagged' with your name, to ensure items do not get misplaced or lost. We advise you do not bring delicate clothing items, though we will try our best to take care of your belongings. We cannot be responsible for damage to clothing if it is unsuitable for the general laundry service we provide. Dry cleaning can be arranged at an extra cost.

# Clothes, Shoes & Toiletries

Families or next of kin support residents for their clothing and personal shopping needs. Our staff are happy to assist with organising online purchases for supporting residents.

# Hair, Nails & Chiropodist

A hair stylist & manicurist come to the home frequently. Chiropodist comes regularly every six weeks. All treatments take place in the treatment room downstairs, or can be arranged in your own bedroom, if required. Appointments can be made in advance. All treatments are carried out at an additional cost.

# Newspaper & Books

If you would like us to order you a daily newspaper, please let the management know. Also if you like to read books, we have an in house library service, books are changed every three months.

# Phone/Mail/E-mail/Internet

We have a separate phone line in the home for you to communicate with friends and family. Mail delivered in the home addressed to you, will be placed in your room. We can post letters on your behalf. You will have access to Internet and can use e-mails, Skype etc. if you need to. (Staff can assist you to read them if help is needed.)

# Special Events & Outings

At Alastair House we focus on creating a warm, homely atmosphere through regular celebrations and themed activities within the home. Throughout the year we mark occasions such as Easter, St David's Day, summer garden parties, Halloween, Bonfire Night, Christmas, and residents' birthdays with decorations, music, and refreshments.

We also hold seasonal activity weeks, reminiscence sessions, craft activities, baking, and entertainment visits to encourage social interaction and enjoyment. Birthdays are always special at Alastair House and are celebrated with cake, music, and a small party for residents and staff to enjoy together.



01745 334560



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# Church Service

A local Minister visits Alastair House every Friday to hold a church service within the home. Residents are warmly invited to attend if they wish, providing an opportunity for reflection, fellowship, and spiritual support in a familiar and comfortable environment.

Please speak with the Manager or a member of staff if you would like to take part.

# Daily Activities & Live Entertainment

We arrange different art and music related activities daily, current activities list displayed on notice board. Also every week, a musician comes to the home for a live performance for your entertainment. You are encouraged to join in with all the fun! Also if you would like to keep a hobby or interest up, please let us know.





# Weekly Fire Alarm Test

Everyone at Alastair House should familiarize themselves with the nearest fire exits. Lifts should never be used in the event of a fire, use the stair case if possible. The fire alarms are tested every Friday morning at 10:00 am. If you hear the fire alarm at this time, continue with your regular activities. However, if the fire alarm rings at any other time follow the instructions given by staff. A copy of the Fire procedure can be found on the back of your bedroom door.

## Meals, Snacks & Drinks

Everyday our chef cooks delicious homemade meals; our menu is specially designed to enhance mental & physical wellbeing of our service users. We can tailor the meals & drinks according to any dietary or special requirements. Snacks, fresh fruits & drinks are available all day.

Our main meal times are as follows-

**Breakfast – 6am – 10am**

**Lunch- 12pm- 2pm**

**Tea – 4pm – 5pm**

**Supper- 7pm- 8pm**

**Late supper- 10pm**





# Wellbeing

Our care team will work closely with you and your family to carefully devise a personal care plan, which is reviewed on a regular basis.

## Philosophy of Care

- We believe helping you to stay active, encouraging you to make decisions independently, helps you to remain happy & healthy.
- We believe in tailoring care plan according to the needs of each of you, to ensure the best care possible can be provided.
- We believe in encouraging strengths & likes of each of you, by organising a range of activities and events.
- We believe in diversity and forming positive relationships and encourage participation & feedback.
- We value the involvement and understanding of families and friends of yours, we encourage them to be a part of the home & we actively listen to what they have to say.
- We promote teamwork between all employees to ensure you receive the best care possible.
- We aim to constantly train & develop our staff, to ensure they are aware of all legal requirements & developments in care.
- We believe in innovation and constant improvement, trying to implement latest technology & research in the home for our service user.

## Care Planning & Reviewing

The following Care Plans are reviewed monthly and updated as needed to ensure all your wishes and needs are fully met.

- |                                             |                                                                      |
|---------------------------------------------|----------------------------------------------------------------------|
| • Personal Details                          | • Mental health                                                      |
| • Medical Health Conditions                 | • Mental Capacity                                                    |
| • Religious, Cultural And Palliative Care   | • Skin Integrity and Wound Plan                                      |
| • Consent Forms                             | • Moving and Handling Of Falls Risks                                 |
| • Individual Emergency Evacuation Fire Plan | • Medications                                                        |
| • Unified Assessments from Social Services  | • Social History, Activities And Needs (Including Dementia Workbook) |
| • Room Risk Assessments                     | • Other Risk Assessments And Care Plans                              |
| • General Personal Care                     | • Records GP – D/N ECT                                               |



# Healthcare Professionals

General Practitioners and other professionals regularly visit the home. If you would like an appointment, please let us know. Also our care staff will monitor your wellbeing and contact GP and other professionals on your behalf as and when required.

## Medicines & Prescriptions

Our qualified care team will administer existing & future medication prescribed by GP, they will monitor your health needs and respond accordingly. Please let our care team know if you are unwell. Our local surgery is Kinmel Bay Medical Centre.

## Hospital Visits & Emergencies

Our qualified staff will accompany you to routine hospital appointments where required. In the event of an accident or emergency requiring hospital attendance, our trained staff will inform your family member or next of kin, who will be expected to accompany you. If no one is available, a member of staff will accompany you; however, an additional charge will apply for this service.

