

CHOOSING THE RIGHT CARE HOME

Oaklands



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Registered Care Home

Registered Categories of Care Provided: Dementia, Mental health, Older people, 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: 24
12 single rooms 8 single en-suite rooms 2 double en-suite rooms

BUS ROUTE/S: From Oldham Town Centre 409

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
Double room (if shared)	£696.60
Respite care all rooms	£696.60

Privately funded charges for Residential Care are as follows:

Single room	£850.00
Single en-suite	£850.00
Respite care all rooms	£850.00

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 one month; however this may be flexible to suit individual clients.
- At Oaklands we do operate a Key Worker system. All our care staff work as a team to care for all residents.
- Residents are always asked what their preferred term of address should be on entering Oaklands.

How much notice to vacate the Home?

- Two 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 until a decision has been made whether they are able to return to residential care. We would try and continue to care for any resident who wished to return to Oaklands.

Outside seating area

- The Home provides an outside seating area for residents, which is also suitable for those in wheelchairs or other mobility problems.
- Extension in process at the moment

Newspapers and library service

- Arrangements can be made for newspapers and magazines to be delivered to individual residents. Charge is made to individual residents.
- Oaklands has books supplied and regularly changed by Oldham Library – every two months.

Does the Home have a Secure Entry System fitted?

- No. Oaklands operates normal domestic arrangements. Alarms have been fitted to all external doors.

Bedtime arrangements

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

Residents' Rooms

- Adequate screening is provided to residents sharing rooms to ensure as much privacy as is possible.

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

- Telephone
- Television P.A.T. tested electrical goods

Residents are encouraged to bring their own furnishings. Any item would be considered 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 – please ask the Manager.

Pets

- No pets at the present time.

Personal

Oaklands provides the following toiletries: -

- Soap
- Bath products
- The resident must provide other personal items.
- If residents were unable to provide, or shop, for personal toiletries one of the care staff from Oaklands would be happy to do so.
- All residents are encouraged to take two – three baths a week, however some residents choose not to, each individual is entitled to choose.

Clothing

- A laundry service is provided by the Home free of charge.
- All clothing must be marked prior to admission so that it can be returned to the correct person.

Valuables

- Resident's valuables are covered by the home's insurance policy.

Dining Arrangements

- There is a choice of menu on offer.
- Visually impaired residents are informed verbally of the choice on offer.
- Special diets are catered for diabetic, soft puree, vegetarian etc.
- 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 have alcoholic drinks. No charge is made for this service on social occasions arranged by Oaklands.

The following items are provided free of charge in line with local authority assessment process: -

- Hearing Test – on request.
- Batteries for hearing aids – on request.
- Sight Tests – annually.
- Incontinence Pads – every two months.
- Dental Services – on request.
- Physiotherapy – on request.
- Speech Therapy – on request.

- Wheelchairs – on request.
- Walking Frames – on request.

All the above are subject to the local authority assessment procedure.

Chiropody is provided at the home every three months – a charge is made for this service between £7.00 - £10.00 per session.

Residents can keep their own: -

- G.Ps
- Dentists
- Chiropodist
- Optician

Subject for the above agreeing to visit the resident.

Access around the Home

- Oaklands 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. No charge is made for this service.
- If a taxi is used the charge will be met by the resident or family member.

Aids for visually impaired

- Talking books
- Staff at Oaklands are trained to assist visually impaired clients.

Leisure Activities

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

Religious / Spiritual Needs

- Church of England every Sunday the local vicar visits Oaklands for communion.
- Roman Catholic – visits made on request to individual residents.
- Methodist – visits are made on request to individual residents.

Smoking Policy

- No Smoking policy at Oaklands.

Visitors

- 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: 19

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.