

# OAK LODGE

**Dedicated to caring for older people who need  
Residential or Nursing Care**



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## Service Users Guide



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## **INTRODUCTION:**

**Welcome to Oak Lodge. Whether you have come to make Oak Lodge your new home or are just making enquiries, this guide will provide much of the information you need. If there is something you do not understand, or if you require any further information please contact Dee Smith – Operations Manager who will be happy to answer any questions or queries you may have. Dee can be contacted on; 0161 798 0005 or via email [dee@oak-lodge.com](mailto:dee@oak-lodge.com)**

**Oak Lodge is a 41 bed care home offering Residential, Nursing, Continuing Health Care and short term Respite Care subject to availability. Oak Lodge also has three Rapid Response beds available to local GP's as part of the Intermediate Managed Care Strategy.**

**The home is located in the heart of Prestwich close to all local amenities, places of worship, local restaurants, Post Office and banking facilities. The home is also within easy access of the M60, Metro-Link Service and public transport routes**



# **Oak Lodge Operational Management Family Tree**

## **Proprietors**

Mr Stephen Reid Latimer  
Dr Kumar Kotegaonkar MBE

## **Business Consultant**

Boyd Farrar

## **Registered Manager**

Mavis Birkenshaw

## **Operations Manager**

Dee Smith

## **Registered Nurses**

## **Catering Services**

## **Healthcare Assistants**

## **Housekeeping Services**

## **External Contractors**



## **PHILOSOPHY OF CARE:**

We pledge to provide you with the highest standard of professional care. Our aim is to promote your independence and assist you to achieve the highest level of fulfilment and quality of life whilst considering your physical and mental well being.

We recognise that you as an individual have the right to be consulted and given choices concerning their lifestyle and you shall have full consideration concerning your dignity, individuality, sexuality, rights, beliefs, and freedom of choice.



We undertake to reassure you and your family that Oak Lodge is a safe and secure environment and your safety is of paramount importance to us.

Our staff are highly trained professionals who take pride in their work, and have total commitment and genuine interest in each individual resident in their care.

We truly believe that through our commitment to our elders, we can make Oak Lodge a comfortable and safe home.

## **HEALTHCARE:**

Prior to admission all residents undergo a comprehensive and progressive nursing assessment using the Activities of Daily Living Model. You can request to be assessed at home, in the hospital, care home or if you are able can be assessed at the home when you come to look round the home.



You will be assessed in relation to mobility, falls, cognitive capacity, nutrition and tissue viability needs .

Service users where possible and relatives are actively encouraged to participate in care plan formulation and all care plans are reviewed monthly and as required.



## **HEALTHCARE PROFESSIONALS:**

Doctors from local practices visit Oak Lodge on a regular basis by individual appointment. You may choose to retain your own GP if the practice serves the area, alternatively we can make arrangements for you to be registered with a new practice.



We have regular contact with other health care professional such as District/Macmillan/Tissue Viability Nurses. The Contenance Service, Dieticians, Occupational/ Physiotherapist/ Podiatrist, Optician and Dentist are available by individual appointment.

If you prefer to use your own Podiatrist, Optician or Dentist they are welcome to visit you at the home by appointment.

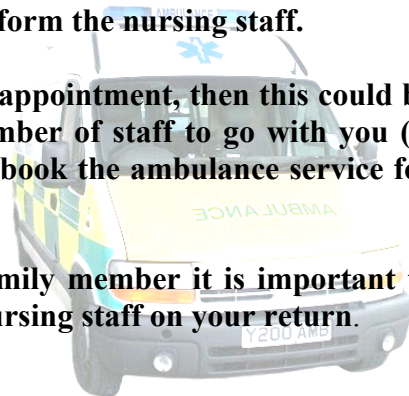


## **HOSPITAL APPOINTMENTS:**

If you have any hospital appointments due, please inform the nursing staff.

If you would like someone to accompany you to the appointment, then this could be a member of your family or we will arrange a member of staff to go with you (A charge could be incurred for this service). We will book the ambulance service for you in advance of your appointment.

