

Key information ✓



hummingbird care

This sheet is designed to give you the upfront information you or your family or other representatives need to make an informed choice on behalf of yourself, your family or other cared for person before entering our Care Home.

General details about us:

- ✓ Hummingbird Care Home accepts both self-funded and State-funded residents, however we do require all new residents have sufficient resources be self-funding for a minimum period of 2 years on entering care.
- ✓ Hummingbird Care Home provides residential and dementia care together with respite, convalescent (post operative) and day care, we Do Not provide Nursing care; we do however provide a Domiciliary Homecare and Day Care Service.
- ✓ We have 15 rooms at Hummingbird Care for single occupancy and 3 larger Double rooms for Couples or individuals who wish to share, giving us capacity for a maximum of 18 residents in total based over 2 floors, with a lift for residents with mobility problems;
- ✓ All our rooms are ensuite with a wet room type shower (some have views over the gardens with Juliet style balconies) in addition, each room has its own telephone point, TV and fully profiling bed.
- ✓ The home offers the facility of a fully equipped hydrotherapy spa bath with built in chair lift as well as a fully accessible living kitchen for residents use for both pleasure and re-enablement use. In addition, our accessible garden offers a raised bed allotment area with potting shed for those residents wishing to remain active in the garden.
- ✓ All staff at Hummingbird Care Home are carefully trained and we have 2 registered nurses on our staff. A minimum of 2 care staff, of which 1 will be NVQ or Care Certificate trained, are on duty at any time including evenings, weekends and Bank Holidays. Overnight we have 2 staff on duty and an on-call.
- ✓ We have a 24-hour staff call system installed in all our residents' rooms and have personalised Neck or Wrist Alarm pendants available in addition for our resident's extra safety when in the communal areas or gardens.
- ✓ A dedicated activities and rehabilitation co-ordinator provides and organises internal and external activities for all residents to enjoy.
- ✓ Please note the actual level of care that each resident receives in our home will vary and depend on their individual care needs.

- ✓ The latest CQC report published in November 2019 rated the Home as Good for providing a Safe Service, a Caring Service and a Responsive Service, Effective Service and a Well-Led Service.

Details on our fees and other charges:

- ✓ Our Residential fees are currently:
 - £1,687 per week for Residential Standard Care; and
 - £1,954.68 for Specialist Care; and
 - £2,294.74 for Advanced Care.

[Respite and Convalescence care are charged at the same rates.]

Prices quoted above are for guidance only as all prices are subject to an individual care needs assessment and the type of room and services chosen.

- ✓ Day Care is charged at £100 per day Monday - Friday 9am-5pm, (or £12.50/hr) and includes Lunch, Snacks, Drinks, Activities and Basic Personal Care needs. Breakfast and Supper are not included and will incur an additional charge of £10 per meal. There is also an option for Day Care clients to have a supervised Spa Bath at an additional cost of £40.
- ✓ Our fees are reviewed annually on 5th April. However, fees may increase or decrease at other times if there is a significant change in your care needs as assessed by qualified staff. In each case after consulting with you or your representatives we will give you at least 28 days' prior written notice of that change (including the amount of any increase or decrease).
- ✓ Admission to the home can be deferred for up to a maximum of 6 weeks subject to 50% standard occupancy charge per week to keep that room reserved for you until your full occupation. Rooms cannot be held for longer than 6 weeks and will be released for use after that time.
- ✓ The first 4 weeks of any permanent stay is regarded as a Trial period.
- ✓ These weekly fees **cover** all of the following items and services:
 - The costs of your 24-hour personal care
 - Your accommodation in a fully furnished room
 - Electricity (e.g. heat and light)
 - Food and drink, including snacks
 - Housekeeping and laundry undertaken on the premises (excluding handwashing delicate items and articles requiring dry cleaning)
 - Television licence, inclusive for personal use
 - Wi-Fi connection
 - House toiletries
 - House newspaper and magazine
 - All in house entertainment and activities and local outings
 - Use of the home's recreational facilities

The following extra items and services are **not covered** by the weekly fees, but we can arrange for them to be provided to you at a cost. You shall be responsible for payment for extra items and services and we shall advise you of their cost beforehand. Our latest price guide is set out in your service user guide and available at reception in the home

- TV subscription packages
 - Personal purchases such as stationery, stamps, confectionery, alcoholic beverages, particular snacks and any branded soaps and other toiletries of your own choice
 - Telephone charges of any kind
 - Social outings or trips further than 10 miles from the home
 - Professional hairdressing
 - Clothing, shoes and slippers
 - Dry cleaning services or hand washing of delicate clothing
 - Continence aids and pads
 - Hearing aid provision and batteries (outside of NHS supplied items)
 - Alcoholic or other specialist soft drinks or cordials not provided by us.
 - Personal copies of newspapers or magazines of your choice
- ✓ In the absence of free provision by the NHS, the following may also be provided, but shall be charged in addition to the weekly fees:
- ✓ Chiropody
 - ✓ Opticians
 - ✓ Dentistry
 - ✓ Physiotherapy
 - ✓ Other privately arranged healthcare

In the event that NHS staff, your representatives or relatives are unable to provide you with an escort to hospital appointments, we will apply a charge of £36 Per hour for each member of our staff needed to accompany you with mileage charged at 65p per mile travelled plus any hospital parking charges if you are taken in one of our vehicles.

Details on our Pre-Admission checks:

- ✓ We will require proof of your resources prior to admission to the home to ensure that you have sufficient capital available (in your own name) to meet a minimum projected 2 years fees. This check is conducted as part of the standard pre-admission process and your place at the home cannot be guaranteed until all these checks are completed.
- ✓ As part of that pre-admission process, we will require proof that you have valid Power of Attorney arrangements in place to ensure someone is authorised to make decisions on your behalf should you lose capacity, together with a valid Will appointing Executors to act for you on your demise. Should you not have either of these in place we will request that you arrange for those documents to be put in place at the earliest opportunity.

- ✓ A Guarantor may be requested in certain cases to make up any missed residential fee payments in the event of a resident defaulting on the same, full details are in Section 2 of our Terms & Conditions (a copy of which will be made available as part of our Additional information pack which will be sent to you before you sign the Agreement to become a resident at the home).

Details on State-Funded or NHS Funded Care:

- ✓ If a resident's financial circumstances change during the period of their stay with us, and their capital resources fall below the level at which they can request assistance with their fees from the Local Authority, we will then require the residents family or other representative to enter into a formal Third Party Top-up agreement with the Local Authority, at that time, to cover any shortfall of charges that will arise. This is covered more fully in Section 1 of our Terms & Conditions (a copy of which will be made available as part of our Additional information pack or is available to view on our website).
- ✓ If a resident's health deteriorates and they are then assessed as being eligible for NHS Funded Nursing Care payment (FNC), you should be aware that the FNC payment is made directly to the home by the NHS and our weekly fees are then adjusted accordingly to take account of this payment.

Please Note: This information sheet has been specially designed to assist you in making an informed choice as to which care home you might choose. It gives you all the initial key information required by the Competition & Markets Authority following their report on Care Homes and Consumer Law published in Nov 2018.

Should you decide that you wish to become a resident with us then a further Additional information sheet will be provided as part of our New resident information pack, and this has again been prepared in accordance with the CMA requirements for your protection.

A guide for Consumers summarising this is available to view and download at <https://www.gov.uk/government/publications/care-homes-short-guide-to-consumer-rights-for-residents/care-homes-consumer-rights-for-residents-and-their-families>

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