

Overdale

*Christian Retirement Home
29-31 Kenwood Park Road
Sheffield S7 1NE
Tel: 0114 255 0257*

Terms & Conditions Of Residence

Registered Charity No 700301

Terms and Conditions of Residence

Fees

The fees cover full care, full board, laundry (personal and linen).

Private residents and those funded by Social Services are welcome.

Short stays and respite care can be arranged.

The charge per person is **£420.00** per week standard room
£460.00 per week en-suite room

Fees are paid monthly by standing order and reviewed in April each year.

Services

A hairdresser and chiropodist visit the home regularly, their charges are reasonable.

The fees do not include hairdressing and chiropody.

Residents may register with the local doctor's practice or continue to use their existing GP by arrangement.

Appointments can be arranged with a dentist and optician.

A physiotherapist and a community nurse visit the home regularly.

Meals

Menus are designed to offer a choice of good nutritious meals, based in the resident's preferences. Special diets are catered for.

Registration

Overdale is a residential home, registered with the National Care Standards Commission under the Care Standards Act 2000.

As such, it is regularly inspected by the registered with the Care Quality Commission.

A copy of the most recent inspection report is available for inspection in the hall.

Overdale is not registered to provide nursing care.

Staffing

Staff are on duty 24 hours a day, providing an excellent level of care.

Overdale is committed to an on-going programme of staff training.

Smoking

Overdale is a non-smoking home.

Complaints Procedure

In the event of a resident wishing to make a complaint, the normal procedure would be to ask to see the senior carer or manager in the first instance.

If the complaint is not resolved, the Chairman should be notified.

If after discussion the problem is still not resolved, the Social Services Inspector will take up the matter further.

The contact address is:

Care Quality Commission
St. Nicholas Building
St. Nicholas Street
Newcastle upon Tyne
Tel: 0114 256 4530

Under certain circumstance a resident may be asked to leave the home. These are:

1. A resident needs more nursing care than the staff are able to provide.
2. A resident's behaviour causes offence to other residents, management or staff and the matter cannot be resolved by discussion.