



## CASTLE FARM RETIREMENT HOME

### *What we believe a home should be . . .*

- A place where each person is an individual with special needs.
- A residence without unnecessary rules and regulations.
- A corner where dignity, peace and comfort take priority.
- A niche providing tender loving care.
- A meeting place where companionship, interest and activity flourishes.

**Castle Farm** is a converted traditional style farm building which has been a care home for 20 years. It is situated in 3 acres of countryside on the edge of the village of Lytchett Matravers, on the west side of the Poole conurbation. It is easily accessible from the surrounding residential districts, yet has the benefit of the tranquillity of a green rural setting.

The Care Home is registered for Residential care up to very dependent elderly, and has a reputation for outstanding levels of personal care and attention, fostered by the dedication of the Care Manager and the staff. The Home offers security and comfort for life, avoiding the need for the stress and upset of a move to a nursing home elsewhere. The Home is part of the Royal Bay Care Homes group, owned and operated by a team of managers each of whom has over 25



years of experience of running homes, much of it personal "hands on".

**Castle Farm** has a total of 20 places in 17 rooms, most of which are single occupancy with en suite facilities. Some of the rooms have extra features to permit handling of more dependent people such as overhead hoists and bath lifts. A spacious lounge, known as the Parlour extends out into the conservatory, which itself backs out onto a patio area frequented by clients during warmer weather. This is also used for outdoor events such as the summer fete.

The Home has many amenities for the welfare and comfort of its Residents – there are a number of visiting services such as hairdressers, chiropodists, therapists and regular visiting entertainment. Castle Farm has its own minibus, which is equipped to take three wheelchairs in addition to walking passengers, and the Home runs a number of regular outings during the year.

Clients are welcome to bring reasonable amounts of personal effects and furniture subject to space. Smoking is not permitted inside the buildings for social and safety reasons.



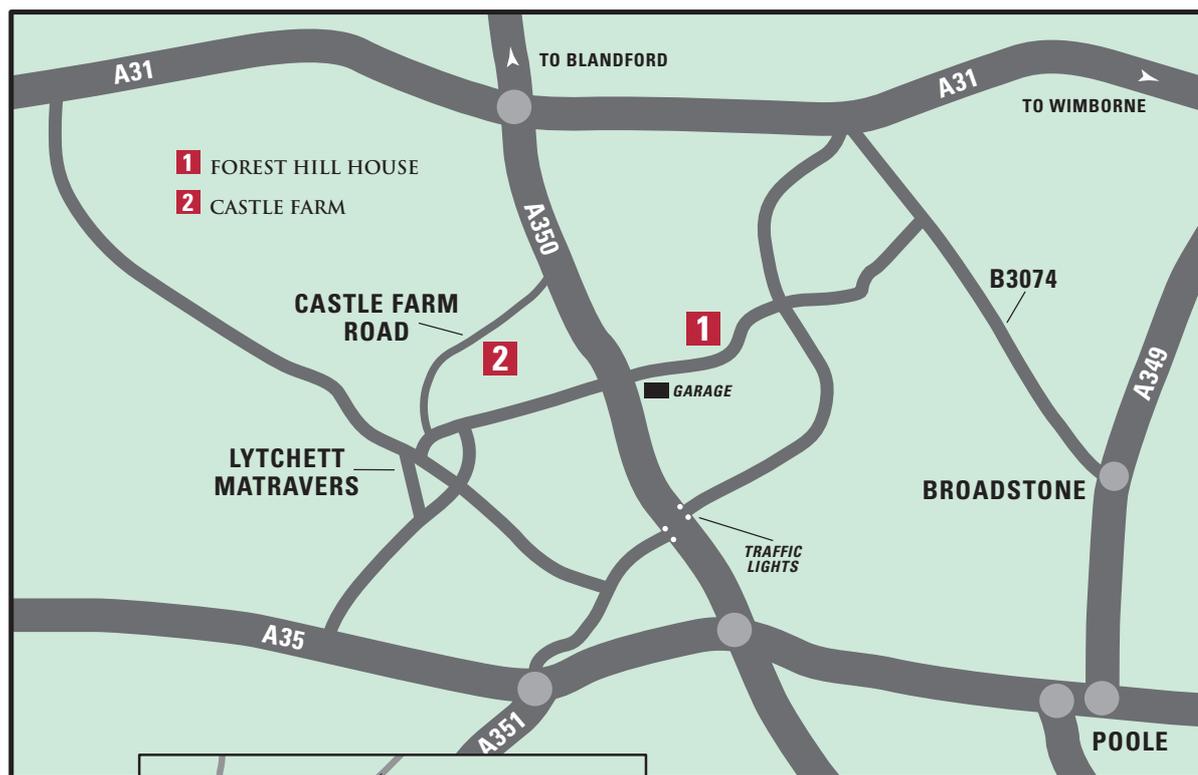
Castle Farm Road  
Lytchett Matravers  
Poole · Dorset  
BH16 6BZ

NURSING  
OUR  
REPUTATION  
FOR  
QUALITY

## YOUR NEXT STEP

The Manager will be most happy to welcome you to the home for an inspection and discussion, without obligation, prior to a possible placement. We will also offer impartial advice if requested.

