

The Lakes Care Centre

We want to ensure you have all the information you need when selecting a care home, so we have outlined below the key details you may find helpful.

About the home

Type of care provided

Residential Care
Dementia Care

Long term, short term (respite), and day care is available. Suitability is confirmed following a pre-admission assessment.

Size of home

64 ensuite bedrooms, all furnished, with residents encouraged to bring personal items to make their room their own.

Please ask about availability and whether accommodation for couples may be possible.

Facilities and services

Communal lounges and dining areas, landscaped gardens and social spaces, on-site services such as hairdressing, chiropody, nail technician, gym, and bar. Digital care planning to support personalised care, and a 24-hour emergency call system for safety and reassurance.

CQC rating

Good. Inspection date: 1 December 2020.

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

Staffing arrangements & training

Care is provided 24 hours a day by trained staff, including carers and senior team members. All care staff either hold, or are working towards, the nationally recognised Care Certificate, supported by regular refresher and ongoing training. Senior care staff (Care Leaders) hold recognised qualifications in Health and Social Care, typically at Level 2 or above. Managers and those in leadership roles hold higher-level qualifications (Level 3 or above) and oversee care delivery, staff support, and quality standards.

Funding information

Funding arrangements

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

Fee rates

Our indicative weekly fees are outlined below. Final fees are confirmed after room selection and 'a pre-admission care assessment, completed before moving in. Fees are reviewed annually from 1st April and may increase in line with changes in our operating costs, based on recognised indices, subject to a maximum increase of 9%.

Residential: Long Term £1,540 - £1,655, Respite £1,660 - £1,785

Dementia: Long Term £1,655 - £1,745, Respite £1,820 - £1,880

Day Care: From £54 per day

What is included in our fees

Your all-inclusive fees cover accommodation, utilities, and personal care, along with meals, drinks, and snacks tailored to individual needs. Fees also include use of communal areas, laundry (excluding dry cleaning), housekeeping, maintenance, chiropody, ear and hearing checks, hairdressing, gym facilities, access to private dining facilities and services, and participation in a varied programme of activities organised by the home.

Deposit information

If you are funding your own care, a £2,000 deposit is required prior to admission. This deposit will be held in accordance with your contract and may be used to settle any outstanding charges. At the end of your stay, we will provide a final statement of account and promptly refund any remaining balance. An advance payment covering your first month's fees is also required before your stay begins.

Insurance

We are unable to accept responsibility for personal items that are lost or damaged, so please arrange suitable contents insurance for any items you bring with you. We would also recommend creating an inventory list for these belongings. We hold insurance against claims for injury or death, arising from an accident that is our fault.

Your finances

We strongly recommend consulting an independent financial advisor before making a significant financial commitment. Before agreeing a contract, we will complete a financial assessment with you to ensure you understand the commitment involved, and we may repeat this if your circumstances change. We will discuss expected costs with you and may review affordability periodically.

Notice period

The first four weeks of your stay will be a trial period. During this time, you may end the agreement for any reason by giving at least one week's written notice to the Home Manager. After the trial period, either party can end the contractual agreement by giving at least 28-days' notice in writing.

In the event of a resident's death, fees will usually be payable for a short period while the room is vacated, including up to three days if the room is reoccupied sooner, or up to 10 days while personal belongings remain, which may be extended by agreement.