



## Millfield Care Home

*A welcoming care home in the friendly town of Heywood in Greater Manchester providing a wide range of quality person-centred care*

Millfield Care Home, Bury New Road, Heywood OL10 4RQ  
www.qualiacare.co.uk | **Tel:** 01706 621 222 | **Email:** millfield@qualiacare.co.uk







# Welcome to Millfield Care Home

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## About Us

At Millfield Care Home we pride ourselves on the warmth of our welcome and the quality of care we provide for our residents.

Our highly-trained team members deliver high standards of kind and considerate person-centred care. We do everything we can to ensure our residents retain as much independence as possible, providing care and support when it's needed.

## The Care We Provide

At Millfield we offer a wide range of care services and a commitment to provide the level of care we'd expect for ourselves or a loved one. We take time to get to know each resident, with our dedicated nurses creating individual care plans that suit their specific needs.

We deliver nursing care for people who need 24-hour personal support and for those with a condition that requires specialised nursing care, as well as convalescence care for people recovering from surgery or illness.

Kind and respectful palliative care addresses the physical, psychological, social and spiritual needs of residents and loved ones.

Residential care is available for people who find it increasingly difficult to cope at home without assistance, with residential dementia available for those living with dementia who require 24-hour care and assistance.

Our young physically disabled unit offers specialist facilities and care for a wide range of disabilities and

needs. We also provide expert 24-hour care for people with Huntington's and Parkinson's, delivering personal care and daily activities to stimulate mind and body.

## Care Funding

We welcome both publically-funded (local authority) and privately-funded individuals, or people who combine private and local authority funds.

The first step towards funding care is a means test. A means test is an assessment carried out by your local authority to discuss what care requirements a loved one needs and, based on their personal circumstances, what financial contributions the local authority can make (if any) towards the cost of this care.

If you'd like more information on care funding then please feel free to contact us and we'll talk you through the process.

## Location

Our home enjoys a convenient location in a residential area of Heywood, close to local shops, amenities and the pleasant green space of Queen's Park, which was recently voted the nation's favourite park.

Millfield enjoys excellent transport links, located on a local bus route and just a short drive from the M62 and M66 motorways. We are only nine miles north of Manchester's bustling city centre, and around four miles from the towns of Bury and Rochdale, yet close to areas of outstanding natural beauty such as the Cheesden Valley and the rolling hills and moors of the Pennines.

# Bedrooms and Communal Areas

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## Bedrooms

Our 91 well-furnished, brightly decorated en suite rooms provide residents with clean, comfortable and peaceful personal spaces. Many of our rooms have lovely views over the surrounding landscaped gardens, while some on the ground floor have patio windows.

For peace of mind rooms are fitted with a 24-hour call system, telephone points and are cleaned every day. Rooms on Millfield's nursing units are also equipped with electric profiling beds.

We want residents to feel completely at home when they stay with us, so we encourage them to personalise their rooms with their favourite ornaments and pictures.

## Communal Areas

Millfield offers attractive and comfortable facilities across four 'houses', surrounded by beautiful landscaped gardens with comfortable seating areas, raised flowerbeds and a tranquil sensory garden. Our care also extends to the environment, with solar panels providing Millfield with clean, green energy.

Communal lounges equipped with flat screen TVs provides residents with a place to relax and meet, while those seeking some peace and quiet can retire to quiet lounges.

The dedicated activity room hosts a programme of regular enjoyable events. Lift access is also available and smoke detectors are fitted for peace of mind.

## Dining

We know how important meal times are to our residents, so we serve a varied menu of delicious and nutritious home-cooked food made with fresh, locally-sourced ingredients. Our chefs take pride in knowing the tastes of our residents, and can cater to dietary and cultural needs.

To make choosing a favourite dish even easier the daily menu is posted in large, clear type. Snacks and tea and coffee are also served 24 hours a day.

Residents can enjoy their meals in the comfort of their rooms, or eat in one of our spacious dining areas. Friends and family are also very welcome to join loved ones for mealtimes (please allow 24 hours' notice for our chef).





QI

SOAP

REVIVE

SENTIDO  
BODY LOTION

SENTIDO  
SHAMPOO

Country Garden



Shower Cap  
Bonnet de Douche  
Duschhaube





# Activities and Services

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A varied and interesting activity programme is at the heart of the care we provide at Millfield. Our dedicated Lifestyle and Well-being Officers take pleasure in arranging a varied programme of interesting and stimulating activities and events.

We want our residents to lead as full and active a life as possible, and aim to find something fun and engaging for everyone. Residents are encouraged to pursue their own interests – if they so wish – and we will always try to accommodate these.

Quizzes, sing-alongs, gentle gardening, painting and book clubs have all proved to be very popular with our residents. Friends and family are welcome along at any time to join in the fun.

Our group activities bring a host of benefits, encouraging residents to get to know one another as well as improving their appetites and sleeping patterns.

Heywood has a vibrant community and hosts a regular programme of events including Heywood's Magic Market and an annual 1940s Day. Those who enjoy stepping back in time can board one of the East Lancashire Railway's steam trains at Heywood station.

## What we offer

- Hairdresser\*
- Chiropody\*
- Cinema room
- Religious services
- Community involvement
- Lifestyle and Well-being Officer
- Sensory garden
- Outings
- Wi-fi

\*Charges apply for hairdressing services

# Moving In

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Moving home can be a stressful time for anyone, particularly for someone living with a dementia or related condition.

