

Treelands

Treelands Care Home
Westerhill Road, Fitton Hill
Oldham, Lancashire
OL8 2QH

Welcome

Located in the Fitton Hill area of Oldham, Treelands is an 80-bed home offering residential and nursing care for frail, elderly and mentally infirm members of the community, as well as respite care. Our management and staff are experienced, well-trained, friendly and courteous, and they know how to provide care of the highest quality. We treat all residents with dignity and respect.

With lovely gardens, ample lawns and mature trees on the property, Treelands has served this area of Oldham well since the home was purpose built in 2003. The interior is spacious and homely, with a family atmosphere. Residents enjoy our vibrant communal spaces, and also the privacy and comfort of their own bedrooms. Individual care and the personal touch are important to us and people from all cultural, religious and ethnic backgrounds are welcome. From care plans to the daily menu, and from activities in the home to the décor, we listen to the wishes and requirements of all our residents.

Treelands offers a safe and secure environment. All our residents are given assistance and support wherever and whenever it is needed, and there is wheelchair access throughout the home. Treelands is an integral part of the local community and family members of both residents and staff volunteer here in various capacities. Our ongoing links with nearby churches, schools, clubs and societies help make the home special and the local community plays a big role in life here.

We welcome visits from friends and family and encourage input in helping make decisions around the home, in addition to the individual care we provide. There are plenty of opportunities for participation in our extensive activities programme and to continue supporting and caring for loved ones while they are with us.







Accommodation, Care & Facilities

Treelands consists of four units, each with 20 beds and each providing a different type of care. The Sycamore unit is for frail and elderly people needing general residential care. Every resident is looked after by our team of care assistants and senior carers, with visits from the district nurse. Oak unit offers general nursing care for frail and elderly residents, and dementia nursing care is provided in the Elm unit. The nurses and carers in Elm are specially trained to work with residents at various stages of dementia and all the challenges this entails.

Beech is a special unit that accepts vulnerable people with mental and/or medical conditions who are under the age of 65. Oak, Elm and Beech all have nurses on duty 24 hours a day. At Treelands we also take bookings for respite care, looking after elderly people for short periods as and when required. All our residents can call for assistance at any time, day or night.

Each of our spacious bedrooms comes furnished and has its own window view, en suite toilet and wash basin. There are five lounges throughout the home, plus smaller quiet areas, and each unit has its own dining room. We have two bathrooms per unit with all the equipment required for assisted washing. Staff help residents with their mobility both inside and outside the home.

“At Treelands we are passionate about what we do & aim to provide the highest possible standards of care”

