

# Marion Lauder House

## Care Home Fact Sheet



**0161 437 3246**

### ABOUT US

CareConcepts are a privately owned company that specialises in providing high quality care to older people with dementia and residential or nursing needs in our 79 place care home in Manchester.

### OUR AIMS

Our aim is to be a care provider that residents, relatives and staff are proud to be part of.

### ABOUT MARION LAUDER HOUSE

The home has 79 bedrooms split into three units and a bungalow which provide 40 dementia nursing places, 24 residential places, 12 respite and assessment and 3 places in a bungalow within the grounds.

All bedrooms in the home are single rooms with 44 having en-suite facilities.

Each unit has lounge/dining areas and kitchen areas with secure garden areas.

Each area of the home has its own enclosed garden.

When you come to stay you will be introduced to a member of staff whose prime responsibility will be to get to know you, your likes and dislikes and what you do or did with your leisure time. This person will then develop a care plan with you and your family, and this will be used by all the staff in the home to make sure your needs are met.

### HOW DO I ACCESS CARE HOME SERVICES ?

We encourage all residents to speak to their local services department to have an assessment of their needs and a financial assessment. Even if you have significant funds you can still access financial assistance with the nursing care element of your fees. Privately funded residents should discuss accessing the home with the registered manager.

### OUR STAFF

Everyone at Marion Lauder House share the commitment to providing you with 24 hour care 365 days a year. We aim to provide you with an individual care package that suits your assessed needs. We have skilled nursing staff and care staff that will assist you in all aspects of daily living. They can meet your health and medical needs, as well as your social and emotional needs.

We are committed to providing our staff with regular training to make sure your care is provided by knowledgeable and skilled staff.

### LISTENING TO YOU

We operate an open door policy so please always feel free to speak to the registered manager whose office is next to the front door. We hold regular residents and relatives' meetings, as well as individual discussions to hear your views as these are important to us. We encourage you and your relatives to complete our questionnaire, which will assist us in achieving and maintaining a quality service.

Your responses to the questionnaire are published in our bi-annual newsletter which will be made available to yourself and is also sent to relatives.

Please remember you do not have to wait for the questionnaire to be issued to give your feedback this is welcome any time.

### RESPIRE & ASSESSMENT UNIT

Our respite care service offers specialist short term care which provides valued and enjoyable experiences for people with dementia and their family carers. In response to changing needs and circumstances we offer an assessment service to identify the person's needs and assist other health professionals to develop a person centred care plan which will meet those needs. Our services are available on emergency, urgent and planned bases.

## ARE THERE ANY EXTRA COSTS ?

We have an £30 a week top up for Local Authority funded residents. Please read our top up information sheet for further details. Your basic care fees cover 24 hour care, food and laundry services.

A hairdresser will visit weekly and if you chose to use this facility you will pay for her services.

You are required to cover costs for newspapers, magazines, clothing and cigarettes from the weekly personal allowance which is currently £ 24.90.

Should your funding arrangements mean you become funded through the NHS you will not be liable for a top up. If you become self funding throughout your stay you will not be liable for a top up and we have a sperate information sheet relating to Self funding which details terms and conditions as well as up to date prices.

Charges relating to self funding and top ups cease upon the death of a resident and we request that personal items are removed within 3 days.

We do not charge up front fees and all our terms and conditions are available depending upon the type of funding for your care.

## WHAT ELSE SHOULD I KNOW?

Each bedroom is furnished with suitable bedroom furniture, however you are welcome to bring in small items of furniture, pictures and ornaments to make your room your own. You can bring a TV if you wish to do so.

Mealtimes are flexible to suit your own routine, and menus are planned in consultation with our residents. Let us know your favourite food and it can be arranged for you. There is always a choice at mealtimes.

Your family and friends are always welcome to visit you at anytime and can either visit you in your room, or in one of the lounges. We encourage families to be invovled in your care and with your permission attend your care reviews. You can pursue any religious or cultural beliefs that you have and we will assist you with this.

Small pets such as budgies can be brought with you, but we would request that you discuss this with the Manager before admission.

There are a full range of activities scheduled which are displayed thoroughout the home and our full time activity co-ordinators arrange group and individual activities.

This is your home and we make every effort to ensure that it always feels like a home from home.

## COMMENTS AND COMPLAINTS ?

Care homes are regulated by the Care Quality Commission and our home is rated "Good". Our inspection report is available throughout the home.

Should you feel at anytime that the service you receive does not meet your expectations we have a straightforward complaint's system which is detailed at the front door and on notice board within the home. Initially we ask that you allow the General Manager to investigate and resolve anything. However, you have right to contact the Care Quality Commission or Local Authority to discuss your concerns with them and their details are displayed within the home.

## CHOICE AND DIGNITY ?

One of our main aims in providing this service is to offer you choice in how you receive your care in a personalised way to meet your individual need. We want to give you a voice and enable you to take control of your life.

We recognise you are an individual and that you have rights and choices and we want to support you and your carer in any way we can.

## PERSONAL INFORMATION

When you are using our services it is necessary for us to keep personal information regarding you and your care. We will keep this information confidential, except where we need to share it with other people providing you with care, or to protect other people.

You have the right to ask to see records we keep about you.

## CONTACTING US

**There are several ways that you can contact us**

**By telephone:**



**0161 4373246**

**By email:**  [marionlauder@careconcepts.co.uk](mailto:marionlauder@careconcepts.co.uk)

**By post:** 20 Lincombe Road, Wythenshawe M22 1PY