

Key Terms and Conditions

Fees	We operate an all-inclusive fees policy.
	This means that the agreed weekly rate for your room includes:
	✓ All nursing and personal care
	✓ All meals, drinks, snacks including wine and beer, all special dietary requirements
	✓ All medical requirements, toiletries, laundry
	✓ All entertainment, activities, trips, visits organised by our Activities Co-ordinator
	✓ TV, phone (UK calls) and wifi in your room
	✓ Hairdressing, chiropody, aromatherapy, manicures
	✓ Accompaniment to hospital appointments if friends or relatives are unable to take you
	You would need to pay for the following if required:
	➤ Personal newspapers and magazines
	➤ Dry cleaning
	➤ Sky TV or similar
	➤ Transport to hospital appointments if friends or relatives are unable to take you
Payment of fees	We require you to pay monthly, in advance , preferably by standing order or bank transfer
	✓ We do not ask for a security deposit.
	✓ We ask residents or their relatives to self-certify that they have the financial resources to commit to long term care in a nursing home.
Increase in fees	We review our room rates once each year .
	❖ Revised rates are payable from 1 April each year.
	❖ At least 28 days' notice of a change in fees will be given.
	❖ The maximum rate of increase in fees is calculated based on the increase in the National Living Wage (NLW) and the Consumer Price Index including Housing (CPIH). *
Contribution to fees	Residents may be entitled to support with fees which is paid directly to the Home. Until such support is received you are liable for the full weekly fee yourself.
	✓ All amounts received are deducted in full from your next monthly invoice.
	Ask if you need advice about any of the following:
	✓ Funded Nursing Care (FNC) @ £235.88 per week from the NHS
	✓ Continuing Health Care (CHC) @ £935.88 per week from the CCG
	✓ Support from Social Services which depends on your financial situation
	Residents may also be entitled to Attendance Allowance which is paid as a top-up to state pension. Information and application form available from www.gov.uk

Contract terms	The first month of residence is a trial period for both the resident and the home
	28 days' notice must be given if a resident wishes to leave the Home
	A resident may be asked to leave the Home under the following circumstances, after being given 28 days' notice
	❖ Non-payment of fees
	❖ If, having consulted the Resident and taken advice from professionals (e.g. general practitioner, community nurse or social worker) the Home is unable to provide the degree of care and attention required by the Resident.
	❖ If the behaviour of the resident becomes detrimental to the welfare of other residents.
	Should a Resident require hospital treatment as an in-patient, fees will still be payable to retain the room. If the absence continues for more than 1 week and the resident pays full fees, the weekly fee will be reduced by £250 per week.
	In the event of death , the charge will continue until the removal of personal effects from the room.
	The Home will clear the room and dispose of any personal effects, if instructed to do so.
	Payments previously made for periods beyond this date will be refunded.

* Further detail is provided below

Wages and salaries account for around 70% of our total expenditure each year. We use the % increase in the National Living Wage (NLW) and the Consumer Price Index including Housing (CPIH) to calculate our room rate increases each year. We calculate a weighted average using 70% of the NLW and 30% of the CPIH. For example, in April 2024 the NLW increased by 9.8%. The average increase in CPIH for 2023 calendar year was 6.8%. This results in a weighted average of 8.9%. Despite this, the average room rate increase applied to current residents for 2024/25 was 7.7%.