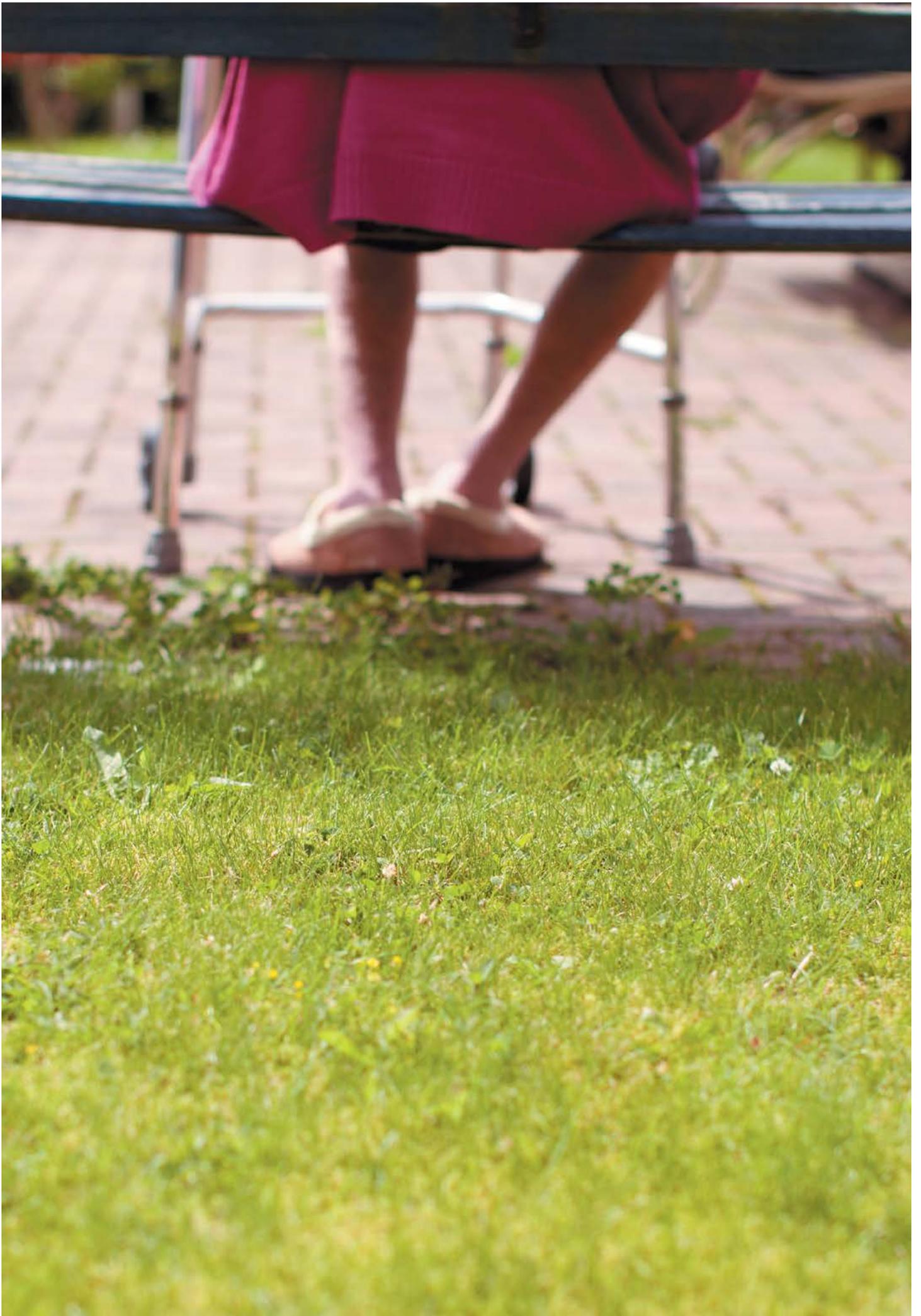
At Treelands we are passionate about what we do and we aim to provide the highest possible standards of care. Our team consists of registered nurses, senior carers and care assistants who are trained to meet the needs of frail, elderly and mentally infirm people. The excellent chef and kitchen staff cook up delicious and nutritious meals on a daily basis, taking into account the dietary requirements of each resident. Meanwhile the housekeeping, domestic and laundry teams ensure every inch of the home is clean and hygienic. The building is maintained and kept secure by the maintenance staff, who can also help residents change the décor of their rooms. Our activities coordinators plan a whole range of fun sessions inside the home, in addition to excursions outside



of the home, to ensure that residents live life as fully as they are able. And our managers make sure professional standards are met and exceeded – while keeping a close eye on everybody’s wellbeing. Staff training takes place on an ongoing basis, with nurses and carers regularly completing their update courses according to national guidelines.

Teamwork is what underpins our approach. Everyone works together, and with external professionals such as doctors and district nurses, to ensure that the needs of each individual resident are met. We are committed to protecting the rights of every resident in our care, ensuring their dignity, privacy and choices are respected.









Eating, Activities & Entertainment

No matter how young or old you are, food is one of life's great pleasures. We make sure that residents at Treelands receive meals that are nutritious, delicious and enjoyable to eat.

Cooked breakfasts, cereals, toast and fruit are available every morning, and at lunchtime there are two light options on the menu. Mid morning and afternoon teas are served every day, offering a selection of drinks as well as biscuits, cakes and healthy fruit.

