

WHAT'S INCLUDED IN YOUR FEES

FACTSHEET 4

What's included in my weekly fee?

Daily Living

- All necessary personal care provided by healthcare assistants over a 24 hour period
- Registered Nurse care input
- Your own en-suite bedroom, fitted with a wardrobe, single bed, lockable bedside cabinet (or safe), mirror, dressing table, easy chair, vanity chair, carpets, curtains, shower with seat, toilet, vanity unit, hand wash basin, electrical sockets, shaving socket, non-slip flooring and nurse call system
- All menu meals and drinks
- Laundry services
- Daily housekeeping.



Entertainment & Communications

- A daily activities programme which you may join in with as you wish. For example, this will include arts and crafts, occasional entertainers, music and movement classes and film showings.
- Animal Assisted Therapy



- T.V. aerial point (a TV owned by the Home may be available, but is not guaranteed)
- Telephone point
- Access to the Home's wi-fi connection, although use may be limited.

Additional Therapies & Services

- Access to state-provided health & social care services i.e. speech and language therapy, optical, dental, chiropody services, although there may be a considerable waiting list for these services.

Repairs & Maintenance

- General repairs and maintenance of your bedroom, en-suite and the communal areas.

What's not included in my fees?

Daily Living

- Complex care needs or additional one-to-one services, which would be chargeable via a Costed Care Plan Model
- Personally preferred meals or drinks which may incur additional charges
- Laundry for clothes that may require specialist cleaning e.g. Dry Cleaning
- Sundries such as personal toiletries.

Entertainment & Communications

- The telephone connection, the telephone itself and any individual telephone charges
- Newspapers and magazines
- Individual subscriptions to digital TV services (e.g. Sky / Virgin)



- Exceptional activities such as day trips, themed evening suppers (e.g. for Valentine's Day).

Additional Therapies & Services

- Private chiropody
- The cost of spectacles
- Community dental charges for any orthodontics required (e.g. bridges, plates or dentures)
- Private physiotherapy
- Hairdressing - the hairdresser usually visits twice a week
- Escort duties if you need to be accompanied to any out-patient appointment by a member of staff rather than a relative or representative. Please discuss this with the Home Manager if your friends and family are unable to escort you.
 - You will be charged by the quarter hour at the hourly rate of the particular staff member for the time they are away from the Home. The hourly rate varies according to the grade of the staff member i.e. whether they are Registered Nurse or Healthcare Assistant, for example.
 - The cost of non-NHS transport (either taxi or BCOP transport) to and from appointments when being escorted.

Please note, that the weekly fee remains chargeable after death until the resident's belongings have been removed from the room, up to a maximum of 7 days. After 7 days, the staff will remove the belongings and store them for a further 7 days. You will find further information within your terms and conditions of residency.