Castleford Lodge Care Home

ORCHARD™
Care Homes
www.orchardcarehomes.com

Information for residents

All you need to know about your home

For more information call
01977 668 448
Oxford Street, Castleford,
West Yorkshire, WF10 5DF

Welcome to Castleford Lodge Care Home...

As Chief Executive Officer at Orchard Care Homes, I wanted to take the opportunity to introduce you to the staff at Castleford Lodge Care Home and the wider team.

Orchard Care Homes has been running and managing care homes across the UK for over a decade with a strong reputation in the care industry for providing quality care for the elderly.

One of our primary objectives is to be the positive choice for residents, their families and friends, healthcare professionals and staff. Alongside our highly trained staff team we are proud to use the latest technology in mobile care monitoring for evidencing care interactions, electronic care planning and reporting. Mobile Care Monitoring reduces paperwork and gives our caring team more time to focus on the welfare of our residents. Our staff team also have the support of the central team in Harrogate to ensure they have everything required to deliver wonderful outcomes for our residents.

We want to ensure that any move into our community is as easy as possible, and through our person-centred care approach, staff will actively listen and observe so they can ensure an individual's needs are achieved. We aim to consistently improve the standards in our home through social stimulation, research and development and our excellent food and beverage offering.

We pride ourselves on our people, our dedicated and passionate employees go the extra mile to generate an essential sense of community within our homes.

Once again thank you for considering the Orchard Care Homes family, the team and I would be delighted to make Castleford Lodge Care Home your home.

Hayden Knight

Hayden Knight
Chief Executive Officer
Orchard Care Homes

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Room Keys

You may wish to lock your room door whilst you are not in the room, a key for your room and a lockable cabinet is available upon request.

However, if you would prefer not to hold a key, then it will be retained for safekeeping in the manager's office.

Visiting

Castleford Lodge Care Home is your home, you're able to welcome family and friends to visit you, our visiting hours are normally between 9am and 8pm but arrangements can be made with the home manager or person in charge for visiting outside of those times.

Visitors are politely requested to avoid visiting during mealtimes, unless such visits have been arranged with the home manager or person in charge.

Visitors are required to observe all regulatory fire and safety regulations which are displayed in the home.

Activities

Castleford Lodge Care Home is designed to allow you the maximum choice of daily activities from relaxing in our quiet lounges or our gardens to socialising in our lounges and TV room.

We have a full range of daily activities and events arranged by our staff. The choice to partake is of course, yours. Occasional bus trips and outings are organised as well as visiting entertainers.

We're always open to new ideas so if you've any suggestions for activities or events, please don't hesitate to put them forward.

Meetings

We encourage your comments upon the running of Castleford Lodge Care Home both informally and formally. Regular 'resident and relatives' meetings take place to discuss ideas and suggestions for changes or improvements to the services we provide.

Menus and Mealtimes

Breakfast is served around
8:00am – 9:30am

Lunch at about
12:00pm – 1:30pm

Evening meals between
5:00pm – 6:00pm

Supper at around
8:00pm – 8:30pm

If you require anything from the kitchen between meals please ask one of the care assistants who will be happy to obtain snacks or light refreshments for you.

The weekly menu is displayed on the home notice board whilst your daily menu is displayed in a frame outside of the dining room which includes a number of meal choices. A member of staff will ask you to make a choice from the menu on a daily basis.

If you have any specific dietary requirements please discuss them with a member of the team.

Hairdresser and Chiropodist

A hairdresser regularly visits the home offering a range of hair treatments and styles. Appointments can be made for hair treatments by informing a member of staff who will ensure that hair appointments are recorded in the hairdressers schedule for their arrival each week.

We also have a chiropodist that visits the home and offers a wide range of services. Should you require this service, please speak to a member of staff who will be more than happy to assist.

Our Aim

Our Aim is to keep Castleford Lodge Care Home a happy place, as your home. As part of our 'home' community there are expectations from both staff and residents which if maintained will ensure that Castleford Lodge Care Home is our Happy Place.

Our Aim is that our community at Castleford Lodge Care Home will be:

- Welcoming to each other
- Kind to each other
- Professional to each other
- Be positive
- Be respectful to each other
- We 'Enjoy Life'

Fire Policy

Our fire safety procedures are displayed in the home, please take time to familiarise yourself with these.

