

Key facts - The Heights

We want to ensure that you have all the information you need when you are selecting a care home, so we have outlined below some key information that you may wish to know.

About the home

1	Type of care provided Nursing, nursing dementia, end of life and respite care	2	Size of home 75 en-suite single bedrooms. All furnished
3	Facilities and services <ul style="list-style-type: none"> • Shared communal areas • Enclosed landscaped gardens • Coffee shop • Hairdressing salon 	4	CQC rating Outstanding A copy of the latest CQC report can be accessed from our website
5	Staffing arrangements Our care workers look after groups of residents and we ensure that we have sufficient numbers of suitably qualified and experienced employees according to a robust and regular assessment of individual needs. All of our care team are expected to complete the care certificate within three months of joining.		

Funding information

6	Funding arrangements Self-funded, local authority and NHS funded residents. <i>For local authority funded residents, it may be necessary to pay a top up fee.</i>		
7	Indicative weekly self-funded fee The indicative fees below are subject to a pre-admission care assessment, which will enable us to ensure that we can deliver the appropriate level of care and support required for you. Nursing: from £1,884 Nursing Dementia: from £2,029 <i>Respite fees are quoted on an individual basis.</i>		

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Our weekly self-funded fee includes

- Care
- Accommodation and utilities
- WiFi
- Personal possession insurance up to £500
- Meals, snacks and drinks (including alcohol)
- Activities and lifestyle programme, including most excursions but not all entrance fees

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Our weekly self-funded fee does not include

- Clothes
- Toiletries
- Newspapers
- Hairdressing
- Some outings and entrance fees
- Accompanying you to hospital appointments

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Deposit and up front payments

A payment equal to eight weeks fees is required upon admission. Four weeks deposit and four weeks fees in advance.

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Evidence of funding

We reserve the right to ask for evidence of funding, which is normally one year.

Should 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.

If your financial circumstances change we request that you give us sufficient notice to help you to apply for alternative funding from the local authority (usually four months).

Fees are reviewed annually with changes effective from April 1st each year. These will be in line with the Government published National Living Wage % increase, which is renewed every April.

The Trust reserves the right to change the fees payable at any time if the resident changes their bedroom to one of a different standard or category, or where there is a change in the category of care or level of need. This will be discussed with you at a review meeting and you will be entitled to see the details of the assessments we have relied upon as part of the consultation and decision process.

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