



# Welcome to Medlock Court



MioCare  
Group



**Your guide,  
to your care**



# Welcome



Our Care Team would like to welcome you to **Medlock Court**, and we hope your stay with us is an enjoyable one. Should you have any further questions please do not hesitate to ask.

The **MioCare Group** is committed to providing high-quality services to the people we support, striving for excellence in all that we do. Our focus is on maintaining high standards, listening to and learning from the people who use our services, investing in our workforce and having positive relationships with our regulators and commissioners.

Our Senior Leadership are committed to the training and development of all staff meaning you will receive high-quality care and support from a highly skilled and knowledgeable team.



**Adrian McCourt**  
Interim Managing Director  
MioCare Group

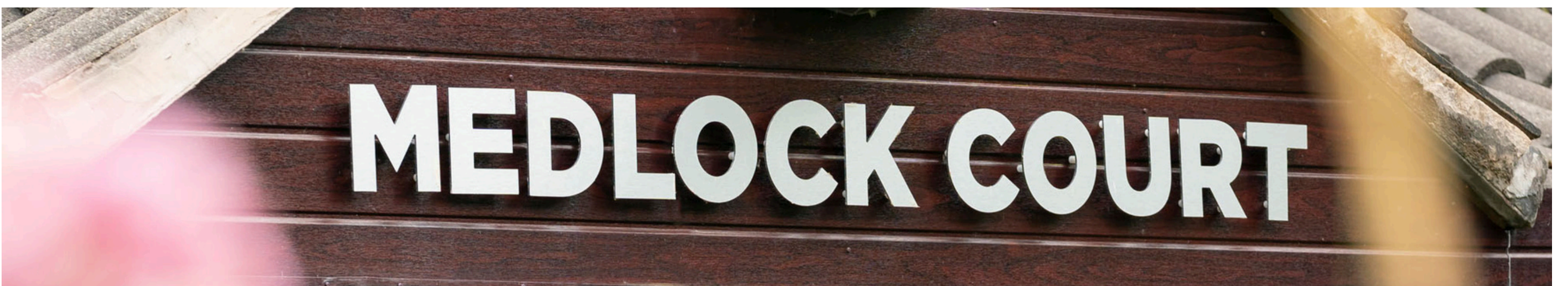


**Paula Spence**  
Director of Care  
MioCare Group



**Claire Maylor**  
Registered Manager  
Medlock Court

Read more about the MioCare Group and our **#FutureFocus** strategy on our website >>>> [miocare.co.uk](https://www.miocare.co.uk)





**Scan the QR code below  
to find and follow us online**





# What can you expect?



**Medlock Court** is home of our **Residential Reablement Service** – a short-term, non-chargeable service with a person's temporary stay lasting up to six weeks (but frequently much less, depending on recovery and rehabilitation).

The multidisciplinary team based here includes the MioCare Group's Care Team, as well as NHS Physiotherapists, Occupational Therapists, a Pharmacy Technician, District Nurses, General Practitioners (GP), Social Workers and mental health support. You can/will be referred to other services and/or health care professionals as required.

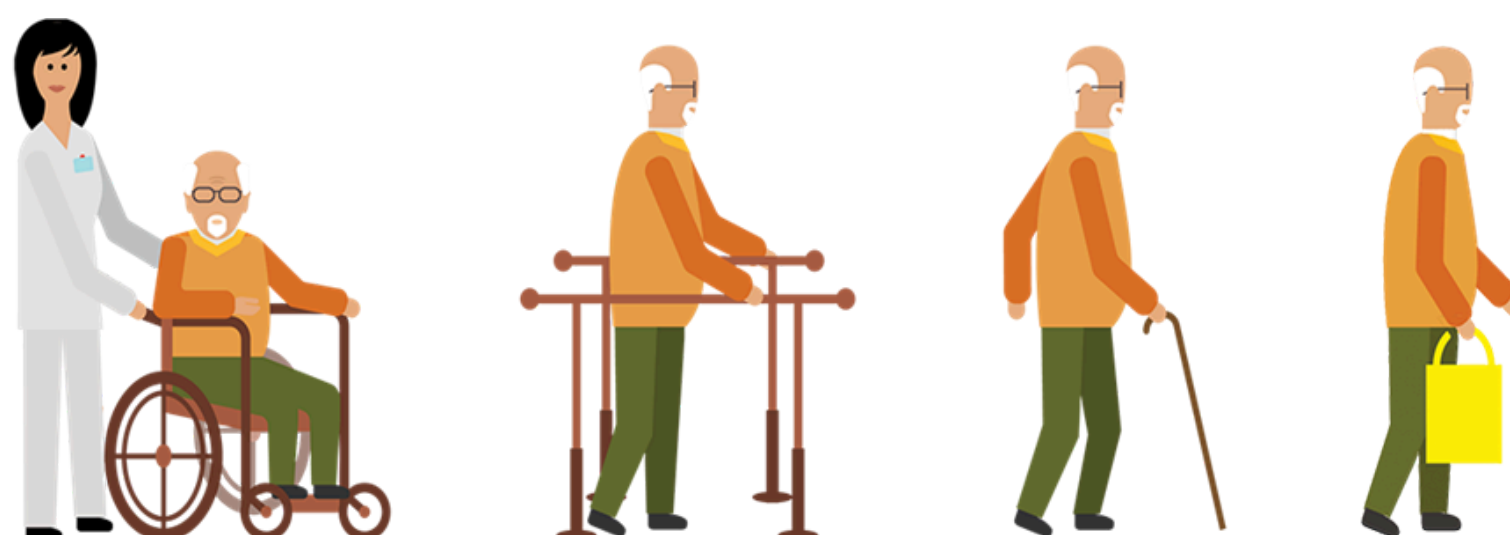
You will receive care and support from the team, who are there to help improve **mobility, health, wellbeing** and **independence**, and implement support or identify further actions.

