



## IMPORTANT ADDITIONAL INFORMATION

Choosing a care home for yourself or a loved one is a difficult decision that many of us will face. We are delighted that you are considering Upton Mill and we would like to ensure that your decision is fully informed.

We would therefore like to draw your attention to the following additional information, which should be fully considered ahead of the next step in this process, namely our pre-admission assessment. Our Client Services Manager or the Home Manager will also be very happy to discuss any further questions you have, and provide you with any further support needed to help you with your decision.

### DEPLETION OF AVAILABLE FUNDS AND CHANGES TO FUNDING TYPE

Where a Resident or Supporting Person becomes aware that a Resident's or Supporting Person's assets or income will become insufficient to meet one year's worth of weekly fees, they must make contact with the Home Manager to discuss their options with regard to future payment. Failure to pay the weekly fee is a term and condition of occupation of the Home and, if not paid by a Resident or supporting person or third party, will lead to the Resident being asked to leave the Home.

If you move into our Home as a self-funding Resident but subsequently reach the threshold level to receive assistance from your Local Authority, or your needs change such that the NHS will pay for your care, you will need to liaise with the relevant authorities to make an application to receive funding. For the avoidance of doubt, the weekly fee will remain payable in full whilst any application for funding assistance is made.

### CHANGES TO YOUR CARE DEPENDENCY

Other than in the circumstances of a rapid change in the condition of a Resident, not less than four weeks written notice will be given of any fee increase, stating the date of the increase and the reasons for it, which in most circumstances will have been discussed in advance of the written notice by a member of the Home management team.

As an example, where your care needs change from residential to nursing, the weekly fee will need to be recalculated and this will be discussed and agreed with you by a member of the Home management team. Where nursing input is required, you may qualify for FNC which will be a part contribution to your weekly fee (please refer to our Key Information document). If you are successfully granted FNC, this will appear as a credit on your monthly statement.

Below you will find an example of how these changes may affect you financially.

#### Example of how your fees might change

Original weekly fee (residential care)	£1325.00
New weekly fee (nursing care)	£1520.00
FNC (If awarded)	£187.60
Increase to weekly fee (FNC awarded)	£7.40
Increase to weekly fee (FNC not awarded)	£195.00



## **ANNUAL FEE INCREASE**

Fees will be reviewed on the 1<sup>st</sup> of April each year. However, there may be a need from time to time to review the fees at other periods during the course of a year due to the provision of additional care and services to a Resident, or as a result of rare statutory provisions coming into force after the annual review date.

To assist you in planning for such increases, the table below outlines the average annual fee increase applied to Porthaven Residents over the past 3 years:

<b>Year</b>	<b>Fee Increase</b>
<b>2019</b>	<b>5.8%</b>
<b>2020</b>	<b>7.0%</b>
<b>2021</b>	<b>5.9%</b>

Please note that the annual increase may be higher or lower than the previous years, and that the table above serves to provide an indication only.

## **TERMINATION OF CONTRACT**

We hope that you remain in our care for as long as is required but should circumstances change, our long stay Contract of Residence allows you to terminate your agreement with us by giving us not less than four weeks' written notice of your intention.

On rare occasions, Porthaven may notify you of our intention to terminate the agreement by giving you the same written notice and clearly stating the reasons for this. This may result from non-payment of fees, or under circumstances where we are no longer able to meet the needs of a Resident. In both cases, consultations will have taken place prior to such notice being served.

You will find a full explanation of the terms, conditions and notice periods applicable in our Contract of Residence, a copy of which is available on our website or from the Home.

## **PROVIDER NAME AND CONTACT DETAILS**

Upton Mill Care Home is operated by Porthaven Care Homes Ltd, whose contact details are shown below.

Porthaven Care Homes Ltd.  
1 High Street  
Windsor  
Berkshire  
SL4 1LD

Tel: 01753 314314  
Fax: 01753 314333

Email: [info@porthaven.co.uk](mailto:info@porthaven.co.uk)  
Website: [www.porthaven.co.uk](http://www.porthaven.co.uk)



## **REGISTERED MANAGER**

The Registered Manager of Upton Mill, is, unless stated on our website or in our statement of purpose, the appointed Home Manager.

