

KEY INFORMATION FACT SHEET

Care Home Name:	Sutherlands
Provider Name:	East Anglia Care Homes Ltd
Provider Address:	136 Norwich Road, Wymondham, Norfolk, NR18 0SX
Date:	12 February 2019

We recognise that moving into a care home is a significant decision. Our aim is to assist you in making the right choice by making the terms upon which we provide care and accommodation clear and transparent. If you choose to move into our home we will enter into an agreement in which both parties will have rights and obligations.

This fact information sheet provides you key information about our service to assist you in determining whether our Home is an appropriate choice for you. We have also produced a 'Further Information Sheet Fact Sheet', which contains more detailed information in an easily accessible form. Please request a copy of this if you require more information at any stage. If you consider that you may wish to move into our Home we will also provide you with our Terms and Conditions before you make your decision.

Funding Arrangements	We accept self-funded residents and state funded residents
Key Features of our Service	
Type of care needs catered for	Residential/Nursing/Dementia/End of Life/Respite/Palliative
Rooms	All rooms are furnished, single, en-suite, television points, telephone points and internet
Facilities and Services	We have the following facilities and services: dining rooms, lounges, library, cinema lounge, and activities, hairdressing and chiropody.
Staffing Arrangements	The home uses a dependency tool to calculate the appropriate staffing level required to meet the care needs of our residents. The staffing complement during the day will comprise nurses who are in charge of their shift supported senior support workers and support workers. At nights there will be a nurse who will be in charge of the shift supported by support workers.

KEY INFORMATION FACT SHEET

	<p>The care provided are managed by a registered manager, who assesses when extra carers may be needed if your care needs change.</p> <p>In addition, we have a 24-hour nurse call system installed in all our residents' rooms.</p> <p>We have a dedicated activities co-ordinator who organises internal and external activities for all residents to enjoy.</p> <p>Please note that the actual level of care that each resident will receive in our home will depend on their individual care needs.</p> <p>The above staffing levels are in addition to domestic, laundry and catering staff.</p>	
Size	The Home is 52 beds	
Our Latest Rating	Rating Awarded by LA/CCG	N/A
	Rating awarded by Care Quality Commission	GOOD across all 5 domains.
Our Fees and Charges		
<p>Self-Funders will be typically charged the following rates per week. Prices quoted are for guidance only. All prices are subject to an individual care needs assessment and the type of room and services chosen.</p> <p>If you are assessed as requiring nursing the fee quoted is our TOTAL fee. You may be eligible to receive a contribution from the NHS to the fees but you will remain liable for the full amount.</p>	<p>Residential:</p> <p>Single room en-suite: The weekly fee charged for self-funding residents is currently from £885 ranging to £931 per week.]</p>	
	<p>Nursing:</p> <p>Single room en-suite: The weekly fee charged for self-funding residents is currently from £1043 ranging to £1100 per week.</p>	
	<p>Dementia :</p> <p>Single room en-suite: The weekly fee charged for self-funding residents is currently from £885 ranging to £950 per week.</p>	
	<p>Dementia With Nursing:</p> <p>Single room en-suite: The weekly fee charged for self-funding residents is currently from £1043 ranging to £1100 per week.</p>	

KEY INFORMATION FACT SHEET

	<p>Respite (minimum 2 weeks):</p> <p>Residential:</p> <p>Single room en-suite: The weekly fee charged for self-funding residents is currently from £900 ranging to £950 per week.</p> <p>Nursing:</p> <p>Single room en-suite: The weekly fee charged for self-funding residents is currently from £1058 ranging to £1108 per week.</p>
<p>Services Included in Our Fees</p> <p>These items/services are included in the weekly fee:</p>	<p>Accommodation, Personal care, Nursing Care (if you are assessed as requiring nursing care) Electricity (eg heat and light), Food and drink, including snacks, Housekeeping and laundry undertaken on the premises (excepting articles requiring dry cleaning), Television licence, inclusive for personal use, a range of activities.</p>
<p>Additional Services not included in Our Fees</p> <p>The items/services are not included in the weekly fees but can be provided to you at cost. A list of charges is available at reception.</p>	<p>Professional hairdressing, Aromatherapy massage and reflexology, Personal copies of newspapers or magazines, Personal purchases such as stationery, confectionery, alcoholic beverages, particular snacks, soaps and toiletries, Clothing, shoes and slippers, Dry cleaning, Installation of private telephone line, internet or cable TV connections, staff.</p> <p>In the event that your representatives or relatives are unable to provide you with an escort to hospital appointments, we will apply a charge of £16 per hour for a member of staff to accompany you.</p>
<p>NHS Funded Nursing Care:</p>	<p>The weekly fees for nursing care set out above are inclusive of FNC contributions paid by the NHS which, some nursing residents will be eligible to receive. You will be liable to pay our total fee in the event that you do not receive a contribution from the NHS.</p>
<p>Deposit:</p>	<p>Self-funders will be required to pay a returnable security deposit on admission to the Home. The deposit is equivalent</p>

KEY INFORMATION FACT SHEET

	to 4 weeks fees. The deposit will be used to cover any losses sustained by us from a breach of the terms and conditions by the resident. For example, non- payment of fees, damage to the property.
Financial assessment:	Self - Funders may be asked to complete a financial assessment to show how long they will be able to fund their own care for.
Next of Kin or Representatives Liability Under the contract	If a client lacks mental capacity to enter into a contract and they do not have a Power of Attorney, a family member or representative may enter into the contract agreeing for us to provide care to the client. In these circumstances the family member/representative will be required to enter into an agreement whereby they are responsible for the ongoing payment of fees.
Guarantors:	We usually require a guarantor to enter into a guarantor agreement with us. The guarantor will be responsible for paying the fees in the event of default by the resident. The guarantor will remain liable to pay the fees until the contract is terminated.
Changes to Funding Arrangements:	If there is a change in how your care is funded we may require that you pay an additional payment. For example, if you become eligible to receive state funded care the amount the state pays us may not be sufficient to meet our fees and either you or a family member may have to pay an additional fee/top up to meet the difference. If you or a family member is unwilling or unable to pay this additional fee/top up payment you may be required to move to a less expensive room, if one is available or we may terminate your placement.
Fee increases:	<p>We review our fees annually in February to take effect in our first 4 week period commencing in April. We increase our fees by no more than 5% per annum. Fees will be increased having regard to inflation (RPI) and increases in sector costs, for example staff costs (NLW/pension/market rates/training), regulatory requirements and fees.</p> <p>We may also increase our fees other than at the annual fee reviews if your needs change, requiring more or less care/specialist care, you stop receiving FNC contributions (and you become liable for our total fee) , or there is some unanticipated regulatory change which adds significant cost.</p>

KEY INFORMATION FACT SHEET

	We will provide you with notice before increasing your fee and if it is not accepted we will give you the option to terminate our agreement without penalty.
--	--