

The Heights

We want to ensure that you have all the information you need when you are selecting a care home, so we have outlined below some key information that you may wish to know.

The Heights

About the home

Type of care provided

Nursing, nursing dementia, end of life and respite care

Size of home

75 ensuite bedrooms.
All furnished.

Facilities and services

• Shared communal areas • Enclosed landscaped gardens • Coffee shop • Hairdressing salon

CQC rating

Outstanding

A copy of the latest CQC report can be accessed from our website.

Staffing arrangements

Our carers have all undertaken Care Certificate Training or are undertaking training if they are new to care. Care Leaders will have all achieved a NVQ Level 2 in Health and Social Care. Those in management positions will have at a minimum a NVQ Level 3 in Health and Social Care. During the evening the number of carers will be lowered to reflect the care required.

Funding information

Funding arrangements

Our home charges self-funder rates for the services we offer. We accept third party top-ups for individuals funded by the Local Authority up to the self-funder rate.

Fee rates

Our indicative fees to care for individuals are below. Please note that fees are not finalised until after a care assessment has been completed which is undertaken prior to moving in. The price is listed on a 'per week' basis.

Long Term Nursing	£1955 - £2155
Nursing Respite	£2248 - £2478
Long Term Dementia Nursing	£2105 - £2320
Dementia Nursing Respite	£2420 - £2668

Services covered

Your fees cover several areas whilst in our care. These services are: personal care, accommodation, utilities, use of communal areas, meals, drinks and snacks, laundry (excluding dry cleaning), housekeeping, maintenance and participation in a range of activities run by the home.

Services not covered

Services **NOT** included in the fee are: dentistry, chiropody, physiotherapy, occupational therapy, opticians, hairdressing, medications, toiletries, clothing, newspapers/magazines.

Deposit information

You will be required to pay a deposit of £2000 which may be used by us to reimburse any sums you owe to us arising from your contract. At the end of your stay, we will provide you with a statement of account detailing any fees incurred and paid. We will also return any amounts owed.

Insurance

You or your representative will need to arrange insurance cover for your personal belongings and valuables. We hold insurance against claims for injury or death, arising from an accident that is our fault.

Your finances

We strongly recommend that you consult with an independent financial advisor as part of entering into a significant financial commitment. Prior to entering this contract, we will undertake a financial assessment with you to ensure that you understand the financial commitment you are entering into. We may undertake this again at any point where your financial circumstances change. On average, an individual stays with us for 2 years, hence why we ensure you have funds to meet this commitment.