## Other Health Related Services

A qualified chiropodist visits the home every 8 weeks. Appointment with an optician is made upon admission and every 6 months thereafter. Dentist visits every 12 months. Appointments can be made as and when required.

## Welcoming Family & Friends

Your family and friends will always be made to feel welcome and can visit as often for as long as they like. We have a separate phone line as well as access to Internet, so you can communicate as much as you want. Also we will endeavor to maintain friendships and social groups outside of the home.

If family or friends are not present to oversee your wellbeing, we will contact Social Services on your behalf, you will be assigned an independent advocate who will ensure all your care needs and wishes are met.



# End of Life Care & Bereavement

In the unfortunate event of bereavement, your family can expect every possible support from our staff. We will ensure expressed wishes of the service users are fully respected after they have passed away. We will comply with any planned funeral arrangements specifically in respect to your chosen faith & religious beliefs. We can assist in funeral arrangements if required.

## Confidentiality

All personal records relating to you held by the home are strictly private and confidential. According to new General Data Protection Regulation 2018 (GDPR), you have access to see personal records if you wish. No one else is allowed to view the records unless you give us permission or if the individual requesting information belongs to a relevant care professional that has a valid reason.

## Quality Assurance

The home follows a quality management system designed to meet the requirements set by the Regulated and Inspection of Social Care (Wales) Act 2016(RISCA). All policies and procedures are based on current legislation & best practice monitored by CIW. All systems in the home are designed to enhance yours quality of life and wellbeing, whilst ensuring your privacy, independence, dignity & rights are respected, offering you choices which fulfills your life.





# Fees

We are committed to providing the best care possible tailored to suit your requirements. The fees charged are in line with the local authority, Conwy County Borough Council. Fees of private service users are also in line with the local authority and are negotiable depending on the requirements of individual users of home. The fees can be paid weekly or monthly.

Services included in the fees:

- Accommodation (own room & communal areas)
- Lighting & heating
- 24 hour care
- Food, drinks, snacks (including special dietary requirements)
- Laundry service
- Cleaning of rooms & other communal areas
- Daily activities organised by the home
- GP & other healthcare professionals visits

Not included in the fees:

- Dry cleaning
- Hairdresser, Nails, Chiropodist
- Clothing, toiletries, stationary
- Other personal items e.g. spectacles, hearing aids
- Special trips & outings

If you have any specific questions about fees, please speak to the Home manager.

## Complaints Procedure

If you or your family & friends would like to give feedback or any have issues, concerns or complaints about service provided at Alastair House, we hold an open door policy, please approach the management team, who are available 7 days a week also we encourage you and your family to recommend us on [www.carehome.co.uk](http://www.carehome.co.uk) website.



We welcome all comments & suggestions, we want all of you to enjoy life and we will work hard to ensure our service always meets your expectations.

You can make a formal complaint in the following ways:

- In person – we will create a written record of the complaint & provide a copy in writing within 3 days.
- Telephone
- Written letter
- E-mail
- Via an advocate or representative, who can act on your behalf. If required, we can find someone from an independent organisation to act as an advocate for you.

The complaint will be managed on the following way:

- After receiving a complaint we will write to you within 3 working days to acknowledge the complaint and describe the steps we are taking to resolve it.
- Full investigation of your complaint will take place, you will be kept informed about the progress, and investigation should be concluded within 28 working days. In some instances it can take longer.
- After the conclusion, we will discuss the outcomes and write to you any details of findings and highlight any actions we have taken to resolve your complaint.

 0300 7900126

 ciw@gov.wales

 [www.careinspectorate.wales](http://www.careinspectorate.wales)

**Care Inspectorate Wales (CIW)**

Address:- Welsh Government office Sarn Mynach Llandudno Junction LL31 9RZ

## Who Regulates Us?

Alastair House governance and monitored under following Government agency;

- Social Care Wales and CIW (Care Inspectorate Wales)
- Conwy County Borough Council
- Health and Safety Executive
- Environmental Health Board (Food Safety)
- Fire and Rescue Services

# Useful Contacts

## Colwyn Bay Social Services

**The Conwy Access Team**

**Colwyn Leisure Centre,  
Eirias Park, Abergele Road,  
Colwyn Bay LL29 7SP**

**Tel: 0300 456 1111**

**Fax: 01492 576330**

**E-mail: [wellbeing@conwy.gov.uk](mailto:wellbeing@conwy.gov.uk)**

## Flintshire County Council Social Services

**Adult Social Services**

**Preswylfa, Hendy Road,  
Mold, CH7 1PZ**

**Tel: 01352 803444**

**E-mail: [fact@flintshire.gov.uk](mailto:fact@flintshire.gov.uk)**

## Denbigh County Council

**Wynnstay Road**

**Ruthin**

**LL15 1YN**

**Adult Social Services: 0300 456 1111**

**E-mail: [fao.team@denbighshire.gov.uk](mailto:fao.team@denbighshire.gov.uk)**

## Kinmel Bay Medical Centre

**The Square**

**KINMEL BAY**

**Conwy**

**LL18 5AU**

**Tel: 01745 338989**



# Contact Details

## Alastair House Limited

13-15 Foryd Road

Kinmel Bay

LL18 5BA

[enquiry@alastairhouse.com](mailto:enquiry@alastairhouse.com)

[www.alastairhouse.com](http://www.alastairhouse.com)



Alastair House is a large property situated on the main Foryd road between Rhyl and Kinmel Bay. About 200 yards away from blue bridge and is close to bus routes, supermarkets and other community facilities.

