



OPTIONAL SERVICES

At Bourne Wood Manor we are pleased to offer the following additional services for the benefit of our Residents and their relatives and friends where applicable. These services are not covered in the weekly fee and will be payable separately either to the Home, or directly to the third party providing the services. Other than in the case of personal telephone lines and guest meals, all additional charges will be paid for with, and accounted for, within the Resident petty cash account.

PRE-ARRANGED MEDICAL AND NON-MEDICAL APPOINTMENTS

We will be pleased to provide an escort to accompany Residents to medical and other pre-arranged appointments, where a relative or friend is unable to do so, or where care support is needed. Staff accompaniment to medical, and other pre-arranged appointments is subject to staff availability and will be charged at a fixed hourly, notified to you at the time of the request, plus any transportation costs incurred.

OTHER HEALTHCARE SERVICES

We are pleased to be able to provide you with access to a chiropodist who visits the Home on a regular basis. Appointments vary in length and price and will be advised on enquiry, but as a guide, a one hour appointment is charged at **£27.00** by the visiting chiropodist.

Where not provided free of charge by the NHS, we may be able to assist in sourcing other professional services upon discussion with the Home management. These may include, but are not limited to physiotherapy, occupational therapy, optician and dentistry.

PERSONAL NEWSPAPERS

Should you require a personal newspaper delivery, we will be pleased to make these arrangements with a local newsagent. Porthaven does not charge for the arrangement of these services but you will be responsible for the payment of the newsagents' charges.

PERSONAL PURCHASES

We carry a small selection of toiletries and confectionary at the Home. The cost of available items is subject to the stock carried at that time. A list of available items and the cost is available from reception.

WI-FI AND TELEPHONE FOR PERSONAL USE

Resident and guest Wi-Fi is available at no extra cost. You must be a registered user and so should you require Wi-Fi access, please notify reception who will make the necessary arrangements and provide you with your user ID and password. Please note that Wi-Fi is subject to network availability and non-excessive usage.



Every bedroom has access for connection to a BT telephone line. Should you wish to have a personal telephone line, there is an initial connection charge of **£25**. Monthly line rental is charged at **£5** and calls billed at the providers advertised rates.

LAUNDRY TAGGING

Residents clothing should be labelled or tagged prior to admission. Should you wish for us to carry out this service for you, it is chargeable at **£25** for up to 30 garments.

MEALS FOR FAMILY AND GUESTS OF RESIDENTS

Should you wish for a family member or guest to dine with you, please notify reception by giving as much notice as possible, ideally a minimum of 24 hours so that the kitchen can make the necessary arrangements. Guest meals from the daily menu as displayed in the Home are charged as follows:

1 course £6.95

2 courses £9.95

3 courses £12.95

Light bite, soup or sandwich £3.95.

PRIVATE DINING

We are pleased to offer you complimentary use of our private dining room. Should you wish to use this facility, room availability should be checked at reception and booked in advance. The room is free to all guests, and guest meals are charged as follows:

Daily menu

When dining from the daily menu, guest meals are charged as outlined above.

Special occasions

Our head chef will be happy to discuss your individual requirements for any special occasion you wish to celebrate, and will work with you to design a menu to suit your preferences and budget. A cost per head will be agreed, based on the menu chosen. As a courtesy to our chef, it is preferred that at least two weeks' notice in advance of your event be given, however, we will do our best to accommodate shorter notice where required. Catering requirements, allergies and dietary preferences must be discussed with the chef upon room booking.

Please note that in periods of high demand for the private dining room such as Christmas and Easter, an additional charge of £100 will be made for reserving, and exclusive use of the room.



HAIRDRESSING SERVICES

For hairdressing appointments, please book at reception. Our salon services are charged as outlined below. Please note that Porthaven charge the visiting hairdresser 10% of the fees outlined below for the use of the salon, which goes directly into the Resident activity fund.

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| Dry cut | £10.00 |
| Blow dry | £15.00 |
| Shampoo and set | £15.00 |
| Cut and blow dry/set | £25.00 |
| Perm | From £40.00 |
| Colour | From £40.00 |