

# CHOOSING THE RIGHT CARE HOME

## Avalon Park



Dove Street, Salem, Oldham, OL4 5HG

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Manager: Jodie Bland

### **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: 60**

60 Single en-suite rooms

**Bus Route from Oldham Town Centre: 180, 184, 343, 427.**

## ***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 **DE Residential Care** are as follows:

Single en-suite room	£716.60*
Respite	£716.60*

***\* This cost includes a top up fee of £20.00 per week, which is payable by a third party.***

**This top up fee can be negotiable, please discuss with the care home manager.**

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

	<b><u>DE Residential</u></b>
Single en-suite room	£1236.00
Respite	£1337.00

**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](http://www.ageuk.org.uk/oldham) 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.

### **Trial Period**

- A trial period is negotiable depending on the individual's circumstances.
- A key worker is assigned to all new residents.
- Residents are always asked what their preferred term of address should be when moving into Avalon Park.

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

- This would be dependent on the individual's circumstances.

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

- Indefinitely.

### ***Do you have a Resident's Committee?***

- At Avalon Park we have a Relatives Committee, which meets once every month. We are always keen for relatives to get involved whenever possible.
- The manager has an open door policy and a drop in clinic on Wednesday every month for residents or their relatives to raise any issues that are worrying them.

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

- An outside seating area is provided which is suitable for all our residents including those in wheelchairs or other mobility problems.

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

- Residents are able to have their own newspapers / magazines delivered – a charge would be made for this service.
- We also have the services of a mobile library for anyone who wishes to use this facility.

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

- 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 when to retire in the evenings. No resident would be woken up before 7:30 a.m. unless they had requested to be so.

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

- Keys are available to residents to their own rooms.
- All rooms at Avalon Park are single en-suite.
- ***Residents can provide the following items in their own rooms following a risk assessment: -***
  - Kettle
  - Television
  - Telephone
  - Own furniture – As required and appropriate.
  - Residents who do not have their own telephone installed are able to take incoming and outgoing calls in private in the Manager's office. We also have a payphone installed on the ground floor.

### ***Pets***

- We have fish at the present time.
- Residents wishing to take their own small pets to Avalon Park would need to discuss their particular case with the Manager prior to a decision being made.

### ***Personal***

#### ***The following items are provided free of charge: -***

- Soap
- Shampoo
- Bath products
- Hairdressing service – a small charge will be made for this.
- The resident must provide other toiletries and personal items.
- A key worker will be available to shop on behalf of residents who require any personal items.
- Residents choose when to take a bath or shower. However, we do have a bath rota to ensure each resident is bathed at least twice a week.

### ***Clothing***

- We provide a free laundry service.
- All clothing must be labelled prior to moving into Avalon Park to ensure garments returned to rightful owner.
- The Management requests, whenever possible all garments purchased for residents are machine washable.

### ***Valuables***

- A lockable space is provided in each room for resident's valuables.
- Residents are able to use the main safe in the Manager's office for any valuables they may have.
- Resident's must provide their own insurance cover for any personal affects.

### ***Dining Arrangements***

- A choice of menu is on offer each day.
- All residents are informed verbally of the choice on offer. We also display the menu on a large wipe board in the dining room.
- Special diets are catered for – please see the Manger with your particular requirements.

- A choice of dining rooms is on offer to residents.
- Residents are able to invite visitors / relatives to share a meal occasionally – no charge is made for this service.
- Residents are able to have light refreshments / snacks throughout the day. We provide tea/coffee-making facilities in the dining rooms for visitors to help themselves.
- Residents are able to provide alcoholic drinks if they wish to do so.

***The following items are provided free of charge subject to local authority assessment procedures: -***

- Hearing Tests
- Batteries for hearing aids
- Sight Tests
- Incontinence Pads
- Dental Services
- Physiotherapy – GP referral.
- Speech Therapy – GP referral.
- Wheelchair
- Hoist
- Walking Frames

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

- G.Ps (if G.P is willing to keep patient on file)
- Dentists
- Chiropodist
- Optician

Subject to the above agreeing to continue to visit the resident.

***Access around the Home***

- A lift is provided to all floors, which is suitable for all residents use.
- Disabled access is available throughout the Home.
- All are residents are encouraged to move around freely without any restrictions.

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

- Staff are available to accompany residents on hospital /clinic visits.

- No charge is made for this service however, if a taxi is used the charge will be met by the family but if this is not possible then by the resident.

### ***Aids for visually impaired***

- Talking books
- Large signs
- Large print books

### ***Aids for hearing impaired***

- We would help any of our residents access any aid available to them via their GP or the ICC.

### ***Leisure Activities***

**As activities are subject to change depending on resident participation and staffing levels, Age UK Oldham advises when visiting the home you check with the Manager what their current programme includes.**

- The Manager is happy for any relatives to initiate or take part in the activities programme run by two activity coordinators.

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

#### ***Religious services provided at Avalon Park are as follows: -***

- Roman Catholic priest visits on a regular basis – once a month.
- The Salvation Army visits occasionally.
- Church outings can also be organised – please ask the Manager.

### ***Communication***

- Some of Avalon Park staff can speak Urdu, Punjabi and French.

### ***Smoking Policy***

- Smoking is not permitted at Avalon Park.
- Garden facilities are available to those residents who wish to smoke.

### ***Minimum Age***

- Avalon Park can accept residents that are aged 65 years or older.

### ***Visitors***

- Visitors are welcome any time.
- Relatives and visitors are welcome to stay with a resident overnight should they become ill.
- We warmly encourage visitors / relatives to join in any of our Home's activities.

### ***Care Staff Training***

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: 32

Total number of other staff employed by the Home: 15

**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.**