CHOOSING THE RIGHT CARE HOME

Oldham Total Care

Middlewood Court, Middlewood Road, off Middleton Road
Chadderton, Oldham, OL9 9SR
Tel: 0161 627 0027
Email: suesheridan@total-care.org.uk
Manager: Sue Sheridan

Registered Care Home with Nursing
Registered Categories of Care Provided: Dementia, Older people, Young adults

From June 2009 care homes have been regulated by the Care Quality Commission (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: 146
92 Single rooms and 52 Single en-suite rooms, with the potential for 10 single rooms to be used as double rooms if this was required.

BUS ROUTES: From Oldham Town Centre- 58, 59

How much are the fees per week?

DEMENTIA RESIDENTIAL CARE

If you are receiving financial support from Oldham Metropolitan Borough Council, from **1st April 2023,** they will pay a maximum contribution of **£645.00 per person, per week.**

Social Services funded charges for **Residential Dementia Unit** are as follows:

Single room	£663.00 - £680.00*

*** This cost includes a top up fee of £18.00 - £35.00 per week, which is payable by a third party. Please speak to the manager to discuss specific rates of top up fees.**

Privately funded charges for **Residential Dementia Unit** are as follows:

Single room	£900.00
Respite	Please contact the home to discuss respite fees.

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 **£28.20** 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 2023,** they will pay a maximum contribution of **£725.00 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 2023,** this amount will be **£219.71 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 **General Nursing & DE Nursing Care** as follows:

	Gen Nursing	**DE Nursing**
Single internal room	£743.00 - £760.00*	£743.00 - £760.00*
Single external/ en-suite room	£743.00 - £760.00*	£743.00 - £760.00*

***A top up fee of £18.00 - £35.00 applies to this home for social services funded clients dependant on room type or need. Please speak to the manager to discuss specific rates of top up fees.**

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

Single room	£1005.00
Respite	Please contact the home to discuss respite fees.

Privately funded charges for **Dementia Nursing Care**

Single en-suite room	£1070.00
Respite	Please contact the home to discuss respite fees.

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-ageconcern.co.uk 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 – this is dependent upon the individual's assessment.
- New residents are assigned a named nurse in a small team of care staff – who will be particularly responsible for: clothes, toiletries etc.
- Residents are always asked what their preferred term of address should be on entering Total Care.

How much notice to vacate the Home?

- Two weeks notice is required to vacate the Home, unless unusual circumstances.

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

- Residents' rooms are held indefinitely should the client have to go into hospital.

Outside seating area

- The Home 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?

- Gardening has recently become the hobby of several residents. Cooking is only available as part of social therapy – this is not in the kitchen due to health

and safety issues. Residents on the DE Unit do like to assist with cleaning and light duties.

Newspapers and library service

- Arrangements can be made for newspapers and magazines to be delivered to individual residents - local press is provided free of charge. Other publications a charge would be made.
- Chadderton Total Care has two library areas. Also Oldham Library provides a regular service, which includes the loan of large print books. Books are changed on a monthly basis.

Does the Home have a Secure Entry System fitted?

- Chadderton Total Care has a secure entry system fitted, the home also has CCTV fitted outside and in the Reception area.

Bedtime arrangements

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

Residents' Rooms

- Residents who share rooms are usually married couples or relations. Unrelated individuals would only be placed together after discussion with the residents concerned, their families and nursing staff.
- Adequate screening is provided to ensure as much privacy as is possible.

Chadderton Total Care provides the following items in their own rooms:

- Telephone
- Television

If residents wish to personalise their rooms they may do so with any item of furniture subject to fire regulations and adequate space in their room to accommodate the item.

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 Total Care, the resident must be able to care for the pet without disturbing other residents at Total Care.

Smoking Policy

- Designated smoking areas are provided on each of the units for the comfort of all our residents.

Personal

Chadderton Total Care provides the following toiletries: -

Residents provide their own toiletries for personal use. We keep a stock of toiletries so no resident would ever be left without personal toiletries.

- If residents are unable to provide or shop for personal toiletries the named 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.
- Clothes collected for laundering in the morning are returned to the client the same afternoon.

Valuables

- Safety deposit boxes are provided to residents.
- Resident's valuables have to be covered by the home's insurance policy.

Dining Arrangements

- There is a choice of menu.
- Residents are given a written copy each day of the choice on offer.
- Visually impaired residents are informed verbally of the choice on offer.
- Special diets are catered for e.g. diabetic, gastric, soft diet, vegetarian, reducing and build-up diets – all diets are supervised by nursing staff.
- 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.
- Free wine/beer is provided to residents on social occasions. At other times residents are able to provide alcoholic drinks if they wish to do so.

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

- Hearing Tests – according to need.
- Batteries for Hearing Aids – provided by the NHS.
- Sight Tests – provided by the NHS.
- Chiropody – every eight-twelve weeks provided by NHS.
- Incontinence Pads – as necessary.
- Dental Service – provided by the NHS.
- Physiotherapy – provided by the NHS.
- Speech Therapy – provided by the NHS.
- Wheelchair –provided by home for transfers as necessary.
- Hoist – provided by the home.
- Walking Frames – provided by the NHS.

All the above are subject to D of H guidelines. Some residents, however, with large incomes may be subject to a charge.

Residents can keep their own: -

- G.Ps -provided GP is in agreement
- Dentists
- Chiropodist
- Optician

Residents are able to keep their own medical practitioners provided the service agrees to visit or the client is able to visit them.

Access around the Home

- Chadderton Total Care is all on one level.
- 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 cannot be made by relatives / friends a staff member would accompany the resident. There will be a charge of £25.00 (more if the appointment is longer than 3 hours) 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 for any emergency NHS visit.

Aids for visually impaired

- Library provides large print books.
- We will refer individuals for medical/optical aids via the NHS.
- Large faced clocks.
- Large signs around the Home to aid clients finding their way around.
- Specialist telephone provided for clients room, if necessary.

Aids for hearing impaired

- We help clients access any aid available to them through their G.Ps and Cannon Street Hearing Aid Services.
- Specialist telephone system provided for clients room, if necessary.

Communication Needs

- Several staff at Chadderton Total Care are fluent in other languages, this can vary due to shift patterns and changes in staff, discsus with manager for further info. Chadderton Total Care also has a staff member that is able to sign.

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.

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

Total number of care staff employed in the Home: 106

Total number of Nurses employed by this Home: 22

Total number of other staff employed by this Home: 66

There is an active training programme in place for all staff at the home.

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

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.