If you go to the hospital on your own or with a family member it is important to report any concerns or medication changes to the Nursing staff on your return.



## **MEDICATION:**

On arrival at the home we would request that you handover any medications that you may be currently taking in order that these can be added to your care records.

If you should look after your own medication you may do so, subject to a risk assessment and we would ask you to sign a document evidencing your wishes.

If you are to self medicate all your medications must be stored in your room in the lockable medicines cabinet provided.



However if you should wish or are unable to handle your own medications the home will accept responsibility for this, your medications will be stored in a safe secure manner and will be given to you as instructed by your doctor.

## **CONSENT TO CARE:**

Where you are able to consent, staff will always ask you to agree to care, treatment and support. In most cases this will be done verbally. On admission to the home you, will be asked to sign Consent to Care Form which must be signed to enable us to care for you and meet legislation requirements. If you are unable to contribute your advocate will be asked to help. We follow any advance decision made in line with the Mental Capacity Act 2005

## **PERSONAL CARE:**

Your care plan will be reviewed on a monthly basis in order to keep it up to date with your changing needs. Sometimes it may be necessary to review your care plan during the month should your need change or deteriorate. You will be invited to contribute so that your views are known. It is important that you retain as much independence as possible as you move in to your new home but there are some things that you may need help with and we are here to support you.



## **CONFIDENTIALITY:**

It is necessary to hold some essential information about you, this is kept in the Nursing and Operations Manager's office and access is strictly limited to those who need direct information to enable them to look after you. There will be times when our nursing team and care staff will have to seek advice and share information with other member of the team to ensure the continuity of care. All confidential information will be respected and will not be passed on without your or your representative's permission. You are free to ask to look any information

## **DINING FACILITIES:**



All meals at Oak Lodge are prepared in house by two dedicated chefs who provide a wide range of home cooked food based on traditional cooking, using fresh produce from our local butcher and grocery suppliers. We encourage you to make individual choices from our varied daily menu and every effort will be made to offer alternative choices if desired.

If you require a special diet, appropriate arrangements will be made in accordance with your personal care plan.

We are also able to cater for special dietary needs such as Kosher and Halal.

We promote a protected meal time to encourage our residents to enjoy a relaxed dining experience.

*We can cater for small family parties, family dining, birthdays and special events. Please contact Dee Smith for further details and pricing*





## **DINING ROOM:**

On your first visit to the dining room you will be allocated a table and introduced to your fellow diners. If the table is not to your liking then every effort will be made to find an alternative table for you.

The Dining Room also hosts a digital television available for residents to watch a DVD or television in a quiet area when the area is not being used as a dining facility. Relatives are also encouraged to use this open space to chat with relatives and enjoy afternoon tea



## **MEAL TIMES:**

<b>Breakfast:</b>	<b>8:00 – 9:30</b>	<b>Dining Room or Bedroom</b>
<b>Morning Coffee:</b>	<b>10:30</b>	<b>Lounge or Bedroom</b>
<b>Lunch:</b>	<b>12:45</b>	<b>Dining Room</b>
<b>Afternoon Tea</b>	<b>2:45</b>	<b>Lounge Area's or Garden Area</b>
<b>Evening Meal</b>	<b>4:45</b>	<b>Lounge</b>
<b>Early Evening Drinks &amp; Snacks</b>	<b>7:00</b>	<b>Lounge or Bedroom</b>
<b>Night Time Beverage</b>	<b>10:00</b>	<b>Lounge or Bedroom</b>



**\*Additional drinks and snacks are available at all times on request**



## **LOUNGE & COMMUNAL AREA'S**

**The Lounge's host two large Television Screens, music centre and choice of books and magazines**

**Adjacent to the main lounges there is a conservatory and quiet lounge area which is often used in summer due to its sunny aspect.**

### **LOOP SYSTEM:**

**The lounge hosts a loop system for service users and visitors that use hearing aid devices. To use the loop system all you need to do is turn your hearing aid to 'T' position.**



