

**ELLAN VANNIN HOME OFFERS AFFORDABLE CARE  
FOR THOSE FINDING IT DIFFICULT COPE AT HOME**

If you feel that you might like to make a new home with us, do please get in touch. Then come and visit us to meet the staff and residents and inspect the quality of care and accommodation for yourself



**CONTACT DETAILS**

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Kingswood Grove  
Douglas  
Isle of Man  
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Tel: 01624 675820

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Web: [ellanvanninhome.org.im](http://ellanvanninhome.org.im)

Ellan Vannin Home is a registered Manx Charity No.48A and receives no government funding. Donations, fundraising and legacies are always welcome

The Board of Directors and Management of Ellan Vannin Home are grateful to the Ladies' Committee for funding the cost of producing this brochure

# ELLAN VANNIN HOME

## OUR HOME IS YOUR HOME

Residential Care  
for Older People

- Skilled and caring staff
- En suite rooms
- Freshly cooked meals
- Visitors welcome any time
- Residents free to come and go
- Range of activities and outings
- Permanent and respite care



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M: Ellan Vannin Home, Kingswood Grove, Douglas, Isle of Man IM1 3LX

## COMPLAINTS PROCEDURE

Complaints are rare but if they do arise we try to address your concerns immediately.

We have a well established Complaints and Concerns procedure to ensure that any complaint is promptly and fairly investigated. Copies of this procedure are readily available, on request.

In the first instance we would ask you to make your concern known to the Home's Registered Manager or Deputy Manager.

If the issue is not resolved to your satisfaction you can contact the Registration and Inspection Unit at the Department of Health and Social Care, St George's Court, Hill Street, Douglas where an RIU Officer will guide you through the complaints process.



## WELCOME TO ELLAN VANNIN HOME

Changing your home can be an unsettling experience but we may reach a time in our lives when we need additional support from others.

At Ellan Vannin Home we offer you a secure, caring and friendly community in which to make your new home.

Our staff are dedicated to creating a supportive yet homely environment offering you independence, privacy and freedom.



## OUR ETHOS

We believe it's important you feel the Home meets your needs and requirements and your families are confident their loved ones are safe and well cared for.

We strive to maintain the highest standards of care and cleanliness to ensure our residents are part of a happy, healthy and stimulating community.

We aim to ensure our residents' privacy and dignity is maintained at all times and that sensitive situations are always dealt with in a respectful manner.

## OUR STAFF

The Home is run by a Registered Manager together with a team of care staff who have been carefully selected and trained.

We are fully committed to staff training and development complemented by high levels of integrity and experience.

Our staff have a genuine concern for residents' needs and comfort and are on duty day and night offering continuity of care and 24 hour assistance.

## MAKE YOUR HOME WITH US

General facilities include a secure entrance with a bell entry system for residents' safety, wheelchair access, passenger lift and a comprehensive fire detection system.

We provide a laundry service for personal clothing, bedding and towels included in your fees and can also arrange for dry cleaning at residents' own expense.

We have a professionally equipped hair salon and a hairdresser visits the Home weekly. You're also free to invite your own hairdresser to use this facility.

Newspapers are delivered daily and you're welcome to request your particular favourite, for a small charge.

A selection of books is always available to borrow and the Mobile Library visits regularly with large print books available on request.

Wi-Fi is available throughout the Home.

Residents, relatives and friends of all religious denominations are welcome to use our chapel at any time and a weekly service is held for those who wish to attend.

We understand that some residents require a smoking area and a suitable area is provided in the grounds of the Home.



## OUR HISTORY

Established in 1838, Ellan Vannin Home is one of the island's oldest residential homes. Its origins lie in the need to provide shelter for the poor and needy living nearby as there was no general hospital or dispensary, no workhouse or asylum and little poor relief.

To alleviate the suffering the Vicar of St Barnabas' Church, Dr William Carpenter, formed a fundraising committee to build a House of Industry, Hospital and Dispensary.

Building began in 1835 and when it opened in 1838 it could accommodate up to 80 people, including orphaned children and the mentally ill.

Ellan Vannin Home is now a comfortable, modern residential home providing a safe and friendly environment for people from all parts of the island.

