



Key Facts Document

Dormy Care Communities

HOME NAME: Pine Martin Grange

This document is designed to give you the upfront information you, your family or other representatives need to make an informed choice before moving in to our care home.

About us:

Care homes within Dormy Care Communities accept self-funded residents.

All of our homes provide Residential care, Dementia care and Respite care. Our homes offer 24-hour Nursing care.

Accommodation:

All of our rooms have en-suite wet rooms. In addition, each room has its own telephone point, TV and profiling bed. The home has complimentary Wi-Fi. All external doors are secure and linked to the alarm system.

The lifts and all communal external doors have a key pad security system for the safety of the ladies and gentlemen living in the home. Each room has a modern 24-hour call system installed to ensure the utmost safety and support at all times.

Facilities:

The home has a range of facilities available to all. There is a coffee lounge available for residents and their guests to use at their leisure, a fully stocked bar for social events and a specialist gym designed for older people. There are two fully equipped assisted baths with built in chair hoists on each floor. All of our homes have accessible gardens that are safe and enclosed. These offer a tranquil space for our ladies and gentlemen to enjoy as they so wish.

Social Activities:

A dedicated social activities team plan a wide variety of daily activities and organise a range of external trips out for everyone to enjoy.

Dining:

Meals can be taken in one of the homes' dining rooms or there is the option for meals to be taken in your own room. Nutrition and hydration are monitored and supported by a highly skilled team of chefs offering a varied menu to suit all dietary requirements.

Staffing:

All of our employees are highly trained and many are studying for vocational qualifications. Our staffing levels are tailored to meet our residents needs and are reviewed regularly. We do not work to fixed ratios of staffing as we require the flexibility to respond to the changing needs of our ladies and gentlemen as needed.

Care Quality Commission Inspection Report/Care Inspectorate Wales

The latest CQC/CIW report for each home is displayed in the reception area of the home and also noted on our website (www.dormycare.co.uk)

Proof of funding:

Prior to moving in to a Dormy Care Community, we require evidence of sufficient funds to cover all fees for a minimum period of two years.

Deposit:

A four week fully refundable deposit is required prior to move in. We hold this deposit as security against non-payment of fees. This is repaid in full (less any deductions of fees owed) within 28 days of the resident leaving the home.

Indicative fees:

Our current weekly fees start from:

- Residential care £1937.00
- Dementia care £1937.00
- Nursing care £1937.00 plus the Funded Nursing Contribution, which we will apply for
- Respite care £2037.00

Please note all fees are subject to an individual care needs assessment and written confirmation of the weekly fee will be confirmed prior to or upon admission.

Annual review of fees:

Our fees are reviewed annually before the 1st April each year. We will give you at least one month's written notice of any change to the weekly rate. We review our care needs on a regular basis and will advise you or your representative of any increase due based on a substantial change to your needs.

Services included in the weekly fees:

The Weekly fee includes all of the following items and services:

- The costs of your 24-hour personal care
- Your accommodation in a fully furnished en-suite room
- Electricity (e.g. heat and light)
- Food (breakfast, lunch and dinner), snacks and all drinks including alcoholic beverages
- Housekeeping and laundry undertaken on the premises (excluding dry cleaning)
- Television licence, inclusive for personal use
- Wi-Fi connection
- All in house entertainment and activities and local outings
- Use of the home's recreational facilities
- Hairdressing and Nail Care (once per week)
- Personal Trainer Sessions
- Social outings

In the absence of free provision by the NHS, we may provide the following services but we shall charge for these services in addition to the weekly fees:

- Opticians costs
- Dentistry costs
- Physiotherapy costs
- Other privately arranged healthcare

In the event that your representatives or relatives are unable to provide you with an escort to hospital appointments, we will apply a charge of £10 per hour for each member of our staff needed to accompany you

Fees for additional services:

We will charge an additional fee for the following items or services:

- Dedicated personal care if 1:1
- Personal items such as clothing, magazines and toiletries
- Visitors' meals at the home's discretion
- Dry cleaning
- Private treatments
- Medication, equipment and prescription charges not covered in full by the NHS
- Specialist bespoke medical equipment not generally available in the Home
- Private taxi service
- Private parties for special occasions

Pre-Admission checks:

As part of the pre-admission process, we will ask to see evidence of any Power of Attorney arrangements in place where appropriate to ensure someone is authorised to make decisions on your behalf should you lose the capacity to do so yourself.

State-Funded or NHS Funded Care:

Anyone admitted to the home who is funded by the state, and where the fee offered does not meet the total fee quoted by the home, will require an agreement by a third party to 'top up' the weekly fee to the full amount. This is known as a third-party agreement and will be a formal contract between the home/Local authority and the fee payer.

If a resident's health deteriorates and they are then assessed as being eligible for NHS Funded Nursing Care payment (FNC), you should be aware that the FNC payment is made directly to the home by the NHS. NHS Funded Nursing Care is a contribution to the care home for providing Nursing Care by qualified nurses employed by the home instead of using NHS community nurses to visit the home. It is in addition to the quoted total weekly fee and is retained by the home.

If a resident is granted Continuing Health Care (CHC), the resident may voluntarily purchase additional services (which do not form part of the CHC funded healthcare services). Additional fees will be payable for any such additional services. And a contract would be entered into with the home directly for the amount quoted.

Please Note: This information sheet has been specially designed to assist you in making an informed choice as to which care home you might choose. It gives you all the initial key information required by the Competition & Markets Authority following their report on Care Homes and Consumer Law published in Nov 2018.

A guide for Consumers summarising this is available to view and to download at:
<https://www.gov.uk/government/publications/carehomes-short-guide-to-consumer-rights-for-residents/care-homes-consumer-rights-forresidents-and-their-families>.