

CHOOSING THE RIGHT CARE HOME

Neville House



Neville Street, Chadderton, Oldham, OL9 6LD

Tel: 0161 627 5874

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Manager: Rachel Mulvey

Registered Care Home

Specialised Categories of Care Provided: Dementia, Older people, Physical disability, Sensory impairment

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: 22 19 single rooms 3 double rooms

BUS ROUTE/S: From Oldham Town Centre 58 59

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
Shared room	£696.60
Respite	£696.60

Privately funded charges for Residential Care are as follows:

Single en-suite room	£720.00
Shared room	£705.00
Respite	£720.00

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 of 6 weeks, however, this timescale may be extended to suit individual needs.
- All new residents are appointed a Key Worker when they move into Neville House.
- Residents are always asked what their preferred term of address should be when they move into Neville House.

How much notice to vacate the Home?

- Four weeks notice, however, this would depend on the individual circumstances.

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

- Residents' rooms would be held indefinitely should they request to return to Neville House.

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

- Local morning and evening press are free of charge; however, arrangements can be made for other newspapers and magazines to be delivered to individual residents. A charge would be made for this service.
- Neville House has a mobile library service.

Does the Home have a Secure Entry System fitted?

- Neville House operates normal domestic procedures.

Bedtime arrangements

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

Residents' Rooms

- If residents do share adequate screening is provided to ensure as much privacy as is possible.
- Residents can take responsibility for their own keys to their room if desired.
- Residents are encouraged to bring their own small furnishings and bedding if they wish to do so. We openly encourage our residents to have as many of their own furnishings as is possible to help them settle into their new home, however, we are unable to accommodate wardrobes as all bedrooms have wardrobes.
- Residents can also have their own land line installed if they wish – this service would be billed directly to the resident by the provider.
- If residents are unable to have their own telephone installed there is a telephone they can use in privacy for incoming and outgoing calls in the Manager's office.

Pets

- If a prospective resident wanted to move in with a small pet the Manager would be happy to discuss this possibility.
- We warmly encourage relatives to bring in visiting pets.

Personal

- Residents are encouraged to bring / purchase toiletries of their choice; however, basic toiletries can be provided by Neville House.
- Hairdressing service is provided - a small charge is made for this service.
- A key worker is available to help residents shop for items not supplied by Neville House.

- Residents choose when to take a bath or shower. We do have a bath rota to ensure our residents are all included.

Clothing

- A laundry service is provided by the Home free of charge.
- It would be helpful if clothing is labelled prior to moving into Neville House, however, where this is not possible staff will assist.

Valuables

- A lockable drawer is provided in all rooms for the safe storage of valuables.
- Resident's valuables are included in our insurance cover.

Dining Arrangements

- Neville House operates protected mealtimes between the hours 12.30pm – 1.30pm and 4.30 – 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.
- There is a choice of menu on offer.
- There is a copy of the menu displayed in the dining room. A member of staff also informs all our residents each morning of the options available and records their choice.
- Special diets are catered for – please discuss your individual requirements with the Manager when you visit.
- 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. No charge is made for visitor's meals.
- Light refreshments/snacks are available.
- Residents are able to prepare drinks and light snacks under staff supervision in the kitchen.
- Neville House supplies some alcoholic drinks for residents and visitors; however, residents are free to supply alcoholic drinks of their choice for their own consumption.

The following items are provided following local authority assessment process.

- Batteries for hearing aids – when necessary
- Sight Tests – annually
- Chiropody – every eight to ten weeks by the community chiropodist who sees all free.

- Incontinence Pads – as necessary, these are included in fees.
- Dental Service – annually
- Wheelchairs – as necessary
- Hoist – when needed
- Walking frames – as necessary

Residents can keep their own: -

- G.Ps
- Dentists
- Chiropodist
- Optician

Subject for the above agreeing to visit the resident.

Access around the Home

- A lift is provided which is suitable for all our residents.
- 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?

- Relatives/friends are encouraged to accompany residents on hospital / clinic appointments.
- However, if arrangements cannot be made by relatives / friends a staff member would accompany the resident. No charge for staff time.
- In addition if a taxi is used the charge will be met by the resident or family member.

Leisure Activities

Programmes of activities are subject to change due to resident participation and staffing levels, when visiting Neville House you are advised to check with the Manager what their current programme includes.

Religious / Spiritual Needs

- Church of England visits every two months or on request by individual residents.
- Roman Catholic visits every two months or on request by individual residents.

- Residents visit local Church of England on special occasions.

Smoking Policy

- Smoking is permitted at Neville House in designated area.

Visitors

- Relations / visitors are requested to avoid mealtimes – please see heading Dining Arrangements.
- Residents are free to have visitors when and wherever they choose.
- We would be happy to accommodate relations/visitors should a resident become 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: 12

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.