We regularly test our alarms to ensure that they are functioning correctly. In the event that the alarm sounds you should remain where you are, as the staff are trained to respond to the fire, and will evacuate you safely and quickly to the appropriate area.

Do not panic...

The staff are trained at 3 and 6 monthly intervals within the home, have fire drills twice a year, and are trained by both internal and external trainers frequently.

The equipment and systems are regularly checked by our maintenance teams, and also an external contractor at frequent intervals throughout the year, to ensure that they will be working at full capacity if ever needed.

Electrical Equipment

If you wish to bring any electrical equipment of your own into the home please discuss and agree this with the manager or person in charge. You must agree for us to complete PAT Testing on all personal electronic devices in the next available and subsequent testing cycles.

You will be liable for any loss or damage as a result of the use of your own electrical equipment.

Televisions

If residents wish to have televisions in their living space they will need to have a valid TV licence in order to comply with the TV Licensing regulations. However, the Licensing Authority does allow residents of Castleford Lodge Care Home, to take advantage of the 'Concessionary Licence Scheme'. Currently this means that residents over the age of 75 may purchase the licence at a reduced cost of £7.50.

Subscription TV services, though not provided by the home can be arranged as a private arrangement between the resident and the subscription supplier with prior agreement of the manager or person in charge.

Telephones

Whilst landline telephones are not supplied on a per room basis should you wish to make a telephone call please ask a member of staff who will be able to provide you with a phone to make any required calls. Any resident wishing to have their own telephone connected in their room are requested to inform the home manage or person in charge prior to contacting any service provider.

Wi-Fi

Wi-Fi is available throughout the home, please ask a member of staff to provide you with the login details.

Postal Services

Our postal address can be found on the front of this brochure.

Friends and relatives can also get in touch by sending messages via email by using this address:

castlefordlodge@orchardcarehomes.com

Complaints Policy

If you wish to make a complaint, the complaint must be raised within 14 days of the event or incident. Where a complaint is made outside of this time period the complaint will be subject to an "exceptions process", whereby a discretionary decision will be made on an individual basis regarding whether to investigate or not.

- In the first instance the complainant should speak to a senior person who will discuss this with them privately and in confidence. This senior person will try to resolve the situation satisfactorily and the event (and outcome) should be reported to the home manager.
- If the complainant is unhappy with the initial response, the complaint should be escalated to the home manager. The complainant can either discuss the issue with the home manager, or if they prefer, they can write to the home manager with their complaint. Written complaints will be acknowledged within 72 hours of receipt.
- An investigation will then be made into the complaint, and may involve other parties involved in the care package; this may be a short or lengthy process, dependent on the nature of the complaint (but usually within 28 days, as per Local Government Ombudsman Guidance).
- At this point a response will be provided either in a face to face meeting or by writing dependant on circumstances.
- If the complainant is not happy with the outcome of his/her complaint, the complaint can be escalated to the Group Head of Quality and Assurance at the Orchard Care Homes Support Centre. He/She will ensure that the complaint is reviewed and will strive to reach a mutually satisfactory outcome. The Group Head of Quality and Assurance may recommend further steps, such as involvement of LGO (Local Government Ombudsman), PHSO (Parliamentary and Health Service Ombudsman), CQC and/or the Local Authority.
- Should the complainant remain unhappy with the outcome they are encouraged to escalate to the PHSO, who can be contacted on the below details:

Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank
London, SW1P 4QP
Helpline: 0345 0154 033

Residency Contracts

Residency contracts will either be issued by the Local Authority providing funding for client placements, or in the case of privately funded clients, by Indigo Care Services Ltd trading as Orchard Care Homes. Contracts will contain all relevant information regarding payment of fees, periods of notice, codes of conduct etc.

Where contracts have been entered into with a Local Authority a shortened form of the Orchard Care Homes Admission Agreement will be issued as an appendix to the contract with the Local Authority. Please take this opportunity to review and understand the Key Facts from the contract.

Services covered by our header charges (no additional payment required).