You may have been referred for a short stay at Medlock Court for a variety of reasons, for example:

- Recovery after a fall, an acute illness or an operation.
- Avoid going into hospital unnecessarily.
- Return home more quickly after a hospital stay.

Where possible, the aim is to reduce dependence on others for daily living, so that you can live as independently as possible. We encourage people to engage in the process and work towards their reablement goals.

Everyone's needs and goals are individual, and we do our best to provide person-centred care providing the best possible outcomes for you.





# Your journey in more detail



## Your care and support at Medlock Court, stage-by-stage

### At the start of your stay with us...

- You will be given an **initial assessment** to determine your current mobility and falls risk.
- You will be involved in the creation of a **care plan** which will include setting reablement goals and how to reach them. These discussions can include your family and carers if you wish.
- You will have the **opportunity to ask questions**.

### Through your stay with us...

- The multidisciplinary team will support you and **continuously assess your progress** during your stay.
- You will receive a **personalised exercise programme** (individual tasks and group sessions).
- You will participate in washing, dressing and **daily living reablement assessments** alongside colleagues from the Therapy Team.
- This is in addition to **ongoing care from MioCare's Care Team** who will encourage you to complete tasks as independently as possible.
- **You may require a home access visit** by an Occupational Therapist, who will assess your home environment and recommend any necessary equipment or minor adaptations.
- Your proposed **length of stay at Medlock Court may change**, depending on the progress you make.



# Your journey in more detail (continued)



## Your care and support at Medlock Court, stage-by-stage

### At the end of your stay with us...

- If you need ongoing support upon leaving Medlock Court, you will be given a plan for transferring to another service such as Community Physiotherapy, Community Occupational Therapy, Age UK and Healthy Minds.
- You may require a social work referral for care or reablement support on your discharge.
- Any pre-existing care and support will be restarted or increased as needed.
- Information about other types of support available will be provided.

## Effective communication

We want to communicate with people as effectively as possible and at Medlock Court we do this by meeting **Accessible Information Standards (AIS)** for residents and their carers.

We can provide information in different accessible formats, such as large print, audio recordings and translation services. If you or someone you know requires assistance, please let us know.

AIS Standards apply to those with information or communication needs and aim to support people with a disability, sensory loss, or impairment. It can also be to support those with aphasia, autism, or a mental health condition which affects their ability to communicate.



# General information



## Visiting

We endeavour to do what we can in order for people to stay in touch, and **visitors should call 0161 770 5081 to book a visit.**

We would also ask that there is a maximum of two visitors per guest to allow enough room for everyone. We apologise for any inconvenience this may cause but the comfort and security of our guests and staff is our priority.

We try and avoid visits around meal times, however, we aim to be as flexible as possible. Upon arrival, visitors should come to the main reception at the front of the building, where they will be asked to sign in/out for health and safety reasons.

Note: in the case of an infection outbreak, we may advise just one person per visit, or request that visiting stops altogether for a short time. If this is the case, we will endeavour to make people aware.

We are continuously reviewing our infection, prevention and control guidance and are in regular contact with local IPC professionals for advice.