Our residents prefer to have their main meal in the evening, and there are always two dinner choices on the menu. The options change over a 28-day cycle. With input from our residents we update the menu to include their favourites – mainly hearty Northern food. Black pudding is popular in the morning, and steak and ale pie, rag pudding, duck-a-muffin and Lord Woolton pie are well-liked local dishes. If a resident does not want what is on the menu, the chef is happy to make an alternative quick meal. Our kitchen takes into account the specific dietary requirements of each resident. These might be down to a condition or allergy such as diabetes or wheat intolerance, they might be due to culture or religion, or purely based on an individual's tastes. Mealtimes present the opportunity to socialise, however anyone who wants to eat in the privacy of their room is free to do so.

Residents are encouraged to continue their hobbies and interests when they move to Treelands. We have two activities coordinators who lead a variety of social and recreational pursuits both for fun and for wellbeing. There are light keep fit sessions, and a whole range of art and craft activities from pottery to knitting. The best creative work goes on display in the cabinet in the foyer, or on the walls and notice boards around the home. Visiting entertainers, quiz sessions, bingo, film nights and discussion groups are all popular, in particular the award-winning Dobcross Brass Band which plays here on special occasions. Male residents hold a weekly gentlemen's club with cards, dominoes and tins of ale, while the sewing circle has become a lady's club where sherry and gossip are enjoyed in equal measure.

