

# Townsend House

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.

## About the home

### Type of care provided

Long Term Residential, Residential Respite, Day Care

### Size of home

44 bedrooms.  
1 ensuite bedroom.  
All furnished.

### Facilities and services

Lounges including sun lounge, dining room, hairdressing salon, landscaped gardens, emergency 24-hour call system.

### CQC rating

Good.

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

### Staffing arrangements

All our employees have undertaken the OSJCT Trust induction which includes mandatory training specific to their role. All members of our care team are offered, encouraged, and supported to undertake a QCF Level 2 in Health and Social Care. Our care leaders have either completed or are working towards Level 3 in Health and Social Care.

Our staffing levels are consistent with the needs of residents at Townsend House.

## Funding information

### Funding arrangements

Our home charges Local Authority and 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.

|                              |               |
|------------------------------|---------------|
| <b>Long Term Residential</b> | £1280 - £1335 |
| <b>Residential Respite</b>   | £1280 - £1335 |
| <b>Day Care</b>              | £42 per day   |

## 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.

\*Please note that this list is not exhaustive. Speak to a senior team member for further information.

## Deposit information

If you are funding your own care, 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.