We pride ourselves on maintaining our recognised high standards at relatively modest fee levels.



## CONTACT US

### CASTLE FARM RETIREMENT HOME

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Poole · Dorset BH16 6BZ

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[www.castlefarmcare.co.uk](http://www.castlefarmcare.co.uk)

[www.royalbay.co.uk](http://www.royalbay.co.uk)

*Castle Farm Care is a wholly owned subsidiary of Royal Bay Care Homes.*



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# ROYAL BAY CARE HOMES

## WHY WE STAND APART FROM OTHER HOMES...



[www.royalbay.co.uk](http://www.royalbay.co.uk)

### ***We strive to provide the highest standards of care for our clients:***

- Our client relationships are based on warmth, personal friendships, patience and emotional bonding - we also provide the best quality accommodation.
- All meals are prepared daily by our chefs to give a home cooked taste, using fresh produce. We cater for all nutritional needs and offer a balanced diet.
- Our excellent customer service is based on: communication; rapport; understanding; integrity; politeness; and approachability.



### ***A Royal Bay Home does not rest on its laurels, our ethos is to continually improve all aspects of our services.***

We are constantly re-evaluating our quality of service, and are making ongoing commitments to achieve these improvements.

Our clients' quality of life is an important factor in the care package. We focus on providing a variety of activities and interests to enhance our clients wellbeing.

At Royal Bay, we understand that for most people who enquire, this is their first experience of dealing with the care industry - this involves contact with ourselves, Social Services, Hospital Staff and Care Managers. This combined with the financial implications for available benefits, and the important decision of home selection, can often be confusing.



At Royal Bay our Managers can provide advice and assistance on untangling the 'placement puzzle' and give some guidance on a way forward.

However, we are not authorised to provide any specific financial advice. We can refer enquirers to financial specialists, who can discuss and suggest new insurance products that can help with fees.

A PART OF  
THE  
PRESTIGIOUS  
ROYAL BAY  
CARE HOMES  
GROUP

# ADVICE AND DEFINITIONS

At Royal Bay, we understand the terminology encountered when searching for care homes can often be confusing. Here, we provide definitions of some of the most common terms used in placements, to ensure an easier, swifter, more knowledgeable search process.

A 'Rest Home' or 'Residential Care Home', is now simply referred to as a 'Care Home'. The level of care provided in a 'Care Home' is supervisory care with personal attention. For higher dependency clients, nursing care may be required. This is predominantly the same as residential care but with nursing interventions being provided by a professional nurse under the supervision of a G.P or Hospital Consultant. Previously these homes were called 'Nursing Homes', but are now classified as 'Care Homes with Nursing'.

**Care fees** are either paid by the local authority or privately or through the NHS continuing health care funding. The issue of local authority versus private funding is defined by the amount of capital available. From April 2010 the proposed level is £23,250. For a Local Authority supported placement the client would need to have below this level, with the full support becoming available below £14,250. For private clients needing nursing care then there is an entitlement of £108.70 per week (April 2010) provided by the Primary Care Trust to the client to help with their fees.

Continuing health care funding is met entirely by the NHS and the fees are paid direct to the care home.

If Social Services complete a 'Financial Assessment' and find that the client has less than the financial limit stated, then they would decide which 'Level' they can afford to support.

The level differs with degrees of care dependency i.e. low levels have low fees and higher levels have increasing fees. Under the 'Level' system, when judging whether a possible



placement can be made, it is important to establish that the receiving home has a fee framework that can accommodate Social Services flat fee funding. If there is a gap between the fee required by the home and fee offered by Social Services, then a 'top up' may be required to be added to the Social Services fee. This amount is the responsibility of a third party. Your Royal Bay Manager can give further advice regarding this and the options available. For a more comprehensive guide to care, please visit: <http://www.counselandcare.org.uk> and click on 'helping you'. This is a range of guides and factsheets available including helping to understand the process of moving into a care home.

A fundamental principle of the Community Care Act was to establish 'client choice'. There may be a number of homes available to provide the level of service that is required, and the final choice of care home MUST be made by the client or the client's representative. The client or client's representative should not be forced, coerced, or have undue pressure placed upon them, by Care Managers, to accept any other home other than the one that they have chosen. Not all homes are the same. A Royal Bay Care Home is normally the first choice of any person making a placement.

***Please contact the Home Manager for further information and advice.***