

CHOOSING THE RIGHT CARE HOME



TREETOPS

Carthage Street, Oldham, OL8 1LL

Tel: 0161 628 6811

Website: manager@treetopsnursinghome.co.uk

Email: biju1@hotmail.co.uk

Registered Manager: Matthew Biju

Registered Care Home with Nursing and Dementia

Registered Categories of Care Provided: Dementia, 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: 34

34 single rooms (7 are en-suite)

BUS ROUTES: from Oldham Town Centre

409 184 180 427

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	£696.60
Respite care	£696.60

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

Single room	£950.00
Respite care	£925.00

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.

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 2023**, 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 room	£783.00
Respite care	£783.00

Privately funded charges for Nursing Care as follows:

Single room	£950.00
Respite care	£925.00

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

- Trial Period
- A trial period within Treetops is available to all new residents, this period can vary depending on each individual resident.
- A key worker is assigned to all new residents to help them settle into Treetops. They assist with any personal shopping and spend one to one time with their resident, getting to know their likes and dislikes etc. This assists in drawing up the care plan with the nurse in charge.
- Residents are always asked what their preferred term of address should be when moving into Tree Tops.
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How much notice to vacate the Home?

The contract states 4 weeks notice is required. However this can be varied dependent upon circumstances, at the discretion of the owner/manager.

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

The room will be kept indefinitely, or until other alternative arrangements have been made for their care needs.

Do you have a resident committee?

Treetop does not have a formal residents committee. However, every 3 months, a resident/relative meeting takes place where people are encouraged to give their views and suggestions on the running of the home.

Outside seating area

☐The Home provides an outside seating area for residents with ramped access from the conservatory, which enables residents reliant upon wheelchairs or who have mobility problems to access the garden easily.

Newspapers and library service

☐Arrangements can be made for newspapers and magazines to be delivered to individual residents who will be responsible for the charges incurred.

☐A local mobile public library service visits Treetops - large print and small print books, audio tapes and videos are available, and these may be changed every two months.

Does the home have a secure entry system fitted?

☐A secure keypad entry system is fitted for the comfort and safety of all residents. Both day and night staff check that all exits are secured. Security CCTV cameras are in operation in the general public areas.

Residents' Rooms

All residents' bedroom doors are lockable from the inside and in an emergency situation, staff can access the room. If the resident requests a lock to be fitted on their bedroom door, this can be accommodated, provided a risk assessment is undertaken which shows the person is able to safely be responsible for holding their own key.

Personalisation of bedrooms is encouraged. Residents are able to bring any items or furniture into the home, subject to fire regulations and provided there is adequate space in their room to accommodate the furniture etc.

In each bedroom a telephone and television socket are fitted so that residents may have a telephone installed and bring in their own television set.

If residents are unable to have their own telephone installed, they are able to take incoming and outgoing calls in private by using the home's mobile telephone. If families live a distance from the home, Skype can be arranged so that they can enjoy seeing and speaking to their relatives/friends.

Pets

Residents are able to bring small pets into the home, provided we feel we can accommodate them, and you are able to look after them. Dependent upon the pet, they may have to be restricted to your bedroom in order to prevent other service users, who may have pet allergies, coming into contact and becoming ill.

Personal

We provide soap, shampoo and other bath products without charge. However, should a resident request specific personal products, they will be responsible for the cost incurred. Staff will shop for all items not supplied.

Residents may choose when to take a bath or shower and this information is recorded on their individual care plan.

Clothing

- We provide a free laundry service and items are returned ironed on the same day
- All clothing is labelled to ensure garments are returned to their rightful owner

Valuables

- A safety deposit box is provided for resident's valuables
- Residents' possessions, up to a certain amount, are covered by the homes insurance policy- please check with the manager in respect of this prior to moving into the home.

Dining Arrangements

A choice of menu is on offer each day for all meals.

All residents are visited by our cook each day and informed of the choice on offer. Residents likes/dislikes are recorded so that the cook is aware of their wishes and can provide alternatives if necessary.

Special diets are catered for which may include diabetic, low fat, low salt, Halal etc. Upon admission a nutritional assessment is undertaken which includes weighing the person, in order to ensure they receive the correct diet.

Residents can take meals in their own rooms if they so wish. They may invite visitors / relatives to share an occasional meal for which no charge will be made.

Residents can have light refreshments / snacks throughout the day/evening. Visitors to the home are offered a hot/cold drink whenever they visit.

Alcoholic drinks can be provided upon request and no charge is made.

Bedtime arrangements

- Residents choose when to get up in the mornings and what time to retire in the evenings.
- Residents choose when they have a bath or shower. All patients have at least one bath or shower per week.

Clothing

- A laundry service is provided by the Home free of charge.

Valuables

- Resident's personal effects are included in Tree Tops insurance cover.

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

- Hearing Test – annually.
- Batteries for Hearing Aids – as required.
- Sight Tests - annually.
- Chiropody – every twelve weeks.
- Incontinence Pads – as required.
- Dental Services – as required.
- Wheelchair – as required from disability.
- Physiotherapy – as required.
- Hoist – as required.
- Walking frames – as required from physiotherapy.

Residents can keep their own: -

- G.Ps
- 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 five-person lift is available to the first floor.
- 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?

- Staff from Tree Tops will accompany residents on hospital / clinic appointments, if relatives/friends are unable to do so, if necessary.
- No charge is made for this service.

Aids for Hearing Impaired

Residents would be referred to the audiology clinic who would provide all the relevant equipment needed.

Upon assessment, any aid which is identified would be arranged via the appropriate service.

Leisure Activities

We employ a part-time activity worker who provides a programme to meet the needs of both individuals and group including those with dementia. Activities may include the following:

Musical Entertainment
Group Exercises
Art and crafts groups
Quizzes
Board games
Baking
Sing a Longs,
Poetry reading

Religious services provided at Tree Tops are as follows: -

A once-a-month visit is undertaken by the Roman Catholic priest who holds communion. Similarly, the Church of England vicar visits also. Upon admission the resident is asked about their faith and arrangements made accordingly to meet their identified needs.

Monthly visits to church/chapel etc. can be organised, with staff accompanying them - please ask the manager in respect of this.

Smoking Policy

Whilst we do not encourage smoking within Treetops, if you are a smoker, we ask that you discuss this with the management. We are sure that you will understand that as we are responsible for compliance with fire and safety regulations and for the health and welfare of other residents, staff and visitors, there are safeguards in place. An area outside the conservatory is provided

Visitors

Visitors are welcome at any time. They are welcome to stay with a resident overnight should they become ill, and facilities will be arranged.

We warmly encourage visitors / relatives to join in any of our Home's activities.

Care Staff Training

(Training undertaken by Care Staff in the past 12 months)

All new staff to the home receive induction training which takes 4 weeks and during this time they are supervised by a senior member of staff. Following induction, all staff must undertake training in respect of: Moving/handling, food hygiene, fire, infection control, dementia care, nutrition, mental capacity and safeguarding. Some staff have also undertaken first aid, end of life care and varying courses on specific health care needs.

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: 30

Total number of nurses employed by the home:5

Total number of other staff employed by the home: 6

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.