

CHOOSING THE RIGHT CARE HOME

Millfield



Huddersfield Road, Waterhead, Oldham, OL4 3NN

Tel: 0161 620 3477

Email: ah.millfield@anchor.org.uk

Website: www.anchor.org.uk

Registered Manager: Kelly Phillips-Matthews

Registered Care Home

Registered 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.uk

TOTAL NUMBER OF BEDS: 38 single en-suite rooms

BUS ROUTE/S: From Oldham Town Centre 83

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 **£980.00***

*** This cost includes a top up fee of £283.40 per week, which is payable by a third party.**

Privately funded charges for Residential Care are as follows:

Single en-suite **£980.00**

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 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 their relatives on request.

Trial Period

- The Home offers a Trial Period this is negotiable with the Manager of Millfield.
- On entering Millfield a key Worker is assigned to residents.
- Residents are always asked what their preferred term of address should be when moving into Millfield.

How much notice to vacate the Home?

- Four weeks notice is required to vacate the Home but this would not be enforced and would be dependent on individual circumstances.

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

- This is dependent on the Social Services Department and review procedures.

Outside seating area

- The Home provides 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. Charge is made on individual basis.

- Local public library service delivers books every eight weeks.

Secure Entry System

- Millfield operate an open door policy. However from tea time onwards door is closed for security. purposes.

Bedtime arrangements

- Residents choose when to get up in the mornings and what time to retire in the evenings.

Residents' Rooms

- All residents are issued with their own key to their room.

Residents are able to provide the following items in their own rooms following a risk assessment: -

- Kettle
- Toaster
- Teas maid
- Telephone
- Television
- Microwave
- Portable fridge

If residents are unable to have their own telephone installed there is a pay phone they can use in privacy for incoming and outgoing calls.

Pets

At the present time Millfield has a dog and some fish.

Residents are allowed to keep their own small pets at Millfield as long as they are able to care for them themselves.

Personal

- The residents provide all their own toiletries. If a resident is unable to shop for personal items and has no effective family to do so their Key Worker will shop for them.
- Residents choose when they have a bath or shower.
- Shop available on site selling toiletries & sweets

Clothing

- A laundry service is provided by the Home free of charge. All clothing must be named to ensure safe return to owners.

Valuable

- Residents are provided with a lockable drawer in their rooms.
- Resident's personal effects are included on the Home's insurance policy – However it is advisable to check to what value their personal effects are insured with the Manager.

Dining Arrangements

- Millfield operates protected mealtimes between the hours 12.30pm – 1.30pm and 4.30pm – 5.30pm. 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.
- Choice of menu on offer.
- The menu is displayed on large boards in both dining rooms.
- Visually impaired residents are informed verbally of the choice on offer.
- Resident's are asked each day of their choice by staff.
- A choice of dining rooms is on offer.
- Special diets are catered for on request.
- 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 – a nominal charge of £1.50 is made.
- Light refreshments/snacks are available.
- Residents can provide alcoholic drinks if they choose.

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

- Hearing Test – as required.
- Batteries for Hearing Aids – as required.
- Sight Tests - as required.

- Chiropody – as required staff have basic nail care training
- Incontinence Pads – as required.
- Dental Services – when necessary.
- Physiotherapy – as required.
- Speech Therapy – as required.
- Wheelchair – as required.
- Hoist – Mill field's own plus stand aid
- Walking frames – as required.

Residents can keep their own: -

- G.Ps
- 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 the Home.
- Residents are encouraged to move freely around the Home without restrictions.

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

- Family/friends are encouraged to arrange to accompany residents on hospital/clinic appointments, however, where this cannot be arranged a staff member from Millfield will do so.
- No charge is made for this service, however if taxi is used the charge will be met by the resident or family member.

Aids for visually impaired

The following items are supplied by the Home: -

- Talking books
- Talking newspapers
- Staffs have received "Sight Impairment Training".

Aids for hearing impaired

The following items are supplied by the Home: -

- Staffs have received “Deaf Awareness” training.
- Staffs have also basic sign language skills.

Leisure Activities – Activities Co-ordinator in place.

Millfield provide in-house activities and entertainment. As programmes of activities are subject to change due to resident participation and staffing levels, when visiting Millfield you are advised to check with the Manager what their current programme includes.

Religious / Spiritual Needs

Religious services provided at Millfield are as follows: -

- Roman Catholic – as required by individual residents.
- Church of England – visits every week - communion monthly
- Methodist – as required by individual residents.

In addition to the services provided at Millfield church outings are organised at the local Church of England and Roman Catholic churches on special occasions – Xmas, Easter etc.

Smoking Policy

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

Visitors

- Relations / visitors are requested to avoid mealtimes – please see heading Dining Arrangements.
- Residents are free to have visitors when and wherever they choose.
- Relations/visitors are encouraged to stay overnight with a resident if they are ill.
- Relations/visitors are encouraged to take part in the Home’s 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, 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: 25

Total number of other staff employed in the home: 14

Achievements



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.

Service User Guide – includes DVD