Services include:

- Full board and accommodation in a room for your exclusive use.
- A choice of meals, plus snacks and drinks. We can also cater for special dietary requirements on request at the point of admission.
- Full use of the communal areas and gardens in the home subject to unit accessibility.
- The opportunity to join in with activities run in the home and the use of recreational facilities (you may be asked for a financial contribution to the cost of some excursions).
- The cost of your personal care. For example, assistance with washing, bathing, medication (provided under the NHS free prescription scheme) and other personal services, as reasonably required. Staff are on duty through the day and night to assist you.
- Housekeeping and Laundry undertaken on the premises (please note that due to infection control methods we wash all items at 60 degrees and cannot be held liable for any damage due to this function), excluding dry cleaning.
- Liaison with healthcare professionals. However, you will be required to directly meet any charge that any of these professionals make.

Fees

The following private fees are presented as a guide. As we understand your specific requirements through the admission process they may be subject to change based on the room selected and individual dependency levels.

	From Per Week
Residential (Permanent Stay)	£793
Residential (Short Stay)	£829
Nursing (Permanent Stay)	£879 + FNC*
Nursing (Short Stay)	£915 + FNC*
Dementia Nursing (Permanent Stay)	£924 + FNC*
Dementia Nursing (Short Stay)	£956 + FNC*

Our fees are reviewed annually in April.

*FNC at National Rate

Additional Chargeable Services

The following extra items and services are not covered by our charges. You will be responsible for arranging and paying for these extra items and services but assistance with actually making the purchases may be available by arrangement with the home manager if required.

a) All personal items such as clothing, newspapers/ magazines and toiletries

b) Hairdressing

c) Dry cleaning

d) Installation and maintenance of a private telephone, internet or television service in your room

In the absence of free provision by the NHS, the following items and services must also be paid directly by you:

e) Chiropody

f) Medications

g) Continence aids

h) Opticians

i) Dentistry

j) Physiotherapy

k) Other privately arranged healthcare

External Appointments

If you require an emergency visit to the hospital or external clinic we can arrange for you to be taken in an ambulance or another appropriate vehicle.

Where a visit to a hospital or external clinic is a pre-arranged appointment you shall be responsible for arranging your own transport and ensuring that you're suitably accompanied to your relevant appointment.

If your appointment was booked by us and no-one else is available to accompany you to the appointment, we can arrange for an off-duty member of staff to accompany you for an additional fee.

Charges will be based on an hourly rate of £20 per hour. This cost will be reviewed in April of each year and will be increased by the percentage increase in the National Living Wage (NLW) rate compared to the previous year. As an example and for illustrative purposes only, if the NLW rate is increased by 4%, the hourly charge will be increased by 80p to the hourly charge. Any additional costs for transport (for example, taxi fares) must also be paid for by you.

Our Charges

Your weekly fees are set out in the Admission Agreement. The charge that applies to you as a resident in one of our homes depends on your care needs and type of accommodation. Your weekly fee will be reviewed annually in April. All care fees are to be invoiced in advance and are payable by the 14th of each month by one of the following payment methods: Direct Debit, Credit/Debit card, Cheque or standing order (please note our homes do not accept payment of care fees in cash so please make arrangements for this). Payment of the first month's care fees are payable prior to admission into the home.

If you are away from the home, for example if you are admitted to hospital or if you visit relatives, your room will be reserved for you. During the first full week of your absence your fees will continue to be payable in full. After that you will be eligible for 20% rebate of the full rate paid by way of application. If you are absent from the home for a continuous period of six week, we will consult with you and your nominated representative to seek agreement regarding the further retention of your room.

If you are unable to move into the home straightaway and we agree to hold a room for you, you will be charged for the room for the period that we hold it, before you move in, a 20% rebate can be applied for any period of which the room is unoccupied. Rooms will be held at the absolute discretion of the manager and will depend upon availability and the occupancy levels of the home at the time the request is made.

If you become eligible for part of our charges to be paid by the Local Authority but there is a shortfall between the amount that the Local Authority pays and the full amount of our charges, we may require a 'Top-up' payment to be made to maintain your placement. A Third party on your behalf, should agree with the Local Authority how this payment will be made to us. If this payment is to be made directly, this must be agreed with the Local Authority. If you are likely to become eligible for Local Authority funding, you are required to give us and the Local Authority three months written notice. If you need help understanding at what point you're likely to be eligible for Local Authority funding, ask us, we will be able to offer some indicative information based on information you provide us.

