

# CHOOSING THE RIGHT CARE HOME

## Oakdene



34 Stamford Road, Lees, Oldham, OL3 3LH  
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Registered Manager: Mrs Sarah Mayall

### 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: 32  
13 Single rooms      7 Single room en-suites      6 Double rooms

BUS ROUTES: from Oldham Town Centre 415

## ***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	£900.00 - £1500.00*
Double room	£900.00 - £1500.00*
Respite care	£900.00 - £1500.00*

**\* This cost includes a top up fee of £203.40 - £803.40 per week, which is payable by a third party.**

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

Single room	£900.00 - £1500.00
Respite care	£900.00 - £1500.00

**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***

- The Home offers a trial period of one month, however, we would not enforce this timescale.
- At Oakdene we operate a Key Worker system.
- Residents are always asked what their preferred term of address should be on entering Oakdene.

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

- Four weeks notice is required to vacate the Home or in some instances by mutual agreement between the client and the management.

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

- Residents' rooms are held for six weeks should a client go into hospital. Following this period each case would be assessed and discussed with all involved.

***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 to individual residents.
- Oakdene has books supplied and regularly changed by Oldham Library. Some of the books are in large print.

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

- Oakdene has a secure entry system fitted.

***Bedtime arrangements***

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

***Residents' Rooms***

- Residents who share rooms are both consulted in privacy about whether or not they have a problem sharing with the proposed person. If problems are envisaged other arrangements will be made.
- Adequate screening is provided to ensure as much privacy as is possible.

***Residents are able to provide the following items in their own rooms:***

- 
- Kettle
- Teas maid
- Telephone – provided by home free of charge
- Television
- Small fridge

Residents are able to bring their own furnishings as long as it fits into the room without making the room unmanageable and complies with all current regulations.

If residents are unable to have their own telephone installed there is a telephone they can use in privacy for incoming and outgoing calls. A mobile handset is available for use in resident's rooms or wherever they would like to make their call.

### ***Pets***

- Pat dogs visit on a regular basis.
- Residents own small pets may be considered, however, each individual case would need to be fully discussed with the Manager prior to moving into Oakdene.

### ***Personal***

#### ***Oakdene provides the following toiletries: -***

- The resident must provide other personal items.
- If residents are unable to provide, or shop, for personal toiletries one of the care staff from Oakdene would be happy to do so.
- Residents choose when to take a bath or shower.

### ***Clothing***

- A laundry service is provided by the Home free of charge.
- All clothing must be marked so that it can be returned to the correct person. When the clothing has been laundered it is sorted and returned to the resident's room by a member of staff.
- Dry cleaning is charged as extra.

### ***Valuables***

- Safety deposit boxes are provided to residents – in rooms.
- Our insurance policy covers to a maximum £500.00.
- Main safe also available for residents use

### ***Dining Arrangement***

- Oakdene operates protected mealtimes between the hours 12.00pm - 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 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.
- Visually impaired residents are informed verbally of the choice on offer.
- There is a copy of the menu on the resident's notice board. A member of staff also informs each resident each morning of the choices available. If the resident would like something not on the menu then every effort will be made to accommodate their choice.
- Special diets are catered for. Our cooks can provide a large selection of food including food for special diets. Where this is not possible in our own kitchen i.e. due to religious reason, then arrangements would be made for the food to be brought in from an external sources.
- 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 charge is made for visitor's meals.
- Light refreshments/snacks are available. Sandwiches are available between meals if required.

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

- Hoist – provided.
  - Incontinence Pads – provided when necessary free of charge at the present time.
  - Chiropody free for diabetics / otherwise private chiropody small charge
- All other services e.g. hearing aids; eye test, etc are subject to DSS guidelines.

***Residents can keep their own: -***

- G.Ps
  - Dentists
  - Chiropodist
  - Optician
- Subject for the above agreeing to visit the resident.

***Access around the Home***

- Oakdene is not all on one level but a lift to the first floor is provided.
- 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. A charge is made to cover the cost of staff wages and transport.

***Aids for visually impaired***

- Large print books provided
- Staff escorts visually impaired residents around the Home.
- Staff will read letters official and documents to residents as required.

***Medicines***

Residents are able to manage their own medication following a risk assessment.

- A lockable space is provided in residents rooms to store medication if they manage their own medication.
- If residents do not manage their own medication written records are kept of all medication administered.

***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.**

***Visitors café- the home now has a newly opened visitors café that visitors can go with their families and can hold functions throughout the year e.g. barbeques, birthday celebrations, themed nights etc.***

***Religious / Spiritual Needs***

- Church of England vicar visits every two weeks.
- Roman Catholic priest visits every two weeks.
- Residents who wanted to attend church on Sundays Oakdene would endeavour to make appropriate arrangements for them to do so.

### ***Smoking Policy***

- Oakdene has a no smoking policy.

### ***Visitors***

- Relations / visitors are requested to avoid mealtimes. – please see heading Dining Arrangements.
- Residents are free to have visitors when and wherever they choose. However, due to security and the safety of our residents we would appreciate if visiting later than 8:00 in the evenings visitors could inform staff prior to arrival.
- 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***

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**

**Total number of other staff employed in this home: 9**

**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.**