Regulations around Covid, flu and other infectious diseases will be adhered to as we continue to keep residents and colleagues safe.

We also have the use of mobile phones on each of the units for families/friends to stay in touch.

## Meals

We provide a high-quality nutritious meal service offering a choice of meals, three times a day. Daily menus are displayed on the white boards of each unit. If an alternative is required to meet dietary requirements or preferences, please ask a member of staff. Our on-site cook is available to speak to you too, should you wish to do so.



# General information (continued)



## Healthcare

GP cover is provided by a local GP (who visits daily) whilst you are at Medlock Court. If you wish to make your own arrangements for GP cover then please advise the Registered Manager.

District Nurses visit on a regular basis, and you will be referred to them should you need that service.

A podiatrist also visits Medlock Court but this is a chargeable service.

## Smoking and alcohol

Smoking is not permitted within the building or on the premises. Staff are unable to accompany people while smoking. Therefore, if anyone chooses to smoke, a risk assessment would be needed to ensure safety in leaving the building to smoke either independently or with the support of friends, family, or their own carers. We recommend that during your stay at Medlock Court you don't drink alcohol. If anyone wishes to consume alcohol whilst at Medlock Court, a GP will be consulted as alcohol can affect mobility and interact with certain medications. If cigarettes and alcohol are being brought into the premises, please notify staff.

## Money and valuables

We advise that only small amounts of money are brought into the premises as we cannot be responsible for loss of any items of value. There is a safe available should you wish staff to look after money on your behalf.

We ask that you do not bring in items of high monetary or great sentimental value as we cannot be responsible for loss, theft or damage.



# General information (continued)



## Healthcare

Staff are unable to provide an escort to planned hospital appointments, but they can support you to contact your social worker or friends/family should an escort be required.

Depending on your needs, we may be able to support you to arrange transport for your appointment, be it ambulance transport or otherwise. Please let us know of any upcoming appointments that you are aware of so that we can best support you.

## Laundry

Currently, we are aiming to restrict items coming in and out of the building. We have therefore set up our own in-house laundry service, and we ask that we do any laundry that you may need.

We will do everything we can to prevent damage or loss of clothing, however we cannot be held responsible for any damage that occurs.

If you do believe you are missing an article of clothing please notify us within 24 hours, as we are more likely to find lost clothes if reported early. We will ask permission to initial items to reduce the chance of lost items.

Please note the washing machines are operated using a pump system, and therefore we are unable to change detergents used. If there are any allergies, please make us aware so we can make alternative arrangements.

An inventory is taken of all belongings on admission. If you are taking anything home or bringing any additional items in after admission, please advise staff so that our records can be updated.



# Gallery





# What people are saying about us



*"I got a lot of support from staff to become independent, and I enjoyed all the activities."*

**Maria**

*"Very clean and comfortable, and staff respected my choices and preferences at all times."*

**Emily**

*"To all the wonderful staff at Medlock Court, from the cleaner and kitchen staff, the Therapy Team and the team who do everything else in-between...thank you! My mum has a new lease of life at 91 years old! It's a credit to you all."*

**Family member**

*"To all the wonderful staff at Medlock Court, we can't thank you enough for all the help, care and kindness you have shown to our Dad, Frank. We can't wait to get him home and fully appreciate that would not have been possible without you amazing people. Thank you so very much, you are all heroes to us."*

**Family member**

*"I have been very happy at Medlock Court. I had lots of support from staff to be independent and it was very clean and comfortable."*

**Edwin**





# Introducing some of the Medlock Court team



**Gavin**  
**(Care Assitant)**

*"As a team we give our best care and support to people while they're here with us, and it's so rewarding to see people leave Medlock Court with a regained or even greater degree of independence."*

**Cath**  
**(Therapy Team Leader)**

*"The Residential Reablement Service at Medlock Court seamlessly combines the experience and skills of the MioCare Group's Care Team with the knowledge and expertise of the Therapy Team and other partners."*

*"Our blended skills create a friendly, caring and supportive intermediate care unit that we are really proud of!"*



# Privacy and dignity



**Staff provide sensitive and flexible personal care and support, while maintaining people's dignity, privacy, independence which allows control over their own lives. In line with the MioCare Group Policy, everyone who receives care from our team will...**

- Be offered privacy at all times.
- Receive all support with personal care in a private and dignified manner. This includes bathing, washing, dressing and using the toilet.
- Have all their personal information protected and stored confidentially at all times.
- Expect confidentiality at all times, in all matters, and for their permission to be obtained whenever private information needs to be available to others.
- Be addressed in the manner that they choose.
- Be respected for their individuality, their views and in the way they choose to live their lives.
- Be consulted on any matter or activity, which may impinge on their life and have their wishes respected.
- Be entitled to have their own cultural, religious practices and beliefs observed and respected at all times.