## **CARE QUALITY COMMISSION – OUR REGULATORY BODY**

The Home is registered as a care home by the Care Quality Commission whose responsibility it is to ensure that standards are met and maintained. The Care Quality Commission will carry out Home inspections to ensure that we are meeting our obligations as a responsible provider. Following an inspection, the Care Quality Commission will publish its findings, giving the Home a rating.

Details of the current rating and the full report is located in the reception area of the Home, or can be found by visiting our website at <https://www.porthaven.co.uk/upton-mill-tetbury/>

## **COMPLAINTS PROCEDURE**

We welcome and encourage communication, including constructive criticism and feedback, from Residents and relatives through the Home Manager. At Upton Mill the Home Manager operates an open door policy to encourage this practice. We are always seeking ways to improve the quality of our service and to improve Resident experience.

It is important that your concerns are raised with the Home Manager as soon as possible. If the Home Manager is not available, please telephone on 01865 950500 during normal office hours and leave a message. A response to your call will be actioned by the Home Manager as soon as possible.

For more serious matters the following complaints procedure should be followed:

### **Stage 1**

- Refer your complaint to the Home Manager as soon as possible, who will provide written acknowledgement of receipt of the complaint within 48 hours.
- The Home Manager will initiate an investigation into the complaint, and give a written response within 20 working days. This timescale will enable the Home Manager to consult with all members of staff involved in the complaint.

### **Stage 2**

- If the matter is not resolved you may refer the issue in writing to the Regional Director for further investigation and response. The Regional Director will respond to you within 20 working days.



### Stage 3

- If the matter is not resolved after Stage 2 you may refer the issue in writing to the Chief Executive at Porthaven Care Homes Ltd, 1 High Street, Windsor SL4 1LD. The Chief Executive will then refer the matter to the Operations Director or the Director of Nursing and Quality depending on the nature of the issue. The Chief Executive will respond to you in writing within 20 working days.
- The decision at this point is final from Porthaven, however, if the matter remains unresolved you may refer to the Local Government and Social Care Ombudsman at [www.lgo.org.uk](http://www.lgo.org.uk).

A copy of the full complaints procedure is on display in the Home's reception area and can be obtained from the Home Manager upon request.

### **FOOD STANDARDS AUTHORITY RATING**

Our latest food hygiene rating is displayed in the foyer of the Home, and can be found on our website at <https://www.porthaven.co.uk/upton-mill-tetbury/>.

### **CONTENTS INSURANCE**

Porthaven shall not, save where Porthaven has been grossly negligent, be liable for loss or damage to any of a Resident's belongings, furniture or electrical items kept at the Home (including jewellery, spectacles, dentures and hearing aids), and such items shall be deemed to have no realisable value (unless accompanied by a certificate of valuation, in which case the Home Manager may refuse consent). Residents (or Supporting Person) are responsible for effecting insurance against any such loss or damage to such items as they see fit.

### **PETS**

Porthaven regrets that we cannot accept pets into the Home on a permanent basis, however with the permission of the Home Manager, which permission may or may not be given in the absolute discretion of the Home Manager, pets may be brought into the Home on an occasional basis during the day.

### **PERSONAL, DIETARY AND RELIGIOUS REQUIREMENTS**

Prior to admission to the Home, we will undertake to establish your dietary requirements, your spiritual and religious requirements and preferences as to the delivery of personal care. The Home can cater for a variety of specialised diets but such requirements must be discussed prior to admission to the Home to ensure that these requirements can be met.

In the case of personal preference, such as whether a male or female care assistant attends to your personal care needs, we will make every reasonable attempt to satisfy your preferences, but this cannot be guaranteed in all cases.



The Home supports Residents to maintain their spiritual and religious practices and such requirements should be discussed with the Home Manager prior to admission to the Home so that the necessary arrangements can be made.

### **FULL TERMS AND CONDITIONS FOR SELF-FUNDING RESIDENTS**

A copy of the Contract of Residence can be located on our website by visiting <https://www.porthaven.co.uk/upton-mill-tetbury/keyfacts> or is available in the Home by speaking to the Client Services Manager or the Home Manager.