

CHOOSING THE RIGHT CARE HOME

Abbey Hey



Delamere Street, Glodwick, Oldham, OL8 2BY
Tel: 0161 624 4115 Fax: 0161 624 9518
Email: abbeyhey@bondcare.co.uk
Registered Manager: Mrs. Kim Pearce

Registered Care Home

Specialised Categories of Care Provided: Dementia, Older people

From June 2009 care homes will be regulated by CQC National Correspondence Inspections (CQC). The registered status of Care Homes may be subject to change by the Commission. If you have any questions about services a Care Home can provide you may discuss these with the Commission who can be contacted as follows: - Care Quality Commission National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
Tel: 03000 616161 Email: enquiries@cqc.org.uk

Total number of beds: 37

36 single en-suite rooms, 1 single room.

Bus routes from Oldham Town Centre: 408,400.

How much are the fees per week?

If you are receiving financial support from Oldham Metropolitan Borough Council, from **1st April 2024**, they will pay a maximum contribution of **£696.60 per person, per week**.

Social Services funded charges for Residential Care are as follows:

Single en-suite room	£696.60
Double en-suite rooms	£696.60
Respite care all rooms	£696.60

Privately funded charges for Residential Care are as follows:

Single en-suite room	£902.43
Double en-suite room	£902.43
Respite care all rooms	£902.43

You should bear in mind that should you not be fully funded, only partly funded, you will be required to make up the difference between OMBC Social Services contribution and the full cost of the Home. This can be from a variety of sources and includes: -

- All other income
- Benefits
- Pensions

Personal Allowance

In calculating the amount to be contributed toward the cost of your care the local authority has to allow the resident to retain a Personal Expenses Allowance (PEA). This amount is currently **£30.15** per week. This amount is to cover the cost of personal items and you should not be asked to put your PEA towards meeting the basic cost of your care.

Daycare

Abbey-Hey currently operates a day care service.

Days / Hours: All week, no time restrictions discuss with manager.

Charge: £57.50 per day.

Transport: Service users must arrange their own transport.

Facilities: All meals, bath and personal care, activities and a small charge for hairdressing.

Note: A care plan and risk assessment must be carried out before a placement is offered.

Miscellaneous

Service User Guide

All care homes must provide you with a **Service User Guide**. This includes information about the home's aims and objectives and full details of the range of services and facilities they have on offer. This document should also give detailed information about any special care service they offer, a copy of the home's Complaints Procedure and relevant qualifications and experience of the home manager and staff.

A copy of the latest inspection report should also be available at the home for you to look at, or alternatively you can view the latest report at Age UK Oldham by using the Choosing the Right Care Home website: www.ageuk.org.uk/oldham or the Commission for Social Care's website: www.cqc.org.uk

Contract

All residents should be provided with a statement of terms and conditions at the point of moving into a care home (or a contract if they are paying for their care privately). This will give full details of what will be included in the home fees and the service the home is going to provide you with and how much notice is required if you want to vacate the home.

Personal Care Plans

All residents will have a Care Plan – this is a document, which gives full details of the care that you will be provided with. A copy of the care plan would be made available to residents or their relatives on request.

When you move into your new home

- All new residents are offered a trial period of one month.
- Two weeks notice is required to vacate the Home.
- Residents moving into Abbey Hey are assigned a Key Worker – this is a named care worker who will help you to settle into your new home and assist you with your day-to-day tasks.
- New residents are always asked what their preferred term of address should be when moving into Abbey Hey.

Outside seating area

- There is an outside seating area for residents, which is also suitable for those in wheelchairs or other mobility problems.

Newspapers and library service

- Arrangements can be made for newspapers and magazines to be delivered to individual residents on request. A charge is made on individual basis.
- We also have a good selection of books on loan to all our residents.

Secure entry system

A secure entry system has been fitted at Abbey Hey for the security of all our residents.

