

# CHOOSING THE RIGHT CARE HOME

## Franklin House



Franklin Street, Oldham, OL1 2DP  
Tel: 0161 678 7870 Fax: 0161 785 0779  
Email: [lynette@franklinhouse.co.uk](mailto:lynette@franklinhouse.co.uk)  
Registered Manager: Lynette Mellor

### Registered Care Home

**Specialised Categories of Care Provided: Dementia, 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](mailto:enquiries@cqc.org).

### Total number of beds: 39

2 single rooms, 37 single en-suite rooms

## ***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:**

Single room	£696.60
Single en-suite	£696.60
Respite	£696.60

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

	<u><b>Residential</b></u>	<u><b>Dementia Residential</b></u>
Single room	£895.00	£895.00
Single en-suite	£895.00	£895.00
Respite	£895.00	£895.00

**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***

- We offer a trial period of six weeks.
- A key worker is assigned to new residents at Franklin House.
- Residents are always asked what their preferred term of address should be when moving into Franklin House

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

- Four weeks is the maximum notice required and one week the minimum. This is dependent on individual circumstances.

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

- Resident's rooms will be kept until they transfer to other accommodation on a permanent basis.

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

- Franklin House provides an outside seating area, which is suitable for all residents. There is easy access from the main building to the garden area, which provides a secure place for resident to walk or sit.

#### ***Newspaper service***

- Residents are able to have their own newspapers / magazines delivered – charge made to each resident for this service.

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

- Normal domestic procedures are in operation.

### ***Bedtime arrangements***

- Residents choose when to get up and when to retire in the evening.

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

- Residents are able to take responsibility for keys to their own rooms.

### ***Residents are able to provide the following after a risk assessment, as been carried-out: -***

- Kettle
- Telephone
- Residents are able to have their own personal furnishings, whatever will fit into their rooms and complies with health and safety regulations.
- Residents who do not have their own telephone line are able to use a telephone supplied by the Home for taking incoming and outgoing calls in private in the Manager's office.

### ***Pets***

- Franklin House is currently unable to accept pets.

### ***Personal***

### ***The following items are included in the fees charged at Franklin House: -***

- Hairdressing is provided at an extra cost of £8 - £10 per session / £5.00 for men
- All personal toiletries provided by the residents themselves, or Franklin House will buy them and bill the individual.
- Residents who require any further personal items are able to go out shopping with their key worker or alternatively we hold clothes parties on a regular basis.

### ***Clothing***

- A free laundry service is provided for residents.

- We have a laundry assistant who is employed at the Franklin House 30 hrs per week who takes charge of this area. She ensures all clothes are marked with residents name and clothes are returned to the rightful owners.
- Residents families are encouraged to assist with providing laundry services, when able, at home.

### ***Valuables***

- A lockable drawer is provided for residents to store their valuables.
- All resident's personal possessions are not covered by the Home's insurance cover.

### ***Dining Arrangements***

- Franklin House operates protected mealtimes between the hours 12.00 noon – 1.00pm and 4.00pm – 5.00pm. This is to enable staff to serve food, monitor and assist residents with feeding as necessary.
- However, should to wish visit or be involved during these times please arrange with Care home Manager.
- A choice of menu is on offer.
- The menu is displayed in the dining room and is accessible to all residents.
- Visually impaired residents are informed verbally of the choice on offer.
- A staff member asks each resident what their choice of food will be each day.
- A choice of dining rooms is available.
- Special diets are catered for – please ask Manager when you visit.
- Residents are able to take meals in their rooms if they prefer to do so.
- Visitors are able to share a meal with residents occasionally – no charge is made for this service.
- Snacks and light refreshments are available to residents throughout the day.
- Residents are able to have alcoholic drinks if they wish, this must be funded by the resident.

### ***The following items are provided free of charge following local authority assessment process: -***

- Hearing Test
- Batteries for hearing aids
- Sight Tests

- Chiropody for diabetics only (private chiropody attends other residents charges individual)
- Incontinence Pads
- Dental Services
- Physiotherapy
- Speech Therapy
- 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***

- Franklin House is on one level.
- Disabled access is available throughout the Home.
- Residents are encouraged to move freely around the Home without any restrictions.

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

- Staff are available to accompany residents on hospital appointments / clinic visits, if necessary.
- No charge is made for this service if ambulance is used
- If taxi is used there will be a charge to the individual or family member, no charge for staff time at present

***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 Franklin House are as follows: -***

- Church of England ministers is attending at present.
- Roman Catholic ministers not attending at present due to pressure of time
- Church outings can be arranged for any resident who wishes to attend church.

### ***Smoking Policy***

- Franklin House operates a no smoking policy, smoking is only allowed outside the home and if the resident can support themselves unaccompanied by staff.

### ***Oxygen***

- Franklin House is happy to accept residents who rely on the use of oxygen.

### ***Minimum Age***

- Franklin House can accept residents of any age above 18 years old.

### ***Visitors***

- Relations / visitors are requested to avoid mealtimes.
- Residents are able to have visitors when and whenever they choose.
- Relatives are able to stay overnight with a resident should they become ill.
- Visitors are encouraged to take part in any of the 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: 37**

**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.**