### **GARDEN & PATIO AREA:**



**We encourage you and your relatives to use the garden area outside the main entrance to take morning, coffee,**

**afternoon tea or just enjoy the fresh air and sunshine (weather permitting of course).**



## **BEDROOMS:**

**As a new service user you will be encouraged to bring in personal items (i.e. family photographs, favorite paintings, knick knacks and space permitting small pieces of furniture. We want you to be as comfortable as possible so why not bring some items that will help you settle in to your new home.**

**All rooms contain a bed suitable to your needs, hand washbasin, bedside cabinet, lockable area, wardrobe, television and are linked to the Nurse Call System. You may bring your own television and radio if you wish to do so, however the appliance must be tested and in good condition.**

**We do provide a telephone point in each room however, if you require a private line to be installed this needs to be arranged privately with BT at your own cost.**

**Some of our rooms have en-suite facilities and if available are charged at an enhanced rate.**

## **SERVICE PROVISION:**

**As a service user you will have access to the following services:**

### **Yoga Classes**

**Yoga classes are held every Monday afternoon by our qualified Yoga Tutor, Christine. Her are classes are very popular and aid flexibility, dexterity, breathing and general wellbeing.**



### **Hairdressing**



**Our regular hairdresser visits twice a week. If you would like an appointment please ask a member of staff to make you an appointment. The hairdresser provides this service at an additional cost.**

**Your own hairdresser is welcome to visit the home by prior arrangement with the home.**



## **Aromatherapy –**

**This service is available by appointment; additional charge for this service applies.**



## **LIBRARY SERVICES:**



**Prestwich Library provide a personalized provision of reading material, including large print books. Talking books can also be provided on request; we can contact the blind society for any residents with impaired sight.**

**We also have a large selection of books available for you to read**

**and enjoy. Please feel free to lend any book that may be of interest to you. We also have a selection of magazines and newspapers can be ordered on request at an additional cost. If you prefer you can continue to use your existing local Newsagent to deliver your daily paper and magazines**



## **LAUNDRY SERVICES:**

**The home has a fully equipped laundry and if you wish your personal laundry can be washed and ironed on the premises at no extra cost. Your clothing will normally be returned to you within 24 hours. If you require a dry cleaning service this can be arranged on request, the cost of this service will be a personal expense.**

**All your personal items of clothing should be clearly marked with your name to avoid your clothing becoming mislaid. The home cannot accept any liability for the loss or accidental damage to your clothing.**



## DAILY & SOCIAL ACTIVITIES

**Our activities organiser attends Oak Lodge twice a week, her role is to encourage you to join in Social Activities in a group or if necessary on an individual basis. Activities include- Board Games, Playing Cards, Knitting Circle, Listening to Music, Memory Games, or even just a chat and a cup of tea. Your suggestions are encouraged and welcomed, always remember we are here to make your daily activities as interesting and varied as possible.**



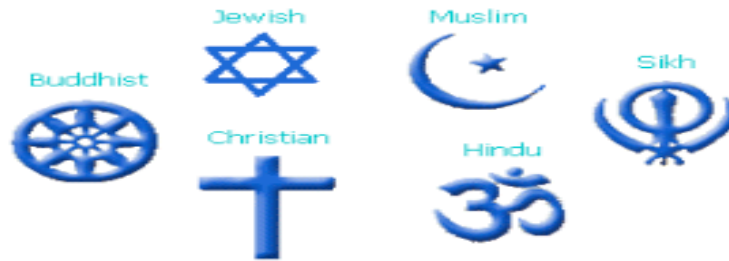
**In additional we have several social occasions and parties throughout the year to celebrate Christmas, New Year, Valentines Day, St Georges Day, Summer Tea Party, Halloween, Remembrance Day and many more.**



**We also have regular musical entertainment and quarterly Music Workshops which is enjoyed by our residents, relatives and staff alike.**



## RELIGIOUS OBSERVANCE:



We encourage you to continue to worship each according to their faith, if you wish to do so, representatives from both Roman Catholic and Anglican denominations visit and offer Holy Communion to those who wish it. You may invite any clergyman of your choice to the home; all faiths are supported and respected.