At Millfield Care Home we understand this. Our friendly team has the skills and experience to make your loved one's move to Millfield Care Home as smooth as possible. You can be reassured that many of our residents have said they feel even more comfortable, safe and content with us than in their previous homes.

It's important to us that new residents and their families feel in control, so your input is welcomed at every stage of the transition process. We'll move at your pace and will encourage new residents to meet with staff and existing residents when they feel ready.

It's the little things that often make a difference, so residents are invited to bring personal furnishings from home that give a sense of warmth, comfort and familiarity.

## 5 Helpful Tips:

### 1 Familiar items

Items of sentiment and personal significance such as photographs can help to establish a sense of familiarity in a new home.

### 2 Items of comfort

Soft, warm items such as bed throws, robes and slippers can add a sense of comfort and homeliness.

### 3 Familiar smells

Sense of smell is our most powerful memory trigger. Favourite scents like lavender on a pillow can help with relaxation, particularly on the first night.

### 4 Favourite meal

A favourite family meal can be a comforting and rewarding way to end a busy moving-in day, so please let our staff know of any dietary requirements.

### 5 Share your concerns

This may be the first time you or your loved one has moved into a care home, but our staff have experienced this many times in their working careers and are experts at helping you navigate any concerns you may have. Please call on them at any point.



# About Qualia Care

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## Our Vision

All of our care homes have a shared vision; to become a 'best-in-area' care home that provides high-quality, affordable care in the local community. We work towards achieving this by continually improving the standards of care across all our homes. We do this because we care deeply about the experience of each person, and because we want to make a positive and tangible difference to people's lives.

## Our Care

We provide a wide range of quality care and accommodation to people with varying care needs, including personal (residential care), nursing and palliative care. Our aim is to ensure every resident receives kind and dignified personal care, treatment and support – promoting their health and well-being.\*

## Our People

Our respected leadership team, registered managers, qualified nurses and care staff are all passionate about helping people, and are proud to be a part of making a positive difference to people's lives. Our people share a culture of inclusion that is warm and inviting. We're proud to be entrusted with – and given the honour of – caring for others, and we go the extra mile every day to be of service.

\*For a full list of the care provided in our care homes please refer to the Qualia Care website: [www.qualiacare.co.uk](http://www.qualiacare.co.uk)



## Quality Assurance

Our home is registered and inspected by the Care Quality Commission (CQC).

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

**Tel:** 0300 061 6161

**[www.cqc.org.uk](http://www.cqc.org.uk)**

## FAQs

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### **What activities do we offer?**

Our residents have a range of suitable activities from which to choose. We encourage participation and suggest activities people may like. However, we do understand that sometimes residents may prefer their own company.

Residents may prefer to continue with their own particular hobbies and interests, and we will assist with these in any way we can.

### **What additional healthcare support is available?**

Additional support is provided by a number of healthcare professionals such as GPs, physiotherapists and occupational therapists to ensure residents receive the most comprehensive care. There is no charge for these visits if arranged via the GP practice.

### **Is there a chiropodist/podiatrist?**

A free service may be accessible via the local GP surgery or, if you prefer, a private service can be facilitated for you via our visiting chiropodist (charge applicable).

### **Is there a dentist?**

A community dentist is free of charge to residents in receipt of Pension Credit or other means-tested benefit, or residents may prefer to keep their own private dentist. Visits can be scheduled and residents are seen in the privacy of their own room.

### **Are there hairdressing facilities?**

A trained hairdresser visits on a regular basis and caters for both male and female customers. Alternatively, residents can continue to use their hairdresser of choice.

The hairdresser is not employed by the home and charges for the services provided. Prices are on display in the hairdressing salon.

### **What are the fees?**

Fees, unless otherwise agreed, include accommodation, full board, in-house laundering of personal items of clothing and the provision of care.

Both residents and relatives need to be aware of the cost associated with living in the care home and how the fees are to be paid.

Fee levels may change in the future. We will advise in writing of any such changes to the financial details.

### **What are the meals like?**

A range of dishes will be planned to suit each resident's dietary requirements. The daily menu will be displayed to show the choices available. Snacks and drinks are available to enjoy at any time during the day or night.

Relatives and friends can join residents at any time for a meal; just let a member of staff know in advance so arrangements can be made.



### **Is smoking allowed?**

We promote a non-smoking, healthy environment in the home. Therefore, we do not permit smoking in any of our bedrooms or communal lounges.

We are aware that some residents have enjoyed smoking and it's their choice to continue to do so. As such we have a designated smoking area where they may smoke if they wish.

### **Are there telephones available to use?**

Telephones are available for residents to use, which staff will be available to assist with.

It may also be possible for residents to arrange with their phone provider to have their own personal telephone in their room, which residents will have to pay for.

### **When are the visiting hours?**

We have no set visiting times. However, should visitors arrive during meal times, or when residents are being attended to, visitors will be made welcome and asked to wait until they are ready.

Residents may also wish to visit family and friends and we'll help with this. It's important that residents inform a staff member beforehand if they plan to leave the care home for any reason.

### **Contact Us:**

If you have any more questions please don't hesitate to get in touch.

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