KEY FACTS

Millbrook Lodge

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, Nursing Care & Dementia Care

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

Size of home

80 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, digital care planning to support personalised care, and a 24-hour emergency call system for safety and reassurance.

CQC rating

Good. Inspection date: 5 May 2018.

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

Your care may be self-funded, funded by your Local Authority following assessment, funded by the NHS (Continuing Healthcare), or a combination of these. If you believe you may qualify for support, you must contact your council's Adult Social Care team to request an assessment.

Until funding is confirmed, you may be responsible for the full cost of care.

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 £1615 - £1665, Respite £1720 - £1855
Nursing: Long Term £2003 - £2003, Respite £2198 - £2198
Dementia: Long Term £1665 - £1805, Respite £1855 - £1990
Nursing Dementia: Long Term £2003 - £2003, Respite £2198 - £2198
Day Care: £54 per day

What is included in our fees

Our fees include accommodation, meals and refreshments tailored to individual needs, and a programme of activities, small and larger group activities, entertainment, and outings.

Services typically not included in the fee: dentistry, chiropody, physiotherapy, occupational therapy, opticians, hairdressing, medications, toiletries, clothing, newspapers/magazines as well as tickets and entrance fees for external trips that we organise. Please note this is only a guide to common additional costs, for more information on additional extras you have to pay for please speak to your home manager.

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 7 days while personal belongings remain.