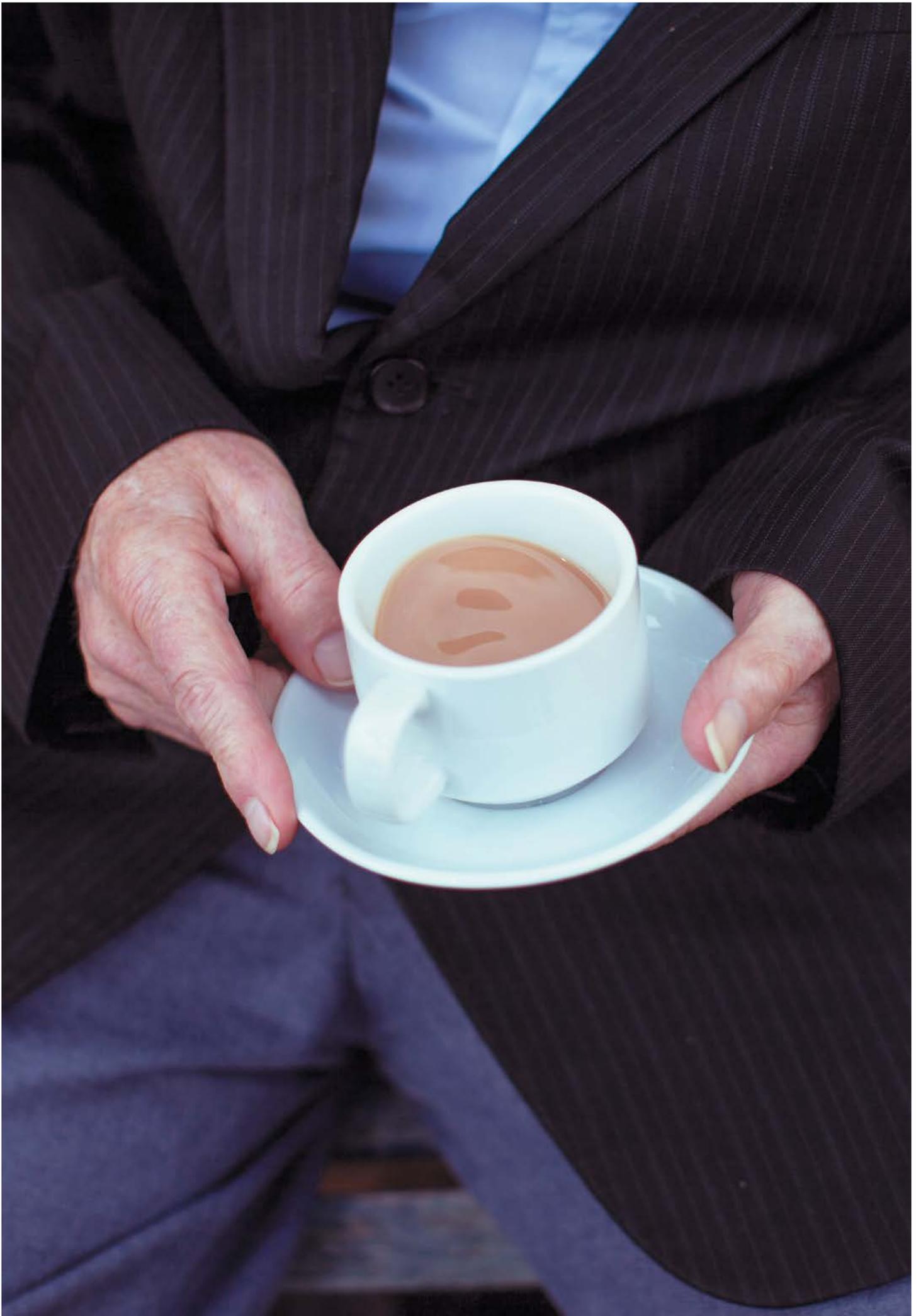




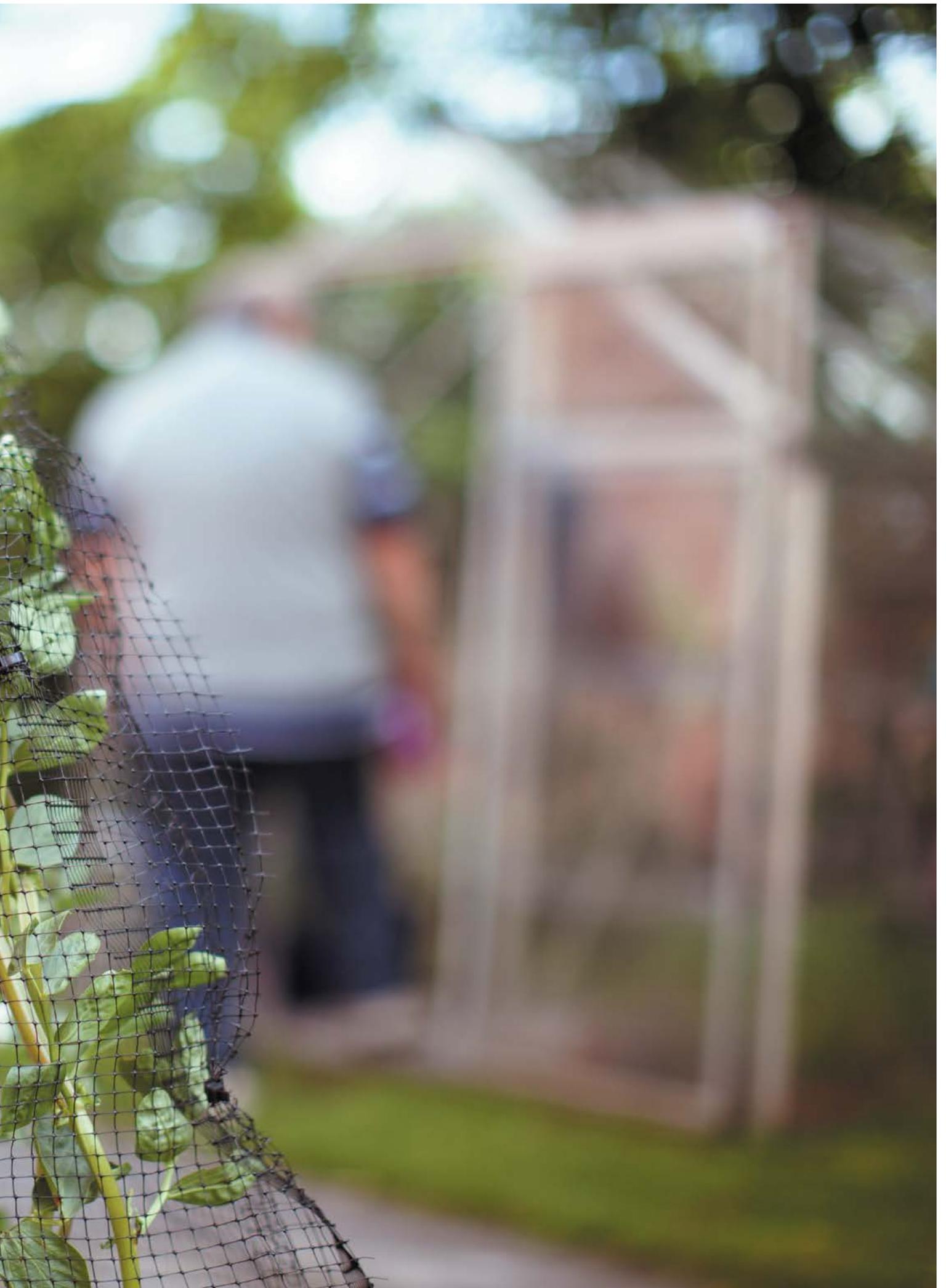
Treelands has an active gardening club, giving those with green thumbs the opportunity to cultivate their favourite flowers and shrubs. The gardening club also grows salad and vegetables for our kitchen. Pet therapy is very popular in the home with visits from Bella the dog twice a month, and every year a tame donkey is led round the home.

