PORTHAVEN
CARE HOMES



# Key facts and legal information

There is a lot to consider when choosing a care home for yourself or a loved one. To ensure your decision is fully informed, this document has been prepared as a complete guide to the services, indicative costs and terms and conditions of residency at our home.

## LAVENDER OAKS

ISSUE 8 | OCTOBER 2026

# Key facts and legal information

LAVENDER OAKS

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# 01. Key information

## About Lavender Oaks

Lavender Oaks opened in 2017, offering care services for up to 75 residents across two separate floors of accommodation. Our home is purpose built in excess of national minimum standards and is operated by Porthaven Care Homes Group. Porthaven has been rated as one of the top 20 most recommended care home groups by independent review site **carehome.co.uk** for multiple consecutive years.

## The care we provide

We provide care for a range of needs, including residential, nursing, dementia and dementia with nursing. We also provide respite care subject to availability.

Prior to moving into our home, we will carry out a care assessment to ensure that we are able to meet the needs of our prospective resident. This will allow us to prepare their personalised care plan according to their individual needs and preferences.

Very occasionally, there may be instances whereby we are unable to admit someone into our home. Where this is the case, you will be notified following the completion of the assessment.

## Overview of Lavender Oaks

### Accommodation

Lavender Oaks has 75 bedrooms across two floors of accommodation. Each bedroom provides single accommodation with an en suite wetroom as standard. Some rooms on the ground floor have direct access to our beautiful landscaped gardens.

Bedrooms are fully furnished and our residents are encouraged to personalise their room. Any personal items brought into our home will be subject to safety checks.

All bedrooms have free Wi-Fi available and have a telephone point for our residents who wish to have a private telephone line. Private telephone line charges are shown in the Optional Services section of this booklet.

Televisions are provided in bedrooms where requested located within the residential and nursing suites. Residents with a television for personal use in their bedrooms will be registered by Porthaven under the Accommodation for Residential Care (ARC) scheme from TV Licensing. This is at no cost to our residents.

### Facilities and services

Each floor has its own spacious lounge and a separate dining room. In addition, our residents, their friends and their family will benefit from the use of a café on the ground floor and a private dining room on the lower ground floor.

All residents have access to our hair salon located on the lower ground floor. Details of services available and current charges can be found in the Optional Services section of this booklet.

Residents living with dementia benefit from a specialised design, enhancing their quality of life.





### Activities and wellbeing

We also offer a range of activities, hobbies, outings and entertainment for our residents. These are organised by our dedicated Activities and Wellbeing Team, which consists of two full-time coordinators scheduled to cover seven days a week. Our home also benefits from a minibus driver and a passenger assistant carer. Outings are facilitated by our shared minibus.

## Staffing arrangements

At Lavender Oaks we ensure that we meet the needs of our residents by regularly reviewing and assessing their dependency levels.

Please refer to the separate document detailing the staffing levels.

### Staff and Management Team

Our home also benefits from a wide team of staff who support our residents in many ways. The staff in each department are outlined below.

### Administration

Our Home Administration Team consists of a Home Administrator, a Receptionist, Home Trainer and the Client Services Manager.

### Dining and kitchen

Managed by the Head Chef, our home benefits from a Second Chef, Kitchen Assistants, Kitchen Porters and a Host.

### Housekeeping and maintenance

Our home has a Head Housekeeper and a team of housekeepers. Maintenance issues within our home are managed by the Maintenance Manager.

### Activities and wellbeing

Our team consists of two full-time coordinators, a shared minibus driver and a shared passenger assistant carer.

### Management Team

The residential floor is led by the Residential Care Manager during the day and the Night Manager or Team Leader during the night.

The nursing floor is led by the Registered General Nurse on duty during the day and at night by either the Night Manager or the Registered General Nurse on nights.

The dementia floor is led by the Residential Dementia Care Manager during the day and the Night Manager or Team Leader during the night.

The floor leaders are overseen by the Deputy Manager and overall responsibility for the day to day running of our home lies with the Home Manager.

### Qualifications, training and care management systems

All care staff have attained a Care Certificate or an NVQ level two or above or are actively working on them. Nurses within our home are qualified Registered General Nurses (RGNs) or Registered Mental Health Nurses (RMNs).

Our home has an active membership with The National Activity Providers Association (NAPA), and our activities and wellbeing coordinators have each achieved, or are working towards, their NAPA Level 2 Award.

Our Chefs have, or are working towards, their Level 3 Food Hygiene Certificate. Other members of the kitchen team have achieved, or are working towards, their Level 2 Food Hygiene Certificate. In addition, all other staff have completed, or are working towards, their Level 1 Certificate in Food Hygiene and the Food Standards Agency Certificate on Allergens.

Our team benefits from a dedicated full-time Home Trainer to ensure that staff undertake and maintain all mandatory training as well as assisting in organising additional training and certification.

To ensure effective medication management and care planning we use an electronic system.

## Fees, charges and payments

### Funding arrangements

At Lavender Oaks we accept self-funding and either full or part-funded state and NHS residents. In some circumstances, the level of funