

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	2	Size of home
	Nursing, nursing dementia, end of life and respite care		75 en-suite single bedrooms. All furnished
3	Facilities and services	4	CQC rating
	<ul style="list-style-type: none"> Shared communal areas Enclosed landscaped gardens Coffee shop Hairdressing salon 		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
	<p>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.</p> <p>Nursing: from £1,884 Nursing Dementia: from £2,029 <i>Respite fees are quoted on an individual basis.</i></p>

Our weekly self-funded fee includes

- Care
- Accommodation and utilities
- WiFi
- Meals, snacks and drinks (including alcohol)
- Activities and lifestyle programme, including most excursions but not all entrance fees

Our weekly self-funded fee does not include

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

Deposit and up front payments

A deposit of £2,000 and the pro rata fees for the first month are payable in advance of admission.

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 increased annually with changes effective from April 1st each year. The increase is based on a calculation which reflects the actual increase in our costs during the previous 12 months.

We may increase fees if there is a change in your care needs, a change in law or regulations that we need to adhere to that increases our costs, or you have requested to move to a different room for which a different fee is chargeable. We will give you 28 days notice of the change except where there is a need for us to provide you with additional facilities or care at short notice in which case we will give 7 days notice. You have the right to end the agreement with appropriate notice if you do not agree with the increase. Full details can be found in the self funder contract available on our website.

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