

FURTHER INFORMATION ABOUT FEES

How annual increases to your fees are calculated

Annual fee increases are intended to cover increases in our costs and enable us to continue providing high-quality care. Provided there are no changes to your needs or the services you require, your fee is fixed up to 1 April each year. We will review and increase the fee once a year on 1 April by 10% per year.

For example, where your fee is £1,000 per week, after 1 April your fee will increase by £100 per week and your new fee will be £1,100 per week. This equates to an increase of £5,200 over the year.

We will give you at least 28 days' notice confirming the changes arising from our annual review and the new rates that will apply from April 1 each year. This review is separate from any change in your fee which occurs because of a change in your individual care needs.

Fee review on a change of circumstances

We will offer you a place at the home on the basis of your individual health and social care needs at the time of moving in. We will assess these needs and design a bespoke care package for you, the details of which can be found in your care plan.

It is important to understand that all residents are likely to require more help and assistance day-to-day during their stay at the home. For example, you may need to move to another room or require more staff assistance to carry out tasks you were previously able to do for yourself.

Where we believe (in our professional judgment) that your needs have increased and the services you want or require mean that we need to make material changes to your care plan, we will discuss our assessment with you and explain the changes we believe are necessary. We will also confirm how this will impact the fee and any additional payments that will need to be made. Where you receive financial assistance from the local authority or NHS, we will also notify them as it may be appropriate for them to arrange their own assessments.

If your health improves or your social care needs decrease over time, we will similarly review whether your existing category of care is appropriate and whether, based on your increased independence, it is suitable to reduce your fees.

We will try to give you at least 28 days' notice in advance of any changes to your care services and we will charge the new fees from the same date on which we make the changes to your care package.

It may be necessary to make changes more quickly to ensure your health, safety and personal well-being. If we need to make changes on shorter notice, we will charge the new fees from 7 days after the date on which we make the changes to your care package or on shorter notice (with your consent). In all circumstances, we will give you as much notice as reasonably possible of the changes and the impact this has upon your fees. If we have implemented a change on shorter notice and you do not agree to the proposed changes you can choose to leave the home immediately, without having to pay the increased fee.

If you have any concerns with our assessment of your care needs and the proposed changes, please contact the home manager to discuss your concerns. We will charge the revised fee from the date we change your care package.

If we are unable to reach an agreement on your needs and care package, you are welcome to arrange an independent assessment via the Local Authority or your GP. We must maintain your safety and comply with our regulatory obligations, and we will not reduce your care services where we believe this will put you at a real risk of harm.

If the independent assessment rejects the findings in our assessment, your fees will revert to their previous level and we will immediately refund the fee increase, which will be backdated to the date of any change

we implemented. If the independent assessment confirms our findings, the revised fee will remain in place. In all circumstances where you do not agree to the proposed changes, you can choose to leave the home by giving notice in the normal way.

Other changes to your fees

Your fees may also change if, at your request, you move to a different room for which different fees are payable. These fees are shown in the fees and charges section of the 'key facts' leaflet.

We may also increase the fee by a fair and reasonable amount where a significant and unexpected change occurs in the law or the regulation of the home that results in a significant increase in our costs. This increase will only occur if it was not already captured as part of our annual review. We will give you at least 28 days' notice of such a change.

Fees after death

In the event of your death, this agreement will end, and we will charge the fees (calculated on a daily basis) for a minimum of 3 days and until your room is cleared (up to a maximum of 10 days). We will not charge you for any days where another resident has moved into the room. If your friends or relatives need longer than 10 days to make arrangements, they can discuss this with the manager and agree an extension (in writing).

If your family and friends are not able to collect your personal belongings within 10 days, we can store small items for a period of up to 28 days at no additional cost, so that they can be collected at a more convenient time. We will confirm to your representatives (in writing) the date for collection within 28 days.

If we are unable to contact the people responsible for handling your estate or if they are unwilling to collect your belongings within the 28 days (from our written notice), we will send a written reminder before we sell or donate the items, giving your estate reasonable notice of our intention. Any costs associated with the disposal will be charged to your estate.

If you have paid fees in advance, made any overpayments or if we have been holding money on your behalf for any reason, then we will settle any outstanding sums owed to us and refund the balance to your estate within 28 days of your death.

Temporary absence from the home

If you are away from our care home – for example, because you are on a pre-arranged holiday or because you are in hospital – your room will be reserved for you and you will be charged your usual weekly fee during any absence period, which will cover the cost of reserving and maintaining your room at the home. If you are absent from our home for a continuous period of 6 weeks, we will consult with you and your nominated representative to seek agreement regarding the further retention of your room, unless this has been agreed in advance.