

CHOOSING THE RIGHT CARE HOME

Ashbourne House



230 Lees New Road, Lees, Oldham, OL4 5PP

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Website: www.ashbournehouse-care.co.uk

Manager: Samantha Booth

Registered Care Home

Specialised Categories of Care Provided: Dementia, Older people, Physical disability, Sensory impairment

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: 34

5 single rooms, 27 single en-suite rooms, 2 double rooms.

Bus routes from Oldham Town Centre: 81A, 425.

How much are the fees per week?

RESIDENTIAL CARE

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 per week** are as follows:

Single room	£736.60*
Single en-suite room	£736.60*
Double room	£736.60*
Respite care all rooms	£736.60*

*** This cost includes a top up fee of £40 per week, which is payable by a third party**

Privately funded charges for **Residential Care per week** are as follows:

Single room	£795.00
Single en-suite room	£795.00
Double room	£795.00
Respite care all rooms	£795.00

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.

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.

Trial Period

- The Home offers a trial period of four weeks.
- Each resident will be assigned a key worker on moving into Ashbourne House.
- Residents are always asked what their preferred term of address should be when moving into Ashbourne House.

How much notice to vacate the Home?

- Two weeks notice is required to vacate Ashbourne House.

How long will resident's rooms be kept should they have to go into hospital?

- Rooms are kept until the resident wishes to return or in line with the local authorities' guidelines.

Outside seating area

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

Newspapers and library service

- Arrangements can be made for newspapers and magazines to be delivered to individual residents. A charge will be made to individual residents.
- Local public library service available at Ashbourne House.

Security

- A secure entry system is fitted for the safety of all our residents.

Bedtime arrangements

- Residents choose when to get up in the mornings and what time to retire in the evenings.

Residents' Rooms

- Residents are able to have keys to their own rooms.
- Double rooms are for the use of married couples.
- Residents are able to take personal furniture to Ashbourne House i.e. chairs, drawers, ornaments, pictures etc.

If residents are unable to have their own telephone installed there is a mobile telephone available for them to take incoming and outgoing calls in privacy. We also have a payphone installed in the main hallway for the convenience of all our residents.

Pets

- Residents are able to take their own small pets to Ashbourne House i.e. birds, fish etc.

Personal

Residents are provided with the following free of charge:

- Soap
- Shampoo
- Bath products
- Steradent
- Hairdressing service is provided – this is charged individually to the resident.

The residents themselves must provide all other personal items. Residents who are unable to shop for personal items and have no effective family / friends will be assigned a staff member to shop on their behalf.

- Residents choose when they have a bath or shower.

Clothing

- A laundry service is provided by the Home free of charge.
- All items sent to the laundry service need to be marked with the resident's name to ensure they are returned to the rightful owner.

Valuables

- Residents are provided with a lockable space to store their valuables. Residents are able to use the safe in the manager's office for valuable if they wish to do so.
- Resident's personal effects are included on the Home's insurance policy. Please check with the Manager on admission if there are any limits to the amount, which may be covered.

Dining Arrangements

- Choice of menu on offer to our residents.
- Residents are given choices on a daily basis – the cook will go to ask each resident what their particular choice will be for that day.
- Special diets are catered for on request. Low fact, vegetarian, diabetic etc.
- 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 – no charge is made for this service.
- Light refreshments/snacks are available for residents throughout the day.
- Residents can have alcoholic drinks if they choose. Some drinks will be provided by the home on social occasions, however, residents are able to provide their own should they wish to do so.

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

- Hearing Test – as required.
- Batteries for Hearing Aids – as required.
- Sight Tests - annually.
- Chiropody – there is a small charge.
- Incontinence Pads – through assessment.
- Dental Services.
- Physiotherapy – as required.
- Speech Therapy – as required.
- Wheelchair – as required.
- Walking frames – as required.

- Hoist – as required.

Residents can keep their own: -

- G.P.
- Dentists
- Chiropodist
- Optician

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 the Home.
- Residents are encouraged to move freely around the Home without restrictions.

Will someone from the Home accompany residents on hospital/clinic appointments if necessary?

- Family/friends are encouraged to arrange to accompany residents on hospital/clinic appointments, however, where this cannot be arranged a staff member from Ashbourne House will do so.
- There will be a charge to the resident or family for taxi fare if used.

Aids for Visually Impaired

- Talking books.
- Audio cassettes
- Handrails are provided throughout the home.

Leisure Activities

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

- We also have the use of our own mini bus for the convenience of our residents.

Religious / Spiritual Needs

Religious services provided at Ashbourne House are as follows: -

- Church of England also regular church outings.
- Roman Catholic also regular church outings.

- Methodist.

All the above visit our home on a regular basis.

Smoking Policy

- Smoking is permitted at Ashbourne House in the second lounge area.
- No smoking allowed in the resident's bedrooms.

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 65 years old.

Visitors

- Residents are free to have visitors when and wherever they choose.
- Relations/visitors are encouraged to take part in the Home's 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, relevant qualifications and experience of the registered provider, manager and staff. 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: 24

Total number of other staff employed by the home: 7

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.

