CASTLEFORD LODGE

KEY FACTS OVERVIEW

ORCHARD™ Care Homes

HOME DETAILS

CONTACT INFORMATION:

Oxford Street, Castleford, West Yorkshire, WF10 5DF

Tel: **01977 668448** Email: **castlefordlodge@orchardcarehomes.com**

REGISTERED MANAGER: Sue Smit (Interim)

BEDROOMS: 60 bedrooms, all with en-suite

CARE TYPES:

We provide residential, nursing, dementia nursing and respite care

RATINGS: In our most recent inspection our regulator, Care Quality Commission (CQC) rated Castleford Lodge as Good (June 2018)

Our latest food hygiene rating is 5 (July 2019)

STAFFING ARRANGEMENTS

We employ a Home Manager, Deputy Manager, Senior Care Assistants, Care Assistants, Nurses, Kitchen Staff, and Domestic Staff.

Our staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. All care staff within the home are appropriately qualified to deliver the highest standards of care. Please speak with the Home Manager should you require more details on our staffing arrangements.

FUNDING OPTIONS

We accept both privately funded and Local Authority funded residents. Local Authority funded residents may be required to pay a 'Top-up' fee if there is a shortfall between the amount that the Local Authority pays and the full amount of our charges.

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. Payment of the first month's care fees are payable prior to admission into the home. Our fees are reviewed annually in April.

OUR FEE STRUCTURE	PERMANENT STAY	SHORT STAY
RESIDENTIAL	from **£845**	from **£883**
NURSING	from **£936** **+FNC***	from **£975** **+FNC***
DEMENTIA NURSING	from **£984** **+FNC***	from **£1,022** **+FNC***

* FNC at National Rate.

Services included in your weekly fees:

- 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.
- WiFi internet access throughout the home

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 have an external appointment that 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.

COMPLAINTS AND COMPLIMENTS

We are committed to providing high quality services and are constantly seeking ways to improve that quality. Regular 'resident and relatives' meetings take place to discuss ideas and suggestions for changes or improvements, with your thoughts always welcomed and we take pride in responding to them quickly, effectively and honestly. Outside of these meetings, all feedback should be raised with the Home Manager in the first instance.

A copy of our full terms and conditions are set out in our Residence Contract, which you are required to complete prior to admission. An example copy can be requested from the home.

If you would like a version of this leaflet in large print please contact us.

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