Residents' Rooms

- All residents are able to take responsibility for their own keys if they wish.
- Residents are able to take personal furniture to Abbey Hey i.e. T.V. chairs, drawers, ornaments, pictures etc. Anything, which will fit into their room.
- Residents are able to have their own telephones installed.

Pets

- Residents own small pets may be considered, however, each individual case would need to be fully discussed with the Manager prior to moving into Abbey Hey.

Personal

- Abbey Hey provides a weekly hairdressing service (Every Tuesday) a charge is made for this service.
- The Manager or Key Worker will assist any residents to shop for personal items such as shampoo, soap, steradent etc.
- Residents choose when to have a bath or shower. A choice of facilities are available i.e. shower, bath, assisted bathing.

Clothing

- A laundry service is provided by the Home free of charge. Clothes must be clearly marked with resident's name and room number to ensure they are returned to correct owner.

Valuables

- Residents are provided with a safety deposit box for valuables.
- Resident's personal effects are included on the Home's insurance policy – please check limit covered with the Manager. Items of substantial value must be covered by residents on their own separate policy.

Dining Arrangements

- Choice of menu on offer.
- A choice of dining rooms are available
- A daily menu planner is circulated to all residents and their choice recorded.
- Visually impaired residents are informed verbally of the choice on offer.
- Special diets are catered for on request – please see the Manager.
- Residents are asked on admission of their likes/dislikes regarding food.
- Residents can take their meals in their own rooms if they choose to do so.
- Residents are able to invite relatives/visitors to share a meal with them occasionally.
- Light refreshments/snacks are available.

The following items are provided following assessment and local authority procedures: -

- Hearing Test – as required.
- Batteries for Hearing Aids – as required.
- Sight Tests - annually.
- Chiropody – every eight weeks.
- Incontinence Pads – as required.
- Dental Services – as required.
- Wheelchair – as required.
- Walking frames – as required.
- Hoist – required.

Residents can keep their own: -

- G.P (It is preferred residents are kept under the registered GP for Abbey Hey Care Home, on a short term or permanent basis)
- Dentists
- Chiropodist (Private Chiropodist available at Abbey Hey)
- Optician (Private Optician available at Abbey Hey)

All the above are subject to them agreeing to continue to visit the resident.

Access around the Home

- As the Home is not all on one level a lift is available to the first floor.
- Disabled access is available throughout Abbey Hey and residents are encouraged to move around freely without any restrictions.

Hospital / Clinic Appointments

- Relatives / friends are encouraged to attend clinic / hospital appointments with residents; however, staff from Abbey Hey is available if this is not possible.
- No charge is made for this service at the present time.

Aids for visually impaired

- Talking books.
- Handrails in all corridors.

Leisure Activities

Programmes of activities are subject to change due to resident participation and staffing levels, when visiting Abbey Hey you are advised to check with the Manager what their current programme includes.

Religious / Spiritual Needs

- Roman Catholic
- Church of England
- Methodist

In addition to the serviced provided at Abbey Hey church outings are organised at the local Methodist Church.

Smoking Policy

- Abbey Hey operates a no smoking policy, smoking is only allowed outside.

Oxygen

- Ashbourne House is happy to accept residents who rely on the use of oxygen.

Minimum Age

- Ashbourne House can accept residents of any age above 18 years old.

Visitors

- Residents are free to have visitors when and wherever they choose and are encouraged to take part in any of the homes activities whenever possible.

Care Staff Training

(Training undertaken by Care Staff in the past 12 months)

The Manager can provide you with up-to-date information about the training, which has been undertaken by the care staff in the past 12 months. This information is also made available to you in the **Service User Guide** provided by the home. This is a document, which should be offered to you when you view the home.

Total number of care staff employed in the Home: 25

Other staff employed by the home: 17

The information on this leaflet has been provided by the Home owners/managers. However Age UK Oldham strongly recommends prior to making a decision you or a person nominated by yourself visits the home and inspects the facilities and services on offer to you.