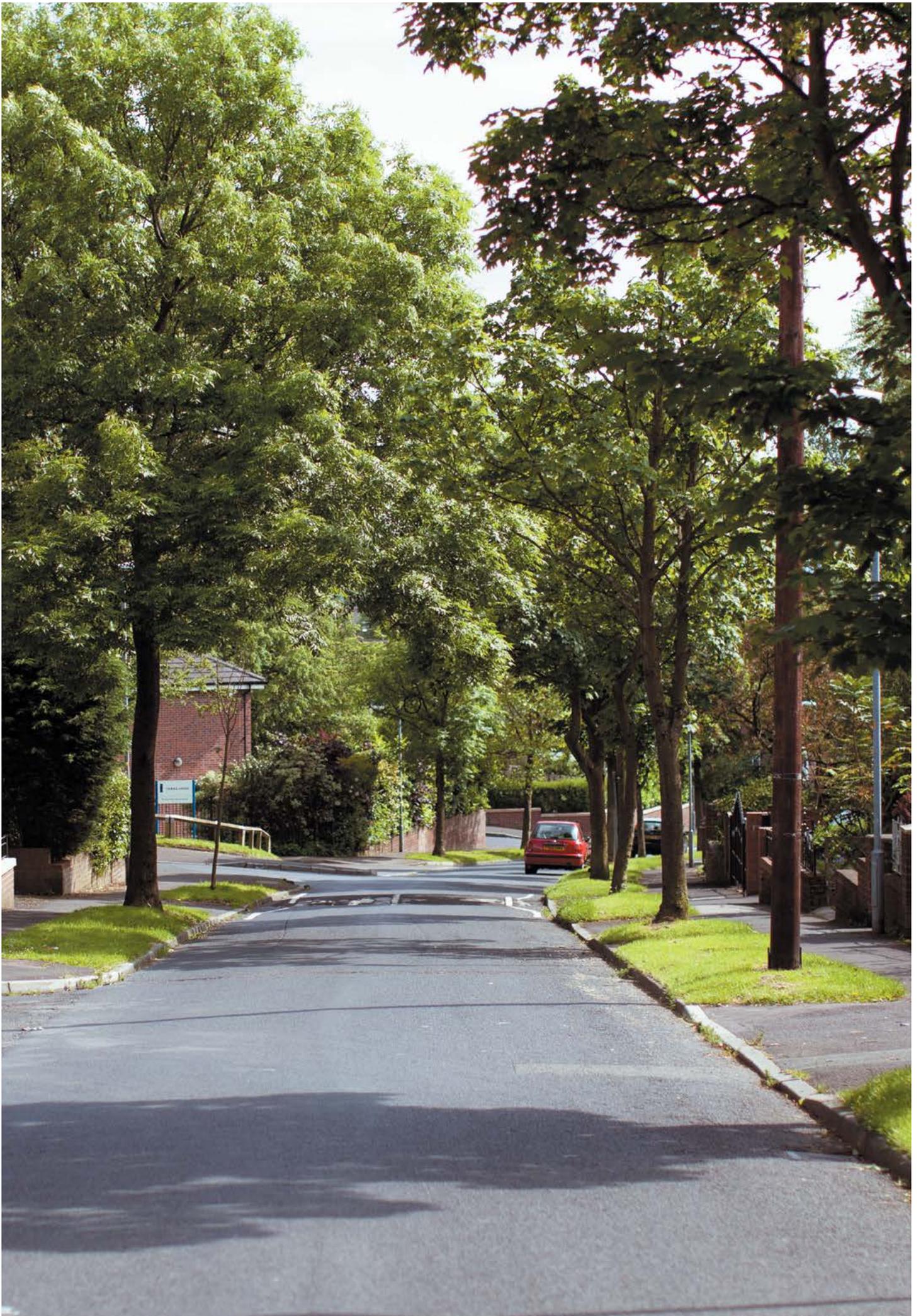
Twice a month residents can go on excursions in the minibus. These may be shopping trips, pub lunches, or visits to local beauty spots like Hollinworth Lake. Occasionally we will go even further afield and visit the seaside.











