Whittington House

CARING HOMES

Key Information Sheet

The content provided in this sheet contains summary points from our resident contract and service user guide and is not intended to override, replace or detract from the detailed information detailed information in those documents (on request from the home) but to provide you with some additional information about the home that may assist you.

Whittington House Nursing Home, located in Cheltenham, Gloucestershire has 66 bedrooms over four floors, all with beautifully appointed en suite bathrooms. Several rooms have a Juliet balcony or are garden rooms providing access to our delightful, secure, landscaped gardens. The home provides residential, nursing and dementia care on a permanent or respite basis.

The registered manager for this home is Kirsty Hopton.

The Care Quality Commission, the regulator of health and social care in England inspected the home and rated it 'Requires Improvement' in November 2026.

Weekly fees

Fees are subject to a pre-admission needs assessment which is required to fully understand the level of care and support required. Nursing fees include Local Authority nursing contributions (Funded Nursing Contribution) if applicable.

	Permanent Care	**Respite Care**
Residential	From £1,458	From £1,558
Nursing	From £1,726	From £1,826
Residential Dementia	From £1,558	From £1,658
Nursing Dementia	From £1,826	From £1,926

Permanent fees are payable monthly in advance. Respite fees are payable in full upfront for the duration of the stay. Fee rates are also determined by the size and aspect of the room and the duration of the stay (short stay/respite or permanent).

What's included?

- All care, nursing (if applicable) and support including a monthly review of care plans
- All meals, snacks and drinks
- Activities and lifestyle programme
- All utilities and other accommodation costs
- Housekeeping and laundry services

What's not included but available at additional cost?

- Hairdressing
- Chiropody, beauty treatment or other healthcare not covered by the NHS
- Toiletries, newspapers or magazines
- Staff escorts
- Telephone calls
- Pay TV
- We also offer professional physiotherapy sessions.

Funding your care

We accept both private and local authority funded residents able to pay a top-up fee to meet our weekly fee.

Where a top-up is payable, the local authority may pay us for the full cost of care and collect the top-up from you directly. In some cases, we may collect the top-up from you directly depending on the requirements of the local authority. We also accept local authority funded residents. Please contact your local Social Service team for more information.

We may be able to accept NHS continuing healthcare funding for people with severe or complex healthcare needs, subject to agreeing our fees with the relevant NHS Clinical Commission Group. NHS teams will undertake regular assessments of your needs to determine whether you qualify for this type of funding.

The first two months in the home for self-funding residents is considered a trial period, during which either you or we can end the contract after 14 days of serving written notice on the other. We will only end the contract during the trial period if we are unable to meet your needs. After the first two months, the notice period will increase to 28 days.

For further information on the funding available to you, please refer to our guide to funding, sample contract and service user guide, all of which are available on request from the Home.

Requirements before permanent admission

To confirm your admission, we will ask you to provide evidence of how you are planning to fund your residency for a minimum of two years and sign the residency contract. If you are unable to show that you can meet this minimum funding period, we may not be able to proceed with your admission, unless someone is able to act as your sponsor.

We request a direct debit mandate to be set in place at the commencement of your stay. You will also be required to pay:

- Advanced payment to the end of the following calendar month after admission. Subsequent payments are due monthly in advance.
- Two weeks' deposit which will be held in Trust by us for the duration of your residence. Your deposit will be safeguarded and will be refunded at the end of your residency, subject to our right to deduct from it non-payment of fees, damage to property or any other outstanding breach of contract.

Requirements before respite admission

Following completion of our care needs assessment, we will confirm the admission date into the home. We will require payment in advance and no later than admission date, covering the full cost of the respite stay.

Funding changes – wealth depletion

Admission into the home assumes that self-funding residents are able to fund their care for two years. Should a funding change become likely after two years, you should let the Home Manager know 6 months before the depletion threshold is met so we can discuss the best course of action allowing sufficient time for you to make necessary applications to funding bodies.

If circumstances change during the first two years in the home and you can no longer afford the private fees, you or your family may be required to pay a top-up to the private fee level rate in addition to any local authority funding you are entitled to receive at that time.

If you are unable to afford the top-up, we will do all we can to continue to accommodate you in the home, but we can only guarantee continuing the residency if the funding meets our fee levels. Alternatively, you may be able to move to a less expensive room if one is available.

Fee changes

Fees will be subject to annual review taking effect on 1st April each year and shall be adjusted (upward only) typically by not more than 8% and by not less than the percentage increase in the monthly Retail Prices Index (All Items) figure published for January before the relevant 1st April and the figure published in for January 12 months before that. In extreme cases where the aforementioned RPI increase exceeds 8%, the RPI increase will be applied.

Where the date of admission is between 1st January and 31st March in any year the fees will not be increased on 1st April that year, but will instead be reviewed and effective from 1st October following admission and thereafter on 1st April each year.

The only other increases payable will be if, upon assessment, your care needs have changed, in which case we will discuss any changes to fees with you as early as possible.

Payment of fees

Any fees outstanding for more than 30 days will attract interest at 3% above the Bank of England base rate until payment is received.

Contents insurance

Your room comes fully furnished, although you are welcome to bring your own small items of furniture. We are unable to accept responsibility for items that are lost or damaged, unless in the unlikely event we have not taken reasonable security precautions at the home. If it is important to have these items with you, you should arrange suitable contents insurance. Any personal furniture brought into the home must be removed at the end of the residency.

Full terms and conditions are shown in our contract, a sample of which is available from the Home on request.