If you become eligible for NHS funded Continuing Healthcare (CHC) it is possible that there is a shortfall between the amount that the NHS

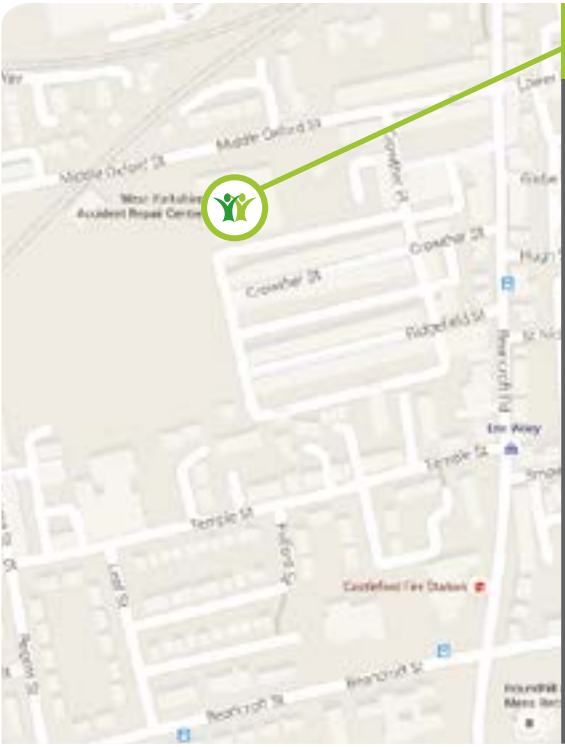
is willing to pay and the full amount of our charges. This is because the NHS will fix the level of fees that it considers is sufficient to pay for the care and accommodation that you require. If you choose to live in a home that charges more than the NHS is willing to pay, then the NHS is not necessarily obliged to fund the excess. In this situation, unless otherwise agreed, you will be required to pay separately for the superior accommodation, services and facilities that the home provides, which amount to ("Additional Services") as part of their assessment. However, you will not be obliged to pay for any additional services that you do not use or require. We also reserve the right to move you to an alternative room at a lower charge rate that is more in line with the amount the that the NHS will fund. If no such room is available or you decline the alternative room offered or are unable to pay for the additional services you wish to use, then we reserve the right to ask you to leave the home.

If you are a resident who has been assessed as requiring nursing care, some (but not all) of the nursing care provided to you by the home will be funded by the NHS instead of by you (also known as Funded Nursing Care). The amount paid towards your care is set by the Department of Health annually. The weekly amount that the NHS will pay does NOT extend to your accommodation or to the provision of personal care or to care provided by care assistants, although it does cover the registered nurse input in monitoring the care delegated to others.

The amount that the NHS pays in respect of your nursing care is paid to the home and we shall use all reasonable endeavors to claim the NHS Contribution for you. If you are in receipt of Funded Nursing Care, this will be set out in your Admission Agreement and the weekly fee required from you will not be in this amount. If the Funded Nursing Care payments change, the weekly fees required from you will not be affected. For example, if the Funded Nursing Care payments increase, your weekly fees will not reduce.

Non-payment of Care Fees

If our charges remain unpaid for more than 14 days after their due date for payment, we reserve the right to charge statutory interest at the base rate of the Bank of England per annum plus 8%, calculated on a daily basis from the due date up to the date of actual payment. In the event that our charges remain unpaid for more than three months we reserve the right to take legal action in respect of our unpaid fees and/or ask you to leave the home.



Our Location

Castleford Lodge Care Home

Oxford Street, Castleford,
West Yorkshire, WF10 5DF

Tel: 01977 668 448

Email:
castlefordlodge@
orchardcarehomes.com

Directions

From the M62 – Leave the M62 at Junction 32 and take the A639 exit to Pontefract/Castleford. At the roundabout, take the 3rd exit onto Park Road/A639/A6539. At the next roundabout, take the 1st exit onto Front Street/A6539/A656. At the next roundabout take the 2nd exit onto Front Street/A656 and turn left onto Lower Oxford Street. Continue onto Middle Oxford Street and then turn left onto Crowther Place. Take the next right and Castleford Lodge is situated on the right.

Orchard at the heart of the community