



Places you would be
proud to call home

oleacare.co.uk

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Our History

Olea Care Group operates **stunning new generation care homes** offering care to individuals aged 18+. We have **provided care** to older people and young adults for **over 30 years**.

We are a family owned and managed enterprise with three generations of family members actively involved in the day to day running and development of the business. Our family values coupled with our Philosophy of Care has resulted in many of our team being with us for over 30 years.

Our success has been based around our philosophy of providing high quality person-centred care, recognising and supporting our team, planning quality into our service, and working closely with residents, staff, and professionals to ensure that our services meet the needs of our resident community.



INVESTORS
IN PEOPLE

Gold
Until 2022



Process

Person
centred
care

Our
people

Planning

Philosophy of care

Our Philosophy of Care is inherent in everything we do. Our Philosophy of Care **represents the very essence of how we care for our residents,** treat our customers and staff, and conduct our business. It represents our values and beliefs and provides us with the foundation on which we can build and fulfil our goals.

Our Philosophy of Care is a series of values centred on four main components: providing person centred care, our people, effective planning and a processed approach to management.

The visual representation of our Philosophy of Care shows how the four components interact, and their positioning is symbolic. It shows that our residents are supported by our people, effective planning and a processed approach to management and that our people form the cornerstone of our success.

Person Centred Care

Our **residents are our main focus**, our number one priority and are at the centre of everything we do.



What is person centred care?

The term 'person-centred care' is used to refer to many different principles and activities, if care is to be person centred, then it will reflect the needs, circumstances and preferences of the individual. What is important to one resident in their care may be unnecessary, or even undesirable, to another. It may also change over time, as the individual's needs change.

At Olea Care Group each resident receives care that is personalised specifically for them, that meets their needs and reflects their preferences.

In order to deliver person-centred care, Olea Care Group have adopted the Health Foundation framework that comprises four principles:

1. Affording people dignity, compassion and respect.
2. Offering coordinated care, support and treatment.
3. Offering personalised care, support and treatment.
4. Supporting people to recognise and develop their own strengths and abilities to enable them to live an independent and fulfilling life.

Whatever the specific care or interventions a resident receives, it is always done with these principles in mind.

Respect, Dignity, and Individuality. Where you choose how to live your life

Each resident will be treated with respect and courtesy, remembering, always, their individuality, their importance in society and their right to be an independent citizen, recognising their diversity, values and human rights.

We place our residents at the centre of their care, treatment and support so they are able to maintain the maximum level of privacy, dignity and independence. We aim to provide our residents with high-quality person-centred care inside a warm, safe and secure environment where they feel at home.

Our admission strategies are focused on providing our residents with the appropriate support and guidance on the first and early days to ensure they settle into and are comfortable with their new surroundings.

Our residents:

- are encouraged to express their views and opinions on all matters that affect their daily lives;
- determine how they wish to be addressed;
- use their rooms as they wish for entertaining, leisure and meals;
- choose what to wear, when to get up and when to go to bed;
- choose where they want to have their meals;
- can furnish and equip their rooms in a style of their choice, within reason;
- can lock their rooms and keep personal items in a lockable storage space;
- determine the range and diversity of their social interaction, and;
- administer their own medication, where able

Care Planning, No decision about me without me

Our residents have safe and appropriate care, treatment and support because their individual needs are established before they join us. The assessment, planning, and delivery of their care, treatment, and support is developed and provided with decisions made in partnership.

We are committed to involving residents in their own care and treatment and we ensure that both they and their family fully understand the care, treatment and support choices available to them and are fully involved in the decisions made about them.



A Range of Needs

Each of our services offers residential and nursing care ranging from adults with complex healthcare needs to adults whose primary conditions are related to ageing, subject to availability.

As a result, we are able to offer various levels of care which meets residents needs as they change.

A Range of Needs			
Type of Care	Doves Nest	Fernlea	Yorklea
Independent Living	N	Y	N
Residential Care	Y	Y	Y
Nursing Care	Y	Y	Y
Complex Healthcare	Y	Y	Y
Short Stay	Y	Y	Y
Palliative Care	Y	Y	Y
Dementia Care	N	N	N

Meeting Nutritional Needs

We work closely with residents to produce a varied menu incorporating individual choices and traditional favourites; catering for all dietary requirements. Our catering team ensures that we provide menus that cater for a wide choice of meals from fresh ingredients sourced from preferred suppliers that provide a well-balanced and varied diet supportive to good health and well-being.

We aim to provide an environment where residents can choose the place and time they wish to dine and welcome family and friends to dine with our residents at a small additional cost.



Lifestyles

We understand that we are more than a provider of care services, we are the home of our residents. We aim to ensure that every resident continues to enjoy all aspects of their daily lives, which includes recreational, cultural, social and occupational activities. It is our philosophy to promote and maintain the independence of each resident. We do this by:

- supporting residents to make decisions and choices that enable them to live their lives as they choose;
- recognising the individual right to take risks as part of maintaining an independent lifestyle;
- supporting residents to maintain links with family and friends and significant others;
- supporting residents to maintain involvement with community life outside the home;
- supporting residents to pursue their own interests and hobbies;
- supporting residents to vote in local and general elections;

We provide a high quality of accommodation for our residents' comfort and well-being and we listen to their views and opinions and provide them with the opportunity to be an active part of our community and influence how their service is run.