## SAFETY & SECURITY:



Every effort is made to ensure your safety and security. Each bedroom has a call bell beside the bed, which you can use to request assistance at any time. When you arrive at the home you will shown how to use the system. The home is also fitted with external CCTV cameras and the home is well equipped with fire warning systems, which are regularly maintained and tested



## VISITORS TO THE HOME:

Visitors are welcome at any time during the day. When visitors arrive, a member of staff will ask them to sign the visitors log and use the hand sanitizer in the Reception area.

You are welcome to entertain your visitors in your own room or you may wish to sit in the conservatory or lounge areas. Your visitors are welcome to join you for drinks using the homes facilities.

Visitors maybe restricted from visiting in the event of an outbreak of infection in the home.



## LEGAL MATTERS:

We recommend anyone who is thinking of going into a care home to make sure that they have a Will in place. Having a will is the only way to make sure that your estate is passed on to your loved ones. We have a local firm of solicitors that will do a **FREE Will**. They are available for outcall in the comfort of either your own home or at the Nursing home for no extra charge. They can also do a Lasting Power of Attorney, which allows for you to appoint a family member to take handle your affairs should you become physically or mental incapable of doing so yourself. For more information or to make an appointment please speak to Dee Smith Manger of Oak Lodge Nursing home.

## FINANCIAL MATTERS:



It is not possible for the management team to accept responsibility for handing personal affairs. If you need help with financial matters you should ask a relative or responsible person to provide help. If this is not possible we can try to arrange an appointee to assist you.

## PERSONAL MONEY:

If you have any personal money that you would like to be kept on your behalf, this can be arranged for you. The money will be kept in a secure cabinet in the Operation Manager's Office. Any transactions will be logged on your account page of which a copy can be requested at any time. Please ensure that you, your relative or representative leave enough funds in your account for your day to day needs.

## FIRE SAFETY:

The fire alarm is tested every week on a Monday at approx 9:15 am for approximately 10 seconds. Should you ever hear the fire bell sounding at any other time then you must react immediately as there could be a genuine **FIRE**. If you hear the alarm when you are in your room, stay until a member of staff tells you it is safe to move. If you are in a communal area staff will direct you to a safe area.



## **FIRE DRILLS:**

These are held at regular intervals throughout the year. Please be advised that when a fire drill is held, the day and time will not be pre-announced.

## **LIFT:**

Finally if the Fire Alarm sounds **NEVER USE THE LIFT**

## **FIRE EXITS & NOTICES:**

There are notices displayed around the home about what to do in the event of a fire. All fire exits and means of escape are also clearly marked, as a new service user or visitor please take time to familiarize yourself with all the available information – it could save your life in the event of a fire.

## **EMERGENCY LIGHTING:**



Emergency Lighting is in place and is tested on a monthly basis.

## **COMPLAINTS PROCEDURE:**

The aim of our home is to provide good quality care in a safe and welcoming environment.

Should you have any problems or want to complain about something we assure you that every complaint will be treated seriously, openly and sympathetically.

It is preferred that the complaint is received in writing although verbal complaints are accepted if documented at the time of the complaint.



The complaint will be acknowledged in writing within 48 hours of it having been made.





**The complainant will be kept fully informed in writing of the progress made if the complaint takes longer than four weeks to resolve.**

**Signed and dated statements will be taken from all parties involved in the complaint.**

**If any supportive evidence is removed from the home by the Quality Care Commission Inspector, receipts will be given.**

**The investigation of the complaint will be undertaken by the Manager and/or the Proprietors who will act objectively and impartially wherever possible and take every opportunity to safeguard the interests of the complainant and, most importantly, the service user's in our care.**



**The Manager and/or the Proprietor are responsible for informing the complainant of the outcome of the investigation in writing and where appropriate by personal contact.**

**A complainant that remains dissatisfied with the outcome of the investigation is advised to contact the appropriate inspector at the following address.**

**The Quality Care Commission:**

**Address**                      **North West Region  
City Gate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA**

**Telephone:**                **03000 616 161**  
**Fax:**                         **03000 616 617**  
**Email:**                     **enquiries@cqc.org.uk**

