

# 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

The first four weeks of your stay will be a trial period, during which you can end this agreement for any reason by giving us at least one weeks' notice in writing to the Home Manager.

After the end of the trial period, you can end this.

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

A deposit of £2,000 and the pro rata fees for the first month are payable in advance of admission. Your first invoice will be issued on the 1st of the following month for the whole of that month. We will collect the Direct Debit for this after 10 working days. Any balance from the deposit or fees paid in advance will be refunded following death or discharge.

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](http://www.lgo.org.uk)

6

## Regulatory body

The home is regulated by the Care Quality Commission (CQC)  
[www.cqc.org.uk](http://www.cqc.org.uk)

7

## Registered manager

Interim Manager - Arvette Hattingh

8

## Latest Food Hygiene rating

5 – hygiene standards are very good

9

## Contents insurance

You or your representative will need to arrange insurance cover for your personal belongings and valuables. We are not responsible for arranging, or advising, in relation to any such insurance.

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.

11

## Contract for self-funders

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

November 2024

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