

Key facts – The Oaks

Accommodation information: 61 furnished rooms (all with en-suite bathroom or toilet), including a flat screen television.

Home manager: Lisa Wheelans

How we are regulated: We are registered and regulated by the Care Quality Commission (CQC), the independent regulator of health and social care in England.

Types of care we offer: We provide residential, dementia, nursing, respite and end of life care.

Team information: The home is overseen by a home manager, who receives assistance from a skilled leadership team consisting of care, maintenance, housekeeping, catering, and lifestyle leads. To ensure optimal care, we frequently assess and adjust staffing levels according to the specific requirements of our residents. To make well-informed decisions about daily staffing, we utilize a dependency tool that considers the number of residents and their individual needs. If you need more details about our staffing arrangements, our home manager will be happy to provide further information.

Funding your care

We welcome both self-funding residents and those supported by the local authority. If you are a local authority-funded resident and need to pay a top-up fee to cover our weekly fee, the local authority will be responsible for paying us the full cost of care while collecting the top-up directly from you.

For individuals with severe or complex health needs, we may be able to accept NHS continuing healthcare funding. However, this is subject to reaching an agreement on fees with the relevant NHS Integrated Care Board. NHS teams will regularly assess your needs to determine eligibility for this type of funding.

During the initial 28 days of your stay, we consider it a trial period. Either you or we can terminate the contract with a written notice of 7 days. If, during this trial period, we find that we are unable to meet your needs, we may choose to end the contract.

Pre-admission information to note.

To confirm your admission to The Oaks, we kindly request that you provide details of your funding plan for a minimum residency period of two years. If you are unable to demonstrate the ability to fund your stay for this minimum duration, we may not be able to proceed with your admission, unless you have a guarantor who can provide the required financial support.

As part of the admission process, we require a direct debit mandate to be set up at the beginning of your residency. Additionally, the following payments are also required:

- A four weeks' advance payment. Subsequent payments will be due on a monthly basis in advance.
- A two weeks' deposit that will be securely held by us throughout your stay. Normally, this deposit will be refunded within 28 days of the end of your residency, subject to our right to deduct any outstanding fees or damages to the property.

Weekly fees

Residential care from £1150

Nursing care from £1430

Prior to admission, a comprehensive needs assessment is conducted to determine the appropriate level of care and support needed for each individual. Premium rooms may have an additional charge. For those eligible, nursing fees exclude the Funded Nursing Contribution (FNC), The Oaks will collect this fee from the NHS separately. Respite stays do not incur any additional fees.

What's included?

- All care and support including a monthly review of care plans
- All meals, snacks and drinks freshly prepared every day by our chef
- Access to landscaped gardens
- Activities and lifestyle programme
- All utilities and other accommodation costs
- Housekeeping and laundry services
- WiFi internet access

Kindly be aware that the weekly fee does not cover expenses for hairdressing, chiropody, or any other healthcare visits or appointments not provided by the NHS. Additionally, toiletries, newspapers, magazines, over-the-counter medications (e.g., paracetamol and indigestion relief), and any other privately arranged healthcare are not included in the fee. In the event that you need an escort for hospital appointments, we may apply an agreed hourly charge for this service.

Changes to your funding

In the event that your funding status changes during your stay, we will make every effort to accommodate you in the home. However, we can only guarantee continued residency if the new funding aligns with our fee levels. If the new funding falls short, we may need to explore alternative arrangements, which could include ending your residency with us or relocating you to a more affordable room if one is available. Our priority is to ensure your comfort and well-being throughout any changes in funding.

Changes in fees

To account for inflation and anticipated cost increases, your fees will be subject to an annual increase in April each year. Additionally, the fees may be adjusted if you voluntarily choose to upgrade your room or if there are significant changes in your care needs following an assessment. In such cases, any changes to fees will be discussed with you well in advance.

Fees may also be subject to exceptional changes in the event of unpredictable factors like economic shifts, employment cost fluctuations (including national living wage changes), new or updated legislation, sector regulations, or increased supplier costs. If such exceptional changes occur, we will provide you with 12 weeks' notice before implementing any adjustments to your fee level.

Contents insurance

Your room is furnished with all necessary items, but you are welcome to bring along small pieces of furniture to personalise the space. It is essential to note that we cannot take responsibility for any loss or damage to personal belongings you bring with you. For this reason, we strongly advise arranging suitable contents insurance to safeguard your items. Additionally, we recommend creating an inventory list for these belongings to assist with any future claims or references.

Our full terms and conditions are available in our admission agreement which is available directly from the home.

Information correct at August 2023