At the Heart of the Community



Treelands is situated south of Oldham town centre, and is not far from the beautiful Lancashire countryside. The home plays an important role in the local community and is among the best facilities offering residential, nursing and elderly mentally infirm (EMI) care in the area.

The people of Oldham don't see us as a residential home, we are considered to be part of the neighbourhood. When there is heavy snow at wintertime local children come and offer to shovel the paths. There are close ties with local schools, with pupils coming in to entertain, with singing, plays and music performances, particularly at Christmas & Easter. Older children from the sixth form college often do work experience placements at Treelands, learning about health and social care for the elderly as they do so.

"Treelands isn't far from the beautiful countryside"

Nearby churches are in regular contact, and all faiths are respected here. Church of England services are held monthly in the home for members of that faith. Relevant ministers and priests of other religions are invited to visit according to the individual needs of any resident.

The local allotment society helps out by cutting the sloped areas of our lawn and also gives our gardening club advice on growing vegetables. Treelands is proud to be part of North West in Bloom and staff and residents alike strive to produce tip-top floral displays every spring. The local community supports us with fundraising, purchasing tickets for our garden parties and raffles, and joining in festivities at the home.

The minibus we use fortnightly for excursions is supplied by the community transport scheme. We are close to the local shops, GP practices and pharmacies, and GPs and nurses visit patients in Treelands on a daily basis.

Residents who are sufficiently mobile enough can easily go out shopping, visit friends and family, or continue taking part in the same clubs and societies they were members of prior to moving to Treelands. Those in wheelchairs or with other mobility issues can visit nearby amenities accompanied by staff and/or friends and family.



Friends & Loved Ones

We encourage relatives and friends of people living at Treelands to play as full a role as possible in the life of the home. Family and friends can visit at any time, day or night. Arrangements can also be made with staff for residents to leave the home to visit with friends or relatives. Theme nights and celebrations in the home are also a fantastic opportunity for family to share in life here at Treelands.

Our manager has an open door policy and is always willing to discuss issues about the home with residents, their relatives and members of staff. Relatives meetings are held every two months. All our latest news is shared, and relatives are welcome to share their thoughts and opinions on matters concerning the home. We have a suggestion box in the reception area and always welcome new ideas.

Relatives can also play an important role in the care being provided. Arrangements can be made for anyone who wishes to eat with their loved one. Some relatives want to help with the care that their loved one receives and if this is the case we welcome their involvement. When care plans (see page 23) are reviewed and changed, residents can have whomever they wish present and this often involves family members and, where relevant, social workers. We encourage close relatives to take the greatest interest in care plans and their development.

There are also opportunities for friends and family of residents to volunteer at the home and help run activities. Relatives of Treelands residents are very supportive and sometimes, even after their loved one has passed away, continue volunteering. Others have made donations to the home and its gardens. The brother of one of our residents helps lead the Treelands gardening club.

Relatives and members of the community are welcome at our coffee mornings, evening celebrations and our popular summer garden parties. We consider Treelands to be like one, big family and residents and relatives alike are treated with compassion, dignity and respect.









Individual Care

Providing individual care is one of our core values here at Treelands. The personal requirements, preferences and wishes of our residents guide us in everything we do, and because of this Treelands has a truly homely and comfortable atmosphere.