“Nothing is too much trouble. staff go out of their way to make sure everyone is happy”

– Resident's family member



Accommodation, Places you would be proud to call home

We understand that the environment in which we live has an extensive impact on our happiness and we believe that the quality of accommodation is one of the key drivers in providing high quality care.

It is important to us that our residents are able to take ownership of our service and we strive to provide expertly designed accommodation. We pride ourselves in the standard of our finishes, fixtures and furnishings and aim to create an environment that is warm, stylish, and comfortable.

We understand that the transition to a care home can be stressful and know the potential benefits of social interaction and the development of relationships. All of our services have large, expertly designed lounges and shared living spaces which are flexible enough to allow our residents to choose the breadth of their social interaction.

All of our services are finished to a high standard and maintained by our own in-house property management team.



Leadership Training - 2019



Our People

Our people form the corner stone to our success and are our most important asset.

We provide a culture that recognises and supports the individual, and we treat all our employees equally. We acknowledge the importance the team plays in our success and we strive to attract, develop and retain the best people in the sector by providing a rewarding place to work.

Our philosophy is to ensure we have a dedicated team that is focused on delivering positive outcomes for residents.

Over the years we have built up a multi-skilled team with skills including wound management, tracheostomy management, gastronomy management, catheter management, subcutaneous fluids, suctioning, syringe driver management, diabetes management, epilepsy management, care planning and development of pathways.



***“We can honestly say the best care is given
at Olea Care and we couldn’t have asked
for more”***

– Resident’s family member



Assessing Needs

We recognise the decision to move into a care home will not be made lightly and the pre-admission phase aims to ensure that prospective residents or their representatives are provided with the necessary information to enable them to make an informed choice.

Our admissions process has been designed to ensure that we can provide a suitable environment and meet the needs of the individual.

Before we offer a placement, we carry out a comprehensive pre-admission assessment of all prospective residents to ensure that we can meet their needs.

We encourage prospective residents to visit the home, have lunch with us and discuss their expectations with our team.

Only after we are certain that we are able to meet the needs and expectations of the prospective resident, will a place in the home be offered.



***“An exceptional care home, all who work there
are friendly most importantly residents are
happy and well cared for”***

– Resident’s family member



Our Fees

The cost of care will vary depending on the needs of the individual and the chosen accommodation. Once we have carried out an assessment of needs, we will calculate the required fee and provide an explanation of how this was determined.

Our fees include:

- 24-hour personal and nursing care;
- private bedrooms;
- all home-cooked meals and refreshments;
- utilities;
- council tax;
- laundry and cleaning services;
- bed linen and towels;
- access to all social activities;

Additional treatments and services may cost more. These include:

- hospital escort duty;
- chiropody;
- occupational therapy;
- therapeutic therapies such as aromatherapy;
- personal therapies such as hairdressing;
- personal items such as deodorants and shaving foams etc;
- refreshments and snacks from our bistro service;

We provide details, including any additional costs, of all extra services provided.



Meet the team

We have provided care to older people and young adults for over 30 years and we are proud that many of our team have been with us for a long time. Our people take pride on the quality of care and accommodation we provide and are dedicated to delivering positive outcomes for residents.



Doves Nest

Situated in Clayton Bridge, a recently appointed conservation area, and sitting in just under an acre and backing onto woodland, Doves Nest is less than a ten-minute drive from Manchester Town Centre. Doves Nest is committed to providing the highest quality care and accommodation suitable for the needs of adults aged 18+ with complex healthcare needs and conditions related to ageing.

Fernlea

Located at the heart of Hazel Grove village in Stockport, nestled beside Torkington Park, an area of natural beauty, Fernlea was registered with the CQC in 2014 and provides first class accommodation and excellent care services offering residents an unrivalled level of care and support.



Yorklea

Yorklea prides itself on providing all residents with the highest possible standard of person-centred care in a friendly, homely and supportive environment. Located at the centre of Chorlton, close to all the local amenities and transport facilities, it is less than a ten-minute drive from Manchester Town Centre.

Business Support

Olea Care Group understands the importance of having a strong business foundation and the business support team is responsible for this. This allows our teams to focus on delivering positive outcomes for service users and staff, whilst ensuring the operational effectiveness of the business.





***"Thank you so much for the care, compassion
and friendship that you show"***

– Resident's family member

Contact us



Doves Nest

15-19 Windsor Road
Clayton Bridge
Manchester
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Tel: 0161 681 7410



Fernlea

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Hazel Grove
Stockport
SK7 4RQ
Tel: 0161 456 8322



Yorklea

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Chorlton
Manchester
M21 9HP
Tel: 0161 862 9338



Head Office

20 Torkington Road
Hazel Grove
Stockport
SK7 4RQ
Tel: 0161 947 0874

Or visit our website, fill in a contact form, and we will ensure one of our managers gets back to you promptly.



Doves Nest: 0161 681 7410

Fernlea: 0161 456 8322

Yorklea: 0161 862 9338

Head Office: 0161 947 0874