The Home is a registered Manx Charity administered by a voluntary Board of Directors who are responsible for good management. We don't receive any government funding and rely on support from the community to help continue our work.



## STATEMENT OF PURPOSE

At Ellan Vannin Home we strive to give our residents the high standard of life they deserve.

We do this by following these 9 codes of practice:

We provide a secure, stable and supportive environment to ensure each resident is as happy and contented as possible in respect of their physical, intellectual and social needs.

We maintain the dignity and self-respect of residents at all times irrespective of any disability or frailty.

We preserve every residents' right to self-determination and personal freedom of choice, especially in relation to clothes, diet and activities.

We encourage all our residents to maintain their independence and care for themselves as far as they are willing and able.

We honour each resident's right to privacy.

We ensure residents are consulted on matters that affect them and encourage their suggestions and participation in decision making.

We maintain each resident's right of choice for doctor, dentist, optician, chiropodist etc, wherever possible.

We preserve residents' right to maintain social connections within and outside the Home. We encourage them to invite family and friends into the Home and to enjoy the freedom to go out whenever they wish.

We respect every residents' individuality in respect of their political, religious, sexual and emotional needs, beliefs and opinions.



## SOCIALISING

Residents can come and go freely and often join their families and friends for excursions, meals or a day out.

Your friends and family are welcome to visit at any time and join in our activities. You can entertain visitors in your room or in one of our three bright sunny lounges and we also have a paved sun terrace and lovely gardens extending up to ½ acre for you to enjoy.

You will have plenty of opportunity to make friends with other residents and our friendly staff are always there for a chat.

We organise regular events, outings and activities and staff will ensure you're always invited to join in, however, your decision whether to take part or not will always be respected.

At Ellan Vannin Home it's entirely your choice; you can enjoy the companionship of others or simply relax in the peaceful surroundings of your own room.



## MEETING YOUR NEEDS

Meeting your needs is our primary concern and each resident has a personalised Care Plan to enable staff to understand and interpret your special requirements. We'll review this plan regularly so it continues to reflect your needs.

Residents who are registered with a surgery based in the Douglas area can request a visit from their own GP, when necessary.

Where a change of GP surgery is required, we'll re-register you with one of the nearby medical practices.

Chiropody, optician, dental and other appointments can also be easily arranged.

## YOUR OWN SPACE

We have over 30 rooms available and most have en suite facilities to ensure privacy and convenience. We also have assisted bathrooms for those who require additional help.

All our rooms are unique and of different sizes with individual layouts. A number of rooms overlook the garden and they are all furnished to a high standard with TV and call bell system.

Rooms have a telephone point for residents' own telephone and a payphone is also available.



You're welcome to bring as many personal possessions, including furniture, ornaments and photographs, as can be safely accommodated to make your new home your own.

## DINING

We understand the importance of a balanced, nutritional diet and take great pride in the quality and variety of our menus. Meals are prepared and cooked using fresh local ingredients and offer a high standard of home cooking.

Mealtimes are a sociable and enjoyable occasion in our dining room or can be enjoyed in the comfort of your own room, where necessary.

Special dietary requirements are catered for and we make every effort to accommodate residents' preferences.

Meal Times    Breakfast: 8–9am    Dinner: 12.30pm    Tea: 5pm

A selection of soups, sandwiches, fruit, cheese and biscuits is available at all times on request. Additional hot drinks and biscuits are served mid-morning, mid-afternoon and at bedtime.

We also operate a drop-in cafe where you can make your own hot and cold drinks and meet with friends, family and other residents.

## LOCATION

The Home is conveniently located in a quiet area of central Douglas with easy access to nearby shops including a chemist and post office.

There is a free car park on site with a small number of parking spaces available.

Regular bus services run nearby to many parts of Douglas and beyond



## OUR FEES

At Ellan Vannin Home we believe in high quality care at a fair price. Fees are paid monthly by standing order and a schedule of our current fees is available on request.

Many people living in residential homes are unaware of the different benefits and allowances they may be entitled to claim. We are always happy to advise on these matters and do please feel free to discuss any financial issues with us.