

# CHOOSING THE RIGHT CARE HOME

## Park House



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Registered Manager: Debra Best

### Registered Care Home (PC)

**Specialised Categories of Care Provided: Dementia, Older people, Physical disability and 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](mailto:enquiries@cqc.org.uk)

### **Total number of beds: 27**

5 single rooms, 22 single en-suite rooms

**Bus routes from Oldham Town Centre: 408, 425.**

## ***How much are the fees per week?***

### **RESIDENTIAL CARE**

If you are receiving financial support from Oldham Metropolitan Borough Council, from **1<sup>st</sup> 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	£736.60*
Single en-suite room	£746.60**
Respite	£736.60* - £746.60**

**\* This cost includes a top up fee of £40.00 per week, which is payable by a third party.**

**\*\* This cost includes a top up fee of £50.00 per week, which is payable by a third party.**

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

Single room	£785.00
Single en-suite room	£785.00
Respite	£785.00

**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**

- Park House offers a Trial Period of four weeks.
- On entering Park House a Key Worker is assigned to residents.
- Residents are always asked what their preferred term of address should be when moving into Park House.

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

- Two to four weeks notice is required to vacate the Home. However, this period is varied according to specific need and the varying contractual requirements of Social Services Departments.

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

- The resident's room will be held indefinitely provided that the fee for the room continues to be paid.

### ***Outside seating area***

- Park House provides an outside seating area for residents, which is also suitable for those in wheelchairs or other mobility problems.

### ***Can residents help with any of the Home's domestic activities?***

- Residents may become involved in as many of the Home's activities as they are able to within the constraints of their care plans. Residents particularly enjoy baking, making items for sale at the annual summer fair and bring and buy events. There is also a very active resident's gardening club.
- Park House has a very active Residents' Committee and is involved in regular meetings with the Home's staff and management. The Committee's comments and requests are also noted and incorporated into the Home's newsletter, which is produced twice a year.

### ***Newspapers and library service***

- Arrangements can be made for newspapers and magazines to be delivered to individual residents. A charge is made for newspapers/magazines ordered by individual residents.
- Park House provides a free library service for residents. Public library delivers large print books around every ten weeks.

### ***Bedtime arrangements***

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

### ***Residents' Rooms***

- Residents are able to take responsibility for their own keys to their room.

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

- Telephone
- Television

Residents are able to supply their own furniture if they wish to do so. However, a risk assessment would be carried out prior to agreeing specific items.

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

### ***Pets***

- At the present time Park House has a resident cat and also several “unofficial” pets – the numerous squirrels which the residents like to feed in the garden.
- Residents wishing to take their own pet to Park House would have to discuss their particular case with the management.

### ***Personal***

- We have a hairdresser who visits Park House on a regular basis – an individual charge is made to residents for this service.
- All toiletries/ personal items are provided by the resident themselves. If residents were unable to obtain personal items their Key Worker would be available to shop on their behalf.
- Residents choose when to take a bath or shower.

### ***Clothing***

- A laundry service is provided by the Home free of charge. Individual nametapes are sewn into all items by staff at the Home to ensure garments are returned to their rightful owners.
- Park House holds occasional clothes parties where our residents are encouraged to try and buy.
- A key worker is also available to escort residents on regular shopping trips to Oldham / Ashton shopping centres to purchase any personal items or clothing.

### ***Valuables***

- Valuables can be kept in a locked cabinet for residents; however, we do not have individual safety deposit boxes. Resident's effects are insured for a general sum of £1000.00 each. Items over this amount would have to be insured separately by the resident.

### ***Dining Arrangements***

- Choice of menu on offer.
- The menu is displayed on a large board in the main hallway, and on individual tables.
- Visually impaired residents are informed verbally of the choice on offer.
- Residents are consulted each day by the catering staff prior to each meal.
- A choice of dining rooms is on offer.
- All special diets are dealt with on an individual basis.
- 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 visitors.
- Light refreshments/biscuits are available to residents.
- Residents can choose to have alcoholic drinks if they wish.

***The following items are provided due to local authority assessment procedures: -***

- Hearing Test – quarterly
- Batteries for Hearing Aids – as required.
- Sight Tests - six monthly
- Chiropody – quarterly.
- Incontinence Pads – as required daily.
- Dental Services – quarterly.
- Physiotherapy – as required.
- Speech Therapy – as required.
- Wheelchair – as required.
- Hoist – as required
- Walking frames – as required.

All the above are subject to local authority procedure.

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

- G.Ps
- Dentists
- Chiropodist
- Optician

All the above are subject to the above agreeing 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?***

- Relatives are encouraged to accompany residents on hospital or clinic visits whenever possible. However, staff from Park House are happy to do so if relatives are unable to make suitable arrangements.
- 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***

- Talking newspapers
- Large print library books
- Special magnifying / reading aid.

***Aids for hearing impaired***

Specialist hearing aids as required.

***Leisure Activities***

**As the programme of activities is subject to change depending on participation of residents and staffing levels, Age UK Oldham advises that when visiting Park House you check with the Manager what their current programme includes:-**

***Religious / Spiritual Needs***

***Religious services provided at Park House are as follows: -***

- Roman Catholic on a monthly basis.
- Church of England by arrangement.

***Smoking Policy***

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

***Oxygen***

- Park House is happy to accept residents who rely on the use of oxygen.

***Minimum Age***

- Park House can accept residents of any age above 18 years old.

***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***

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: 20**

***Additional information, which the Home would like to include: -***

Park House has built a particular reputation for our provision of high levels of varied activities and outings for our residents. We are also one of the few care homes registered by O.M.B.C for the provision of Day 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.**



