

Additional information

The Heights

We want to ensure that you have all the information you need prior to an assessment being arranged, so we have outlined below some additional information that you may wish to know.

1

Trial period

We offer the option of a trial period. If you wish to move in for a trial period we require four weeks fees in advance and a deposit equal to four weeks.

Should you decide not to stay you will be refunded any unused portion of the fees and the deposit in full.

2

Ending contract

If you decide that you would like to end your contract with us and move out of the home, you may do so at any time, subject to giving 28 days notice in writing to the manager of the home. Fees will be payable in full during the notice period.

3

Payments

At the start of the contract a deposit equal to four weeks fees is required. We also require the first four weeks fees in advance. A payment equal to eight weeks fees is therefore required upon admission. A receipt will be issued. Invoices are issued at four weekly intervals and our terms require payment on presentation of invoice. Future payments will be collected by direct debit. Any balance due from the deposit following death or discharge from the service will be repaid within 28 days if you have moved elsewhere, or within 28 days from the date we are notified in writing of who is entitled to receive the refund to your estate.

4

Changes to self-funding arrangements

If your circumstances change and you decide to apply for funding from the local authority in the future, the conditions of the contract remain unchanged. Where a difference exists between the agreed cost and the total purchase cost agreed by the local authority, a top up contribution would be required from you. We advise you to seek assistance from the local authority at least four months before you expect your funds to reduce to the threshold in order to allow time for them to complete their processes.

If you become eligible for continuing healthcare from the NHS, the full amount will be payable as your weekly fee.

We will always use our best endeavours to reach agreement with appropriate authorities to enable you to remain in our care providing the home continues to meet your needs.

In the event it is necessary for The Fremantle Trust to terminate the contract and end your residence, not less than 28 days notice would be given unless exceptional circumstances apply. We reserve the right to give notice if you fail to pay your care fees or if your needs change to such an extent that we can no longer provide you with safe care.

5

Complaints handling

We strive to ensure that the quality of our services continuously improves. As part of our quality assurance, we have a formal process for complaints and compliments, called 'Fremantle Feedback'. More information can be found on our website.

If you are not satisfied with our final response you may contact the Local Government Ombudsman at:

The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH

Phone: 0300 061 0614

Website: www.lgo.org.uk

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Regulatory body

The home is regulated by the Care Quality Commission (CQC)
www.cqc.org.uk

7

Registered manager

Acting Manager : Chance Chakkappan

8

Latest Food Hygiene rating

5 – hygiene standards are very good

9

Contents insurance

The weekly fee includes limited insurance cover of £500 per individual for personal possessions. Residents are advised to arrange their own insurance for items that fall outside this cover.

10

Life in the home

Ensuring that everyone feels at home is important to us. Our experienced team provides specialist care and support and encourages individuals to be as active and independent as possible. Food is freshly cooked on-site and caters for dietary and religious requirements. Where applicable and possible, residents are supported to bring pets with them when they move into the home.

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Contract for self-funders

A copy of our self-funder contract is available on our website.

June 23

The Fremantle Trust, Woodley House, 64/65 Rabans Close, Aylesbury, Bucks, HP19 8RS
Telephone: 01296 393 000 | Email: enquiries@fremantletrust.org