

# CHOOSING THE RIGHT CARE HOME

## Ashgrove



72 Butterworth Lane, Chadderton, Oldham, OL9 8DX  
Tel: 0161 681 2183

Email: [manager@ashgrovehousecare.co.uk](mailto:manager@ashgrovehousecare.co.uk)

Manager: Danielle Tilson

### Registered Care Home

**Registered Categories of Care Provided: Dementia, Older people, Physical disability**

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](mailto:enquiries@cqc.org.uk)

TOTAL NUMBER OF BEDS: 33  
7 single rooms 26 single en - suite rooms

BUS ROUTE/S: From Oldham Town Centre 149

## ***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 are as follows:**

Standard Single room	£869.00*
Single en suite room	£900.00*

**\* This cost includes a top up fee of between £172.40 and £203.40 per week, Dependant on needs and room chosen which is payable by a third party. Please discuss with manager.**

#### **Privately funded charges for Residential Care are as follows:**

Single room	£896.00 Depending on assessment
Single en suite room	£900.00 Depending on assessment

**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 Choosing the Right Care Home website: [www.ageukoldham.org.uk](http://www.ageukoldham.org.uk) or the Commission for Social Care's website: [www.cqc.org.uk](http://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.

### ***Miscellaneous***

#### ***Trial Period***

- The Home offers a Trial Period of four weeks.
- The Home assigns a Key Worker to individual residents on entering the Home.
- Residents are always asked what their preferred term of address should be.

#### ***How much notice to vacate the Home?***

Seven days notice is required to vacate the Home. However, this is dependant on the individual resident's situation and the terms and conditions originally agreed on entering the Home.

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

- If going into hospital the resident's room will be kept as long as is required and is under the conditions of the Social Services Department.

#### ***Outside seating area***

- The Home provides an outside seating area for residents, which is also suitable for those in wheelchairs or other mobility problems.
- Secure garden area at rear of the Home.

### ***Does the Home have a Secure Entry System fitted?***

A secure entry system is fitted at Ashgrove, the home also has CCTV fitted outdoors and in the communal areas of the home.

### ***Newspapers and library service***

- Arrangements can be made for newspapers and magazines to be delivered to individual residents – a separate charge would be made for this service.
- The Home runs a library service. Oldham Library changes the books at one-month intervals. Large print books are available for visually impaired residents.

### ***Bedtime arrangements***

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

### ***Residents' Rooms***

- Keys are available for resident's room on request.

### ***Residents are able to provide the following items in their own rooms:***

- Telephone
- Television
- Residents are also encouraged to bring their own personal furniture or any items, which will fit comfortably into their room. In line with Health and Safety Guidelines.
- If residents do not have their own telephone installed in their room the Home provides a payphone, which they can use in privacy for outgoing and incoming calls.

### ***Personal***

The Home provides the following toiletries: -

- Soap
- Shampoo
- Steredent
- Toothpaste
- Hairdressing – a separate charge is made for this service.
- The Hairdresser visits Ashgrove each week.

- The residents' Key Worker can shop for any toiletries which the Home does not provide.
- Residents choose when to have a bath or shower.

### ***Clothing***

- A laundry service is provided by the Home free of charge. All residents' clothing is name tagged and returned as soon as laundering is complete.

### ***Valuables***

- Residents are provided with a lockable drawer in their room.
- Residents are discouraged from keeping valuables or large amounts of money in their rooms and can, if they wish, use the Home's safe.
- Residents need to take out their own insurance cover for valuables.

### ***Dining Arrangements***

- Ashgrove operates protected mealtimes between the hours 12.15pm – 1.00pm and 5.00pm - 6.00pm. This is to enable staff to serve food, monitor and assist residents with feeding as necessary.
- However, should you wish to visit or be involved during these times, please arrange with the Care Home Manager.
- Choice of menu on offer each day.
- A menu is displayed on the dining room wall and is accessible to all residents.
- Visually impaired residents are informed verbally of the choice on offer.
- At lunchtime meals are served from the trolley and residents state what their choice is. Teatime options - menus are completed each afternoon.
- A choice of dining rooms is on offer.
- Special diets are catered for e.g. diabetic, low fat, gluten free, vegetarian 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.
- Light refreshments/snacks are available.
- Residents can provide alcoholic drinks if they choose.

### ***Health***

- 24-hour care is provided.

- All rooms have emergency call systems installed.

***The local authority will provide the following items free of charge under the assessment procedure:-***

- Walking frames
- Wheelchairs
- Speech therapy
- Hearing test
- Batteries for hearing aids
- Sight test
- Dental services
- Incontinence pads
- Chiropody or resident can choose to have private service.
- Physiotherapy

***Residents can keep their own: -***

- G.P.
- Dentist
- Chiropodist
- Optician

Subject to the above agreeing to continue visiting the resident.

***Access around the Home***

- Disabled access is available throughout the Home, and a lift is available to the first floor.
- Residents are encouraged to move freely around the Home without restrictions.
- A stair lift is also fitted for residents to use to access the first floor

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

- Relatives / friends are encouraged to accompany residents on hospital / clinic appointments.
- However, if arrangements cannot be made by relatives / friends a staff member would accompany the resident, if a taxi is used the charge will be met by the resident or family member.

***Aids for visually impaired***

- Library provides large print books.
- Large faced clocks.

- We will refer individuals for medical / optical aids via the NHS.

### ***Leisure Activities***

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

### ***Religious / Spiritual Needs***

***Religious services provided at Ashgrove are as follows: -***

- Roman Catholic
- Church of England ministers visit on a regular basis.
- Other Religious Service provided on request

### ***Smoking Policy***

- A No Smoking Policy is in place at Ashgrove, there is a sheltered outdoor smoking area for residents use.

### ***Visitors***

- Relation / visitors are requested to avoid mealtimes – please see heading dining arrangements.
- Residents are free to have visitors when and wherever they choose.
- Relations/visitors are encouraged to stay overnight with a resident if they are ill.
- 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. All staff receives a thorough training programme in all aspects of care.

**Total number of care staff employed in the Home: 32**

**Total number of other staff employed in the home : 8**

**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.**