

CHOOSING THE RIGHT CARE HOME

Fernbank



93 Queens Road, Oldham, OL8 2BA
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Email: info@fernbankcommunity.co.uk
Registered Manager: Holly Brennand

Registered Care Home

Specialised Categories of Care Provided: Mental health, Older people, Younger adults

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: 23
7 Single en-suite rooms 8 Double en-suite rooms

BUS ROUTE/S: From Oldham Town Centre 408 425

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 **£696.00 per person, per week**.

Social Services funded charges for Residential Care are as follows:

Single en-suite room	£696.00
Double en-suite room	£696.00

Privately funded charges for Residential Care are as follows:

Various charges depending on assessment and needs

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 relatives on request.

Trial Period

- We offer a trial period of four weeks.
- A key worker is assigned to all new residents to help them settle in.
- Residents are always asked what their preferred term of address should be when moving into Fernbank.

How much notice to vacate the Home?

- Four weeks notice is required to vacate Fernbank.

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

- Indefinitely, or until other alternative arrangements have been made for their care needs.

Do you have a Resident's Committee?

- Yes, residents meet on a weekly basis.

Outside seating area

- An outside seating area is provided which is suitable for all our residents including those in wheelchairs or other mobility problems.
- We have a well stocked garden to the front and a patio area to the rear of the property

Newspapers and library service

- Residents are able to have their own newspapers / magazines delivered – a charge would be made for this service.
- We provide in house daily newspapers.
- 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?

- Secured Entry System 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.

Residents' Rooms

- Keys are available to residents to their own rooms.
- Residents who share rooms are always consulted prior to any decisions being made.
- Those residents who do share are provided with adequate screening to ensure as much privacy as possible.
- ***Residents can provide the following items in their own rooms following a risk assessment: -***
 - Kettle
 - Toaster
 - Teas maid
 - 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 – please ask the Manager.

Pets

- No pets at the present time, however, any new residents who wish to move into Fernbank with a pet can approach the Manger who will judge each case on an individual basis.

Personal

The following items are provided free of charge:-

- Soap
- Shampoo
- Bath products
- The resident must provide other toiletries and personal items.
- Staff will shop for all items not supplied.
- Residents choose when to take a bath or shower.
- We take residents shopping once a week in order for them to purchase individual items.

Clothing

- We provide a free laundry service.
- All clothing is labelled to ensure garments returned to rightful owner.

Valuables

- A safety deposit box is provided for residents valuables
- Resident's personal effects are covered by Fern bank's insurance policy – please check with the Manager.

Dining Arrangements

- A choice of menu is on offer each day.
- Visually impaired residents are informed verbally of the choice on offer.
- 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 a small kitchen area next to the main kitchen where they are able to help themselves to drinks / light snacks.
- Residents are able to have alcoholic drinks. Each Friday we have a social afternoon where we serve drinks at no extra cost. Christmas and Birthdays we also provide drinks, however, residents do provide their own at other times.

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

- Hearing Tests
- Batteries for hearing aids
- Sight Tests
- Chiropody – every three months.
- Incontinence Pads
- Dental Services
- Physiotherapy
- Speech Therapy
- Wheelchair
- Hoist
- Walking Frames

Residents can keep their own: -

- G.Ps
- 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.
- There will be a charge of £15.00 per visit, in addition if a taxi is used the charge will also be met by the residents or family member.

Aids for visually impaired

- Talking books
- Guidance around the Home

Aids for hearing impaired

- Adapted telephone
- Hearing aid maintenance

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.

Religious / Spiritual Needs

Religious services provided at Fernbank are as follows:-

- Roman Catholic. We organise weekly visits to the local church.
- Church of England.
- Church outings can also be organised – please ask the Manager.

Smoking Policy

- Smoking is permitted at Fernbank.
- One of the lounges is used as the smoking area.

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

(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: 23

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.