

CHOOSING THE RIGHT CARE HOME

Springfield House



79 Waterworks Road, Waterhead, Oldham, OL4 2JL
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Registered Manager: Nicola Jagger-Wild

Registered Care Home

Registered Categories of Care Provided: Dementia, Mental health, 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

TOTAL NUMBER OF BEDS: 22

16 single en-suite

3 double en-suite rooms

BUS ROUTE/S: From Oldham Town Centre 82

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 en-suite	£696.60
Respite all rooms	£696.60

Privately funded charges for Residential Care are as follows:

Single room en-suite	£750.00
Respite all rooms	£750.00

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

- We offer a trial period, which is dependent on the individual resident and circumstances at the time.
- A key worker is assigned to new residents at Springfield House.
- Residents are always asked what their preferred term of address should be when moving into Springfield House

How much notice to vacate the Home?

- Four weeks is the maximum notice required. This is dependent on individual circumstances.

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

- Resident's rooms will be kept until a decision has been made either by the resident and their family or the Social Services Department.

Outside seating area

- Springfield House provides an outside seating area, which is suitable for all residents.

Does the Home have a Secure Entry System fitted?

- A secure entry system is fitted for the safety of all our residents.

Bedtime arrangements

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

Residents' Rooms

- Residents are able to take responsibility for keys to their own rooms.
- Residents who share rooms are provided with adequate screening to ensure privacy.

Residents are able to provided the following after a risk assessment, as been carried-out: -

- Kettle
- Telephone
- Television – we recommend a portable set, as we have no external aerial sockets fitted in the bedrooms.
- Residents are able to have their own personal furnishings, whatever will fit into their rooms and complies with health and safety regulations.
- Residents who do not have their own telephone line are able to use a telephone supplied by the Home for taking incoming and outgoing calls in private in the Manager's office.

Pets

- Any prospective residents who wanted to take a small pet with them to Springfield House are invited to discuss their own individual case with the Manager.

Personal

- Hairdressing service is provided - please ask the Manager for details of charges.
- A key worker is available to either accompany or shop on behalf of residents for any personal items they required which are not included in the Home's fee.

Clothing

- A free laundry service is provided for residents.
- We request that whenever possible all garments are name-taped prior to moving into Springfield House to enable the safe return of all clothing to our residents.

Valuables

- A lockable drawer is provided for residents to store their valuables.

Dining Arrangements

- A choice of menu is on offer.
- All residents are informed verbally of the choice on offer.
- A staff member asks each resident what their choice of food will be each day.
- A choice of dining rooms is available.
- Special diets are catered for – please ask Manager when you visit.
- Residents are able to take meals in their rooms if they prefer to do so.
- Visitors are able to share a meal with residents occasionally – no charge is made for this service.
- Snacks and light refreshments are available to residents throughout the day.
- Residents are encouraged to prepare drinks and light snacks for themselves under the supervision of a staff member to ensure health and safety regulations are adhered to.
- Visitors to Springfield House are encouraged to use the Home's tea and coffee making facilities.
- Residents are able to have alcoholic drinks if they wish – we provide alcoholic drinks for our resident on social occasions, however at other times residents must provide their own.

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

- Hearing Test
- Batteries for hearing aids
- Sight Tests
- Chiropody
- Incontinence Pads
- Dental Services
- Wheelchair
- Hoist
- Walking Frames

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 to enable residents to move between floors with ease.
- Disabled access is available throughout the Home.
- Residents are encouraged to move freely around the Home 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 would accompany the resident.
- No charge is made for this service at the present time.

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.

Religious / Spiritual Needs

Religious services provided at Springfield House are as follows: -

- Church of England.
- Roman Catholic.
- Methodist.

All the above visit individual residents on request.

- Church outings can be arranged for any resident who wishes to attend church.

Smoking Policy

- Springfield House has a designated outdoor smoking area.

Visitors

- Residents are able to have visitors when and whenever they choose.
- Relatives are able to stay overnight with a resident should they become ill.
- Visitors are encouraged to take part in any of the Home's activities.

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: 22

Total number of other staff employed in the home: 3

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.