

CHOOSING THE RIGHT CARE HOME

Alexandra Nursing Home



71 – 75 Queens Road, Oldham, OL8 2BA
Tel: 0161 627 2970 Fax: 0161 627 2015
Email: teresa@alexandranursinghome.co.uk
Manager : Mrs Teresa Harwood

Registered Care Home with Nursing
Registered Categories of Care Provided: Dementia, Older people,
Physical disability, 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: 33
14 single en-suite rooms, 17 single rooms, 2 en-suite shower 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 **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:

£696.60 Plus a 3rd Party top up fee which is currently under review and to be discussed with the care home manager.

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

Variable from **£850.00**

Depending on assessed need and Room size / location.

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.

NURSING CARE

If you are receiving financial support from Oldham Metropolitan Borough Council, from **1st April 2024**, they will pay a maximum contribution of **£783.00 per person, per week**.

In addition to the above anyone who has been assessed as having nursing care needs that should be met in a care home registered for providing nursing care will be eligible for the nursing element of their care to be paid for by the National Health Service (NHS) regardless of your financial status. As from **1st April 2024**, this amount will be **£235.88 per week**. This payment will be paid directly to the care home. This is known as the Registered Nursing Care Contribution (RNCC) payment and is allocated to your care needs: -

Social Services funded charges for **Nursing Care** as follows:

£783.00 Plus a 3rd Party top up fee which is currently under review and to be discussed with the care home manager.

Privately funded charges for **Nursing Care** as follows:

Variable from **£900.00**

Depending on assessed need and Room size / location.

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.

When you move into your new home

- All new residents are offered a trial period of between one to four weeks.
- This is variable – up to a maximum of four weeks depending on the individual circumstances.
- Residents moving into The Alexandra are assigned a Key Worker – this is a named care worker who will help you to settle into your new home and assist you with your day-to-day tasks.
- New residents are always asked what their preferred term of address should be when moving into The Alexandra.

Outside seating area

- There is an outside seating area for residents, which is also suitable for those in wheelchairs and other mobility problems.

Newspapers and library service

- Arrangements can be made for newspapers and magazines to be delivered to individual residents on request. A charge is made on individual basis.
- We also have the services of a mobile library.

Secure entry system

Normal domestic arrangements are in operation at The Alexandra. Security alarm systems are activated during the night to maximise security for all our residents.

Residents' Rooms

- All residents are able to take responsibility for their own keys if they wish.
- Residents are able to take personal furniture to The Alexandra i.e. T.V. chairs, drawers, ornaments, pictures etc. Anything, which will fit into their room.
- Residents are able to have their own telephones installed.

Pets

- Residents own small pets may be considered, however, each individual case would need to be fully discussed with the Manager prior to moving into The Alexandra.

Personal

- The Alexandra provides a weekly hairdressing service – a charge is made for this service.
- Residents must provide other toiletries and personal items. Staff from the home are happy to arrange shopping to be collected on behalf of residents. In addition to this service, care staff can accompany residents on shopping trips to choose their own goods whenever possible.
- Shampoo –soap – toothpaste – bath products are free offered at least twice a week
- Residents choose when to have a bath or shower.

Clothing

- A laundry service is provided by the Home free of charge. Clothes must be clearly marked with resident's name and room number to ensure they are returned to correct owner.

Valuables

- Residents are provided with a safety deposit box for valuables.
- Resident's must provide their own insurance cover for any personal affects. This would be discussed with prospective residents or their families/carers on admission.

Dining Arrangements

- Choice of menu on offer.
- A choice of dining rooms are available
- A daily menu planner is circulated to all residents and their choice recorded.
- Visually impaired residents are informed verbally of the choice on offer.
- Special diets are catered for on request – please see the Manager.
- Residents are asked on admission of their likes/dislikes regarding food.
- 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.
- Light refreshments/snacks are available.

The following items are provided following assessment and local authority procedures: -

- Hearing Test – as required.
- Batteries for Hearing Aids – as required.
- Sight Tests - annually.
- Chiropody – every 8 weeks - Chargeable at £12 per visit.
- Incontinence Pads – as required.
- Dental Services – as required.
- Wheelchair – as required.
- Walking frames – as required.
- Hoist – required.

All residents are registered at the same GP practice

Residents can keep their own: -

- Dentists
- Chiropodist
- Optician

All the above are subject to them agreeing to continue to visit the resident.

Access around the Home

- As the Home is not all on one level a lift is available to the first & second floor.
- Disabled access is available throughout The Alexandra and residents are encouraged to move around freely without any restrictions.

Hospital / Clinic Appointments

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. There will be a charge of £11.44 per hour, which will be met by the resident or family member.
- In addition, if a taxi is used the charge will also be met by the resident or family member.

Aids for visually impaired

- Talking books.
- Large print books.

Communication Needs

- The Alexandra has care staff that are able to communicate in a variety of Asian and English languages.

Leisure Activities

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

Religious / Spiritual Needs

- Roman Catholic visits on request – communion monthly
- Church of England visits on request.

Smoking Policy

- A designated smoking area is available outside.

Communication

- The Alexandra currently have staff who can speak Bengali, Urdu, Polish and German.

Oxygen

- The Alexandra will accept residents who require oxygen.

Minimum Age

- The Alexandra are happy to accept residents over the age of 18 years old.

Visitors

- Residents are free to have visitors when and wherever they choose and are encouraged to take part in any of the homes 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: 20

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.