

CHOOSING THE RIGHT CARE HOME

Royley House



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Manager: Irum Mahmood

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: 41
9 single 32 single en-suite rooms

BUS ROUTE/S: From Oldham Town Centre

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	£776.60*
Single en-suite	£806.60**

*** This cost includes a top up fee of £80.00 per week, which is payable by a third party.**

****This cost includes a top up fee of £110.00 per week, which is payable by a third party.**

Privately funded charges for Residential Care are as follows:

Single room	£1200.00
Single en-suite	£1300.00
Respite	Four-week respite stay for the same price as a three-week stay.

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

- A trial period is available – this would vary according to individual circumstances.
- A key worker is assigned to new residents on admission.
- Residents are always asked what their preferred term of address should be when moving into Royley House.

How much notice to vacate the Home?

- Two to four weeks notice is required dependent on individual circumstances.

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

- Six weeks or subject to financial arrangements.

Outside seating area

- We provide an outside seating area, which is suitable for all our residents including those in wheelchairs and other mobility problems.

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

- We have a large garden in which residents are encouraged to assist if they wish.
- We also have activities which take place that encourage residents to get involved with.
- We would encourage any domestic activity within health and safety guidelines.

Newspapers and library service

- Residents are able to have their own newspapers / magazines delivered on request – a separate charge would be made for this.
- We have the services of Oldham Library service that exchanges books every twelve weeks.

Does the Home have a Secure Entry System fitted?

- We have a secure entry system in operation for the safety of all our residents.

Bedtime arrangements

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

Residents' Rooms

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

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

- Kettle
- Toaster
- Teas maid
- Telephone
- Television
- Own furniture – Any item would be considered within health and safety guidelines.

Personal

The following items are provided by the home free of charge:-

- Soap
- The residents must provide all other toiletries and personal items.
- Hairdressing service on a weekly basis – charge made individually to residents
- We have a foyer shop, which stocks a range of toiletries and personal items for residents to purchase.
- Residents choose whether to take a bath or shower – this is by arrangement on a rota system.

Clothing

- We provide a free laundry service to all our residents.
- All clothing must be labelled prior to moving into Royley House. Each resident has his or her own laundry basket, which is collected and returned within 24 hours.

Valuables

- Each resident is provided with a lockable drawer to store any valuables. We do also have a safe available for short-term use. Please ask the Manager if you would like to use this service.
- Residents are advised by the management to take out their own insurance for personal possessions.

Dining Arrangements

- A choice of menu is on offer to residents.
- Visually impaired residents are informed verbally of the choice on offer.
- Staff asks each resident what their choice of food will be on a daily basis.
- A choice of two dining rooms are available for residents to choose from.
- Special diets are catered for on request.
- Residents are able to invite a friend / relative to share a meal with them occasionally – no charge is made for this service.
- Light refreshments are available for residents and visitors in the dining rooms.
- Following a risk assessment residents are able to prepare drinks in their own rooms if they wish to do so.

- Residents are able to provide alcoholic drinks if they choose – each resident would provide their own.

The following items are provided free of charge within local authority guidance: -

- Hearing Test - annually
- Batteries for hearing aids – as required
- Sight Tests – every six months
- Chiropody – every three months.
- Incontinence Pads – service provided through the Incontinence Nurse
- Dental Service – annual screening.
- Physiotherapy – as required via G.P.
- Speech Therapy – as required via G.P.
- Wheelchair – provided via relatives/friends.
- Hoist – provided on each floor
- Walking Frames – provided through Physio upon completion of assessment.

Residents can keep their own: -

- G.Ps
- Dentists
- Chiropodist
- Optician

Subject to the above agreeing to continue to visit the resident.

Access around the Home

- A lift is provided which is suitable for all residents.
- Disabled access is available throughout the Home.
- All our residents are encouraged to move around freely without any 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/agency member would accompany the resident.

- A charge would be made for this service.

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.

Smoking Policy

- Smoking is permitted in a designated area of the home.
- No smoking is allowed in resident's rooms.

Visitors

- Visitors are welcome at all times.
- Visitors are actively encouraged to join in the Home's activities.
- We also encourage any relatives to join in the quarterly resident's meetings.

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: 40

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.