

# All About Townsend House

This sheet provides some key facts about Townsend House. The best way to find out details of our home is to come in and see us – our doors are always open. Should you like more detailed information or have any questions about any section, please do not hesitate to contact us or ask a member of our team. For more information visit our website [www.osjct.co.uk](http://www.osjct.co.uk).

## Our Care

Our home provides the following care services:

- Long Term Residential
- Residential Respite

## Our Home

If you have any questions or would like to know more, please contact us using the information below.

Townsend House  
Bayswater Road, Headington, OX3 9NX  
Phone: 01865 762232 Fax: 01865 744681

CQC Rating: Good

## Our Facilities

Our Home consists of:

Total number of registered rooms 45

Of which are:

Single	44
En-suite	1

Furnishings

Each room is furnished with a single bed with bedding included, wardrobe, chest of drawers, armchair, bedside table, carpet, sink and sink unit, and curtains.

Our facilities also include:

Lounges, dining room, hairdressing salon, residents' shop, sun lounge, landscaped gardens, emergency 24 hour call system.

## Our Team

Registered Home Manager: Dorte Chandler

Our care staffing levels are based on the needs of the residents in the home, which is set by the Home Manager and regularly reviewed. Our carers have all undertaken care certificate training or are undertaking the training if they are new to care. This provides them with the knowledge to care for our residents. Care Leaders will have all achieved a NVQ Level 2 in Health and Social Care. The Care Leaders provide direction and guidance for each shift. Those in care management positions will have at a minimum an NVQ Level 3 in Health and Social Care. During the evening the number of carers will be lowered to reflect the care required. In addition to our team of carers we have Housing keeping, kitchen, administrative and maintenance technician staff.

Our home comes equipped with a 24-hour electronic call bell system. This call bell system allows residents to alert carers to any needs they may have from requesting a cup of tea to more serious medical needs. This technology also allows the care team to be alerted if there is an emergency.

This home may use agency staff in the event we are unable to use our own staff to cover the shift. We only use agencies from our preferred supplier list.

## Dietary Requirements

We cook all our meals onsite and our kitchen teams prepare carefully balanced meals to get the best nutritional value and cater for individual dietary requirements and preferences.

Food Hygiene Rating: 5/5 Stars  
Date of Inspection: 4/5/2018

## Activities

Coming to live in our home doesn't mean you have to stop doing all the things you've enjoyed in the past. Our dedicated activities team organise a wide programme of events around each person's requests, hobbies and interests including trips out and about. We work with new residents to help continue existing hobbies and give them the opportunity to try something new. Our wonderful volunteers also work with our activities team to really make all our residents feel at home.



## Fee rates

### Fee rates

Our indicative fees to care for individuals are below. Please note that fees are not finalised until after a care assessment has been completed which is undertaken prior to moving in. The price is listed on a 'per week' basis.

Long Term Residential	£1010 - 1040
Residential Respite	£1110 - 1140



## Funding

### Funding

Our home welcomes self-funder individuals. We also have a block contract arrangement with Oxfordshire County Council welcoming those individuals funded by the state.

Our home charges self-funder rate for all services. We have no contractual rate with Local Authorities.

This home can accept the following funding types:

- Self Funding
- Local Authority



## Your Finances

We strongly recommend that you consult with an independent financial advisor as part of entering into a significant financial commitment. Prior to entering into this contract, we will undertake a financial assessment with you to ensure that you understand the financial commitment you are entering into. We may undertake this again at any point where your financial circumstances change. On average, an individual stays with us for 2 years, hence why we ensure you have funds to meet this commitment.

If you are eligible to receive funding from a local authority, they will take responsibility for the purchase of your care. We may require a third party to make a top-up payment equal to the difference between your monthly fee and the amount paid by the local authority where this is not sufficient to cover our full charges.



## Services covered by

### Your fees cover several areas while in our care.

These services are: Personal care accommodation utilities use of communal areas meals, drinks and snacks, laundry (excluding dry cleaning), housekeeping, maintenance and activities run by the home.



## Services Not Covered

Services **NOT** included in price are: Dentistry, chiropody, physiotherapy, occupational therapy, opticians, Hairdressing, Medications, Toiletries, Clothing, Newspapers/magazines.

During your stay, you may need to purchase additional goods and services. If we are able to provide such goods and services, we will tell you how much these goods and services will cost and we expect that you will pay for these goods and services at the time you request them.

We can accompany loved ones to private appointments, however the fee attached to this is £20 Per Hour. Where private taxi services are used for transportation to appointments the cost should be paid for by yourself.



## Deposit Information

You will be required to pay a deposit of £2,000 which may be used by us to reimburse any sums you owe to us arising from your contract. At the end of your stay we will provide you with a statement of account detailing any fees incurred and paid. We will also return any amounts owed.



## Insurance

You or your representative will need to arrange insurance cover for your personal belongings and valuables. We hold insurance against claims for injury or death, arising from an accident that is our fault.