

CHOOSING THE RIGHT CARE HOME

Coppice Care Home



84 Windsor Road, Coppice, Oldham, OL8 1RQ
Tel: 0161 626 8522 Fax: 0161 627 4358
Email: thecoppice@bondcare.co.uk
Registered Manager: Ms Collette Grace

Registered Care Home with Nursing

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: 44 all Ensuite except 2 bedrooms
1 bariatric room

BUS ROUTE/S: From Oldham Town Centre 82 149

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 en-suite room £746.60*

* 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:

All Single en-suite room £962.37

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.

PLEASE SEE NEXT PAGE FOR DETAILS OF NURSING FEES

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:

Single en-suite room £833.00

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

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

All Single en-suite rooms £1260.00

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

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 Concern 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 four weeks.
- On entering The Coppice a key Worker is assigned to residents.
- Residents are always asked what their preferred term of address should be when moving in.

How much notice to vacate the Home?

- Two to four weeks notice is required to vacate the Home. However, this is dependent on individual resident's situation and the terms and conditions originally agreed on entering The Coppice.

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

- The resident's room will be kept for six weeks – after this period a review will be held to determine outcome.

Outside seating area

- The Home provides an outside seating area for residents, which is also suitable for those in wheelchairs or other mobility problems.
- Secure garden area at the rear of the house.
- Summerhouse at the rear of the property
- Outdoor tables, chairs and umbrellas

Car Parking

- Private car park for residents' visitors at the front of the property

Hairdressers/Podiatry

- The home has a designated salon to provide hairdressing and podiatry services.

Library service

- Local public library delivers books and audiotapes every eight weeks.
- The Coppice had a dedicated library room.

Secure Entry System

- The Coppice operates a secure entry system to ensure the safety of all residents.

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. Keys are available on request.

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

- Telephone
- Television

Residents are encouraged to personalise their rooms with items of furniture subject to fire regulations and adequate space in their chosen rooms.

Pets

- Please see service user guides.

Personal

- The home does not provide toiletries; these are provided by the resident or their families.

- If residents do not have family or friends and are unable to provide or shop for personal toiletries the named Key Worker assigned to them will do so.
- Residents choose when to take a bath or shower.

Clothing

- A laundry service is provided by the Home free of charge. Personal name labels must be sewn into all residents' clothing prior to moving into The Coppice. It is also The Coppice's standard policy to return laundry within 72 hours.
- The Coppice cannot accept responsibility for items of clothing which are lost.

Valuables

- Residents are provided with the provision of a lockable space in their rooms.
- A limited amount of the resident's personal affects are included on the Home's insurance policy, however, we encourage residents to provide their own insurance cover if valuables exceed £200.

Dining Arrangements

- The Coppice operates protected mealtimes between the hours 12.00am - 1.30pm (two sittings) and 4.00pm – 5.30pm (two sittings). This is to enable staff to serve food, monitor and assist residents with feeding as necessary.
- However, should you wish to visit or be involved during these times, please arrange with the Care Home Manager?
- Choice of menu on offer.
- The menu is displayed in a prominent place on both floors of the Home and is easily accessible to all residents.
- Visually impaired residents are informed verbally of the choice on offer.
- Residents are asked each day by an appointed person to select their choice for the following day.
- A choice of dining rooms is on offer.
- Special diets are catered for e.g. low fat, vegetarian and Halal.
- 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 but a donation would be welcome.
- Light refreshments/biscuits are available.
- Residents can provide alcoholic drinks if they choose.

The following items are provided free of charge under the local authority assessment procedure: -

- Hearing Test – as required.
- Batteries for Hearing Aids – as required.
- Sight Tests - as required.
- Incontinence Pads – as required daily.
- Dental Services – when necessary.
- Physiotherapy – as required.
- Speech Therapy – as required.
- Wheelchair – provided by the home for internal transfer only.
- Hoist – as required
- Walking frames – as required.
- All the above are subject to the Department of Health guidelines.

Residents can keep their own: -

- G.Ps
 - Dentists
 - Chiropodist
 - Optician
- 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.
- Each floor has own lounge and dining area.
- 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 could not be made a staff member would accompany the resident. There will be a charge of £25.00 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.
- There are no fees charged for emergency NHS visits.

Aids for visually impaired

Aids are provided on assessment of the individual this is variable depending on needs.

Aids for hearing impaired

Aids are provided on assessment of the individual this is variable depending on needs.

Communication Needs

Staff at The Coppice are able to communicate in the following languages other than English: -

- Urdu Tamil Slovakia
- Hindi Gujarathi Ukrainian
- Bangla Polish Italian

This can vary due to shift patterns and changes in staff.

Social Interaction

As activities are subject to change depending on resident's participation and staffing levels, Age UK Oldham advises that when visiting The Coppice you check with the Manager what their current programme includes.

Religious / Spiritual Needs

Religious services provided at The Coppice are as follows: -

- Roman Catholic – every four to six weeks.
- Church of England - provides Holy Communion to any residents who wish to take part.

Smoking Policy

- The Coppice is a No Smoking care home.

Visitors

- Relations / visitors are requested to avoid mealtimes – please see heading Dining Arrangements
- 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.

Additional information

- The home has recently installed new Airconditioning units in both the lounges upstairs and downstairs.
- The home has an entrance at the back which can be used to move larger items into the home.

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:

Approximately 33 Care Assistants

6 Trained Nurses

1 Matron

4 Kitchen staff

5 Domestic staff

1 Handyman

1 Gardener

1 Admin assistant

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.