From rising in the morning to retiring at night, residents make their own choices throughout the day. What is eaten at mealtimes, whether residents join in or opt for privacy, what is shown on the TV and all the activities available, everything is based on the wishes of everyone living in the home.

Residents are encouraged to personalise their rooms by bringing with them their favourite pictures, ornaments, keepsakes and furniture. Everyone can have the door to their room painted a colour of their choosing and can decorate it as they please. Electrical equipment such as televisions, radios, CD players and computers can be brought to the home, and privately paid telephone and broadband lines can be installed. If a resident wishes, we can also help personalise the décor of their room— within reason.

Everyone who lives at Treelands has a dedicated carer called a key worker. This member of our team will pay special attention to a resident's personal needs and wishes, helping them settle in the home and supporting them in a variety of ways. From helping to remember relatives' birthdays through ensuring residents get the meals they want, and on to assisting with medical issues, key workers are a vital part of individual care.

Everyone has a care plan which is developed with the resident, their family members, our staff and input from social services where relevant. This begins with an assessment before entering the home and continues after arrival. Any physical ailments or medical conditions are key elements in a care plan, but the personality of the individual is also very important. Learning about each resident's life experiences, family, career, hobbies, interests, friendships and beliefs helps us provide more personal care.

The people living here are involved in choices made all around Treelands. They help decide how communal areas are decorated and used, and what grows in the gardens. We regularly update the menus, adding favourite dishes and removing unpopular ones as tastes change. And the activities we do in the home are entirely dependent on what residents want to do. Treelands has its



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own pampering salon so that residents can have their hair cut. Alternatively, they can choose to visit their hairdresser or barber of choice in Oldham. We can call in opticians, dentists, chiropodists, physiotherapists, reflexologists and a range of other services as and when individual residents require them.

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comfortable atmosphere”*

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In Summary

Type of service:	<i>Care home with nursing, diagnostic and/or screening service</i>
Registered organisation that provides care:	<i>Handsale Limited</i>
Registration:	<i>Registered to accommodate a maximum of 80 service users</i>
Total Staff:	<i>80</i>
Activities Coordinators:	<i>2</i>
En suite bedrooms:	<i>80 rooms</i>
Residential care:	<i>20 rooms</i>
EMI care:	<i>20 rooms</i>
Nursing care:	<i>20 rooms</i>
Complex care:	<i>20 rooms</i>
Total bath/shower rooms:	<i>8</i>
Assisted bath/shower rooms:	<i>8</i>
Lounges/recreation rooms:	<i>5</i>
Dining areas:	<i>4</i>
<i>Hair & Beauty salon:</i>	<i>Yes</i>
Gardens:	<i>Yes</i>
Visitor parking:	<i>Yes</i>
Lift access to all floors:	<i>Yes</i>
Wheelchair access:	<i>Yes</i>
Visiting GP	<i>Upon Request</i>
<i>Visiting Dentist:</i>	<i>Yes</i>
Visiting Optician:	<i>Yes</i>

About Handsale

Founded in 1988, Handsale has over 24 years experience in healthcare and currently operates eight care homes, all of which are located in the United Kingdom. Starting as a family business all those years ago, our core values have not changed to this day – we believe that everyone has the right to dignity, respect and choice. Handsale promises the highest quality individual care.

Each Handsale care home is exactly that – a home. They are all situated in carefully chosen areas where our residents can continue to lead fulfilling lives while feeling confident and secure. All of our homes are run with an ethos based on quality, trust and support. We pride ourselves on being an integral part of each of the communities we serve.

Clear, honest and easy communication is important to us in all our dealings. Our fully-trained professional staff play a crucial part in this. We currently employ around 600 people, all of whom provide our residents with the friendly, personal and compassionate care they deserve, whilst also providing an environment in which both residents and their families feel safe, secure and happy.

Our managers are all experienced, skilled and caring. Each of them has an open door policy should you have any questions or require further information. But most importantly, we promise we will never let our standards slip. Here at Handsale we will never waver from our core values and will continue striving for better. That's what we'd want for our own loved ones, and it's no less than you should expect.