Should you feel that your privacy and dignity is not being respected, please inform a member of the Care Team or if you would prefer to contact the Registered Manager (Claire Maylor) privately, then please email her via her email address [Claire.Maylor@oldham.gov.uk](mailto:Claire.Maylor@oldham.gov.uk) or call **0161 770 5081** asking for her or requesting a call back. Thank you.



# Quality assurance



Our service at Medlock Court is regulated and inspected by the **Care Quality Commission (CQC)** and we have an internal **Quality and Performance Team** who ensure that internal and external requirements are delivered to a high standard. Quality of services, care and support are promoted in the following ways:

## **Caring**

Services will be provided by people who care about you and who treat you with kindness, compassion, dignity, and the respect you deserve.

## **Effective**

Services provided will meet your care, treatment and support needs ensuring the best possible actions and outcomes to promote the highest quality of life and ensuring you achieve your full potential demonstrated by the evidence gathered.

## **Well-led**

Services will be provided by clear, strong management with good leadership skills which focus on governance of the organisation in order to ensure the delivery of high-quality person-centred care which is responsive to your needs. It has an open, transparent, and fair culture which promotes learning and innovation for its staff.

## **Safe**

As a resident of Medlock Court we will ensure you are safe and protected from avoidable harm. With systems and processes to safeguard people from the risk of abuse.

## **Responsive**

Our service will meet your needs through good organisation and delivery planning personalised care to meet your needs, preferences, interests and give you choice and control of how we support you to meet your needs.



# Compliments and complaints



We endeavour to ensure the delivery of a high-quality service to meet the needs of all Medlock Court residents. **Your comments, suggestions and feedback are very important to us** and will be used to develop the service we provide.

Staff will encourage you to complete a feedback questionnaire during the first few days of your stay, and then again at the end of your stay.

Should you wish to give further feedback or raise any concerns during your stay, you can speak to a member of the MioCare Group Care Team at any time, who will ensure that all matters are dealt with in line with our policies.

You can also submit a compliment or complaint in the following ways;

To submit a compliment, email [info@miocare.co.uk](mailto:info@miocare.co.uk) or use any of the methods listed on the back cover of this guide.

To submit a complaint, email [complaints.miocare@oldham.gov.uk](mailto:complaints.miocare@oldham.gov.uk)

If you would prefer to contact the Registered Manager (Claire Maylor) privately, then please email her via her email address [Claire.Maylor@oldham.gov.uk](mailto:Claire.Maylor@oldham.gov.uk) or call **0161 770 5081** asking for her or requesting a call back. Thank you.

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On the previous page, we gave information about our service regulator, the **Care Quality Commission**. If you would like to tell the CQC about your experience of our care, please scan the QR code opposite to visit their website >>>>





# Medlock Court: useful contacts



➔ **Claire Maylor (Registered Manager)**

✉ [Claire.Maylor@oldham.gov.uk](mailto:Claire.Maylor@oldham.gov.uk)

➔ **Donna Paul (Resource Manager)**

✉ [Donna.Paul@oldham.gov.uk](mailto:Donna.Paul@oldham.gov.uk)

➔ **Catherine Walsh (Resource Manager)**

✉ [Catherine.Walsh@oldham.gov.uk](mailto:Catherine.Walsh@oldham.gov.uk)

**Medlock Court**

**Medlock Way**

**Lees, OL4 3LD**

**Tel: 0161 770 5081**

## Connect with the MioCare Group

🌐 [miocare.co.uk](http://miocare.co.uk)

✉ [info@miocare.co.uk](mailto:info@miocare.co.uk)

✂ [@WeAreMioCare](https://twitter.com/WeAreMioCare)

📷 [@WeAreMioCare](https://www.instagram.com/WeAreMioCare)

🎵 [@WeAreMioCare](https://www.tiktok.com/@WeAreMioCare)

in [WeAreMioCare](https://www.linkedin.com/company/wearemiocare)

**MioCare Group**

**Ena Hughes Resource Centre**

**Ellesmere Street**

**Failsworth**

**M35 9AD**

**Tel: 0161 770 8777**

**Supporting people  
to get the most out of life**

