



Key Information

Home Details

Home Name	Moorhouse
Contact Information	01428 604381
Manager	Julie Watts
Location	Moorhouse, Tilford Road, Hindhead, Surrey, GU26 6RA

Types of Care

Dementia Care	Respite Care	Residential Care
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Facilities

- 36 Bedrooms
- In-room call button
- Dining room
- Electric car charging points
- In-house hair salon
- Two residential lounges/ garden suite
- Wi-fi throughout the home
- Electronic-personalised care plan
- Beautifully landscaped Edwardian gardens
- Parking
- Lift

Room Types

Standard Rooms**	Premium Rooms**	Deluxe Rooms**
Our standard rooms are smaller, however equally as charming, cosy and comfortable.	Located mainly on first floor Accessed by lift Garden View	Located on the ground and first floor. En-suite shower room Garden view Larger square footage

Included in Our Weekly Fee

- Home staffed 24 hours a day
- Meals (breakfast, lunch & dinner), unlimited snacks and drinks
- Accommodation with bed & bedding, towels, bedroom furniture, chair, curtains, lighting and individually controlled heating
- Laundering of bedding, towels, and personal clothing (except for dry cleaning)
- Unrestricted use of communal areas
- Cleaning and decoration of rooms
- Maintenance of grounds and gardens
- Wi-Fi access
- Range of in-house activities and external outings (excluding admission fees, if applicable)
- Care and daily assistance in line with assessment

Our Weekly Fee is based on the choice of bedroom and the personal care needs required.

The current Weekly Fee charged for residential care is from **£1154** and dementia care is from **£1215** per week.*** Prior to admission, a professional member of our team will assess to understand the support and care your loved one requires within the home. A personalised and tailored care plan will be created which is monitored daily using our electronic care system.

*Subject to fire and electrical regulations.

**Room type rates may vary depending on location in home eg. ground floor/ views

*** Prices quoted are based on permanent residency, per person per week for single occupancy. Prices are subject to an individual care needs assessment and the type of room and services chosen. Prices correct as of April 2025 but are subject to change.

Activities

- Potting & planting in the garden
- Animal visits
- Regular trips out
- Regular external entertainers
- Quizzes
- Baking/ cooking
- Knitting
- Themed events e.g. Christmas fayre, halloween, easter.
- Church services
- Arts & crafts
- Chair exercises
- Online wellness platform: Oomph

Not Included in Our Weekly Fee

- Professional hairdressing
 - Manicures & pedicures
 - Complementary therapies such as massage, reflexology & aromatherapy
 - Personal copies of newspapers or magazines
 - Clothing and footwear
 - Dry cleaning
 - Incontinence products (if applicable)
 - Clinical goods required specifically for your individual needs.
 - Personal purchases such as stationery, confectionery, and toiletries
 - International and premium call charges, if applicable
 - Staff escorts to appointments
 - Admission fees for days trips
 - Contents insurance for personal items of high value (if applicable)
 - Media entertainment and subscription services (if applicable)
- In the absence of free provisions by the NHS, the following may also be provided, but shall be charged in addition to the Weekly Fees:
- Chiropody
 - Optometry
 - Dentistry
 - Physiotherapy
 - Other privately arranged healthcare

Staffing Arrangements

The Manager of the home is Julie Watts. Staffing arrangements at our home are based on the individual needs of the residents.

Our electronic care system and dependency tool informs us of the required number of care staff required on duty to provide the highest standards of care. Staff are on duty 24 hours and a member of the management team is also present in the home seven days a week and on call, when necessary.

In addition to our staff, we have a 24-hour call system installed in all our residents' rooms.

Our home employs both male and female care staff and we will make every effort to accommodate requests for the same gender care staff.

Ratings

Our home is regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. The latest inspection was carried out on the 10/05/2023.

Our latest food hygiene rating is five.



Short-Term Respite

Short-term respite stays are available based on a minimum of 14 days. Respite stays are charged in full in advance with a flat rate of **£1500** per week.

Funding

If your loved one's financial circumstances change, they may become eligible for public funding. In some circumstances the sums paid by the Local Authority may not be sufficient to meet our Fees and a third party (usually a family member) will be required to enter an agreement with the Local Authority and the Home to meet the shortfall between the amount the Local Authority pay and our Fees. This is referred to as a Third-Party Contribution.

Payment of Fees & Deposit

Fees are paid monthly in advance and collected on the 1st of each month.

On admission to the home, one month's deposit is required which will be held for the duration of the residency and returned upon termination of the Agreement if all fees are paid up to date and there is no damage (over and above normal wear and tear) caused to the room.

If fees are in arrears longer than one month, we also have the right to use the deposit to offset any outstanding fees.

Changes to Weekly Fees

The Accommodation Services Fee and Care Services Fee will be reviewed and may increase annually on the 1st April of each year. We will provide at least 28 days' notice in writing of any fee changes, including details of the amount and when the increase will take effect.

We may also increase the Fee by a fair and reasonable amount where a significant and unexpected change occurs in the law, regulation of the Home or supplier prices such as energy and utilities escalate which results in a substantial increase to our costs. This increase will only occur if it was not already captured as part of our annual review. We will give you at least 28 days' notice of such change.

If following our regular assessments your loved one's care requirements change, the Care Services Fee may increase and you will be given 28 days' notice of the fee change, or sooner should care needs change significantly. If a move to alternative bedroom be requested, an increase or decrease in the Accommodation Services Fee may be applicable, depending on the room chosen.

Termination of Resident Agreement

The Resident Agreement may be terminated at anytime by providing us with not less than 28 days' written notice.

Fees will remain payable until the end of the notice period, even if your loved one leaves before the end of the notice period.

We may terminate the Agreement if we can no longer provide the care your loved one requires, there are unresolvable behavioural issues which affect your loved one, staff or other residents, failure to pay fees or funding arrangements change and there is no person willing to enter into a Third-Party Contribution. 28 days' written notice will be given terminating the Agreement.

Complaints Procedure

We are committed to providing high quality care to those using our service and welcome all feedback from our residents, families, and visitors. Any concerns or complaints are recorded and investigated, with a written response provided within 28 days. Our full Complaints Procedure is available at reception of our home.

Registered Details

Moorhouse is part of Ashberry Healthcare Limited, registered in the UK no: 4886239. Registered office: 1 Lea Business Park, Lower Luton Road, Harpenden, AL5 5EQ