

## CHOOSING THE RIGHT CARE HOME

### Elizabeth House



35 Queens Road, Oldham, OL8 2AX  
Tel: 0161 626 6435 Fax: 0161 624 3339  
Email: elizabethhouse35@outlook.com  
Registered Manager: Katrina Summerscales

#### Registered Care Home

**Specialised Categories of Care Provided: Dementia, Mental Health, 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: 31  
23 single en-suite rooms 4 shared double rooms

BUS ROUTE/S: From Oldham Town Centre 425 / 40

## *How much are the fees per week?*

### **RESIDENTIAL CARE**

If you are receiving financial support from Oldham Metropolitan Borough Council, from **1<sup>st</sup> 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	£791.60*
Double en-suite rooms	£791.60*
Respite all rooms	£791.60*

**\* This cost includes a top up fee of £95.00 per week, which is payable by a third party.**

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

Single en-suite room	£790.00
Double en-suite room	£790.00
Respite all rooms	£790.00

**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.

### **When you move into your new home**

- All new residents are offered a trial period of one month.
- Four weeks notice is required to vacate the Home. However, this would not be enforced and is dependent on individual circumstances at the time.
- New residents are always asked what their preferred term of address should be when moving into Elizabeth House.

### **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 Elizabeth House 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 Elizabeth House 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***

- Elizabeth House has no pets at the present moment.

### ***Personal***

- Elizabeth House provides a weekly hairdressing service – a charge is made for this service.
- The Manager or staff member 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.
- Selection of toiletries provided free of charge

### ***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.

### ***Valuable***

- 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.Ps (if G.P if willing to keep patient on file)
- 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 Elizabeth House 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 Elizabeth House are 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 Elizabeth House you are advised to check with the Manager what their current programme includes.**

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

- Roman Catholic priest visits once a month
- Church of England
- Methodist

In addition to the serviced provided at Elizabeth House church outings are organised at the local Methodist Church.

### ***Smoking Policy***

- Elizabeth House operates a no smoking policy, smoking is only allowed outside.

### ***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: 18**

**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.**