Hillcroft House

Key facts summary

Key information	
Number of rooms:	We have 42 rooms, 36 with toilet and sink En-suite and 6 with sink provision only in room, which vary in sizes and designs. All rooms are equipped with a bed, wardrobe, armchair, bedside table and chest of drawers. However, if you prefer, you may bring your own furniture following a discussion with the home manager.
Registered manager:	Amanda Hammond
Regulatory registration:	The Care Quality Commission, the independent regulator of health and social care in England, is our regulator. The home's rating is Good (October 2022).
Care types:	Hillcroft House provides dementia care.
Staffing:	The Home Manager is supported by a team of carers, dedicated nurses, and healthcare practitioners to meet the needs of our residents, together with housekeeping, maintenance, catering and activities staff. The home is supported by external healthcare professionals. The team monitors and acts on changes in residents' needs. Further staff details can be supplied by the Home Manager

Options for funding care	The home accepts residents who will be privately funding their care. Residents who are to be funded by a local authority may be accepted, provided the local authority agrees to pay our rate for the room to be occupied and the level of care needed. If the local authority does not agree to pay our full rate, it may still be possible to admit the resident if a third party (usually a family member) agrees to pay a top-up in order to fund the difference between the amount the local authority will pay and our rate. The local authority should pay us inclusive of their fee including any amount it has assessed that the resident may need to pay (often known as a 'client contribution') as well as any top-up, however some local authorities require us to collect these amounts on their behalf. You need to contact Social Services at your local authority to check your funding eligibility. If a prospective resident is eligible for Continuing Healthcare ('CHC') from an Integrated Care Board ('ICB') and we can meet their nursing needs, we will admit them if we agree with the ICB the rate we require for the room, care and nursing that we would provide. All placements, regardless of funding source, are of course dependent on our having a suitable vacancy at the home and our confirmation that we can safely meet the care and support needs of the person to be admitted.

Private pay	Before admission we will require information from you to evidence that you have the financial means to fund your residency at the home. You must pay for the first month of your stay by no later than the day of admission. Our fees are then payable one month in advance. We will require a completed direct debit mandate ready to be put in place on the first day of your residency. Your first 28 days are a trial period during which both you and we can serve on the other 7 days' notice. We will only do so if we have good reason e.g., we cannot meet your needs. If you wish to stay with us short term (28 days or less) then we require the total fee for the short stay to be paid in full prior to you being admitted to the home. Weekly fees at the home currently start at £1,350 for residential dementia care, based on occupation of a standard room. Weekly fees for respite (short term) stays start at £1,400. We will be able to confirm the exact weekly cost of your placement once we have assessed your needs and you have selected the room you wish to occupy. If you are assessed by the ICB as eligible for Funded Nursing Care (FNC), the fee we charge you will be inclusive of this amount and we will refund this amount to you when the ICB pay it to us.
What's included	Before being admitted (whether for a short or long stay) we will carry out a needs assessment to check how much care and other support you need. Your care package will include: • Your entire care and support, with a monthly review of your care plan • Provision of all utility and accommodation • Home and room cleaning and your non-specialist laundry requirements met • Your own key care worker and trained staff 24/7 • All your meals prepared by our chef, as well as snacks and drinks* • Other facilities include a restaurant style dining, secure garden area, quiet rooms and hair salon • Activities at the home to meet both individual and group needs • Access to communal lounges and dining areas • Internet access (please note we cannot guarantee this is available in all locations at the home). Our most recent Food Hygiene Rating in June 2024 was 5/5.
Additional costs	There may be extra services or items you want. They should be agreed on admission and can be changed as and when you wish. Ask us for a full list (and pricings) and we will advise you. The most popular extras are: • Hairdressing • Chiropody and other healthcare visits or appointments not covered by the NHS • Non-NHS incontinence products and medication not normally pre- scribed by a GP (e.g. paracetamol) • Toiletries, dry cleaning and clothing and shoes • Newspapers and magazines. If staff accompany you on a journey e.g. to your bank, or for a medical appointment at hospital which is not covered by the NHS, a time-based charge will be agreed with you. We will keep records of all such extras and a running total of additional costs readily available for you.

Your belongings and content insurance	Even though your room will be fully furnished, you can bring your own small items. We are not responsible for their loss or any damage to them or your other belongings, so you should arrange your own contents insurance.
Changes in fees for private payers	To cover inflation and other predictable costs, on 1st April each year fees will increase by 9%. If there are significant unpredictable costs increases e.g. government policy changes in a major way which impacts our costs significantly, we may also contact and discuss with you raising your fees, in good time before looking to do so. Another change might be if you want to move to, if available, a better or lesser room. If your needs change, we would discuss any resultant proposed fee changes with you.
Change in funding	We will work with you to continue your stay at the home, but generally if you are a private payer who becomes entitled to NHS continuing healthcare or local authority funding which does not match our fee rates, we cannot promise continued residency and you may need to leave although we would prefer to find other solutions such as agreeing that any shortfall will be paid by someone else, or perhaps moving you to lower standard of room if one is available.
Complaints	Our complaints procedure can be found on our website at www.healthcarehomes.co.uk and is displayed throughout the Home and can be supplied on request.

Please look at our contracts on our website and in particular

- If you are a private payer, our [Private] Resident Contract of Admission.
- If you are wholly or partly local authority funded, or are entitled to NHS Continuing Healthcare funding, our [Funded] Terms and Conditions of Stay.