

# CHOOSING THE RIGHT CARE HOME

## Longwood Lodge



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Registered Manager: Katie Flint

### 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: 40

40 single en-suite rooms – can accommodate two people in select rooms ,where preferred.

**Bus routes from Oldham Town Centre: 409, 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 **£696.60 per person, per week**.

**Social Services funded** charges for **Residential Care** are as follows:

Single en-suite room	£728.10*
Park view & Large en-suite room	£742.10**
Shared room shared or single occupancy to be discussed with manager.	

**\* This cost includes a top up fee of £31.50 per week, which is payable by a third party.**

**\*\* This cost includes a top up fee of 45.50 per week, which is payable by a third party.**

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

Single en-suite room	£833.00
Park view & Large en-suite room	£861.00

Shared room shared or single occupancy to be discussed with manager.

**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 on offer to all new residents. This period can vary dependent on each individual resident.
- A key worker is assigned to all new residents to help them settle in to Longwood Lodge.
- Residents are always asked what their preferred term of address should be when moving into Longwood Lodge.

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

- 4 weeks notice required as per service user guide.

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

- Rooms are kept in accordance with the resident and family's wishes or in line with Oldham Social Services procedures.

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

- Longwood Lodge do have regular residents meetings where residents are encouraged to give their views and suggestions on the running of the home.

### ***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.
- Talking newspapers can also be arranged.

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

- Longwood Lodge has a secure alarm 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***

- Any prospective resident sharing a room would be invited to meet the person with whom they would be sharing.
- Adequate screening is provided in shared rooms to ensure privacy for both residents.
- ***Residents can provide the following items in their own rooms following a risk assessment: -***
  - Telephone
  - Television
  - Own furniture – in line with health and safety guidelines.
  - Residents who do not have their own telephone installed are able to take incoming and outgoing calls in private.

### ***Pets***

- No pets at Longwood Lodge at the present time.
- Resident who wish to take their own pet to Longwood Lodge would have to discuss their own particular case with the manager.

### ***Personal***

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

- Soap
- Hairdressing service – a charge is made dependent on service provided.
- The resident must provide other toiletries and personal items.
- The resident's key worker would be happy to shop on behalf of residents unable to do so for themselves.
- Residents choose when to take a bath.

### ***Clothing***

- A free laundry services is provided to all residents. Each resident has their own laundry basket and whenever possible laundry will be collected each night and returned the following morning.
- All clothing should be named tagged to ensure all garments are returned to the rightful owner.

### ***Valuables***

- A lockable space is provided in each room for resident's valuables.
- Residents need to take out their own insurance for valuables.

### ***Dining Arrangements***

- Longwood Lodge operates protected mealtimes between the hours 12 noon – 1.00pm and 16.00pm – 17.00pm. 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.
- A choice of menu is on offer each day.
- All residents are visited by our kitchen assistant each day and informed of the choice on offer.
- Special diets are catered for our chef is able to provide a range of diets to suit medical conditions in an effort to maintain optimum nutritional health.
- A choice of dining rooms is on offer to residents.
- Residents are able to take meals in their own rooms if they wish to do so.
- 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.
- Residents are able to have 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 – as required.
- Sight Tests – annually.
- Chiropody – private chiropody attends 6-8 weeks (£16.00 per resident).
- Incontinence Pads – as assessment
- Dental Services – as required.
- Physiotherapy – GP referral.
- Speech Therapy – GP referral.
- Wheelchair – GP referral / trained nurse ref.
- Hoist – as required.
- Walking Frames – as required / physio assess.

***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.
- If taxi is used then fare is charged to the resident.

***Aids for visually impaired***

- Any aid necessary would be arranged via the appropriate service.

***Aids for hearing impaired***

- Aids can be arranged via the appropriate service.

## ***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 Longwood Lodge are as follows: -***

- Church of England
- Roman Catholic

## ***Smoking Policy***

- Smoking is permitted at Longwood Lodge in designated area only. Smoking in own rooms is not allowed. Lights /matches are kept for safe keeping in the office.

## ***Visitors***

- Relations / visitors are asked to avoid mealtimes
- Visitors are welcome any time. Tea/Coffee making facilities are provided.
- Should a resident become seriously ill, families may stay overnight ( with consideration for other residents) Staff will be able to give support.
- We warmly encourage visitors / relatives to join in any of our Home's activities.

## ***Communication***

- Longwood Lodge currently have staff who speak a variety of languages, please discuss your communication needs with the manager.

## ***Minimum Age***

- Longwood Lodge are happy to accept residents over the age of 65 years old.

## **Care Staff Training**

*(Training undertaken by Care Staff in the past 12 months)*

**Total number of care staff employed in the Home: 28**

**Total number of other staff employed by the Home: 9**

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 receive a thorough training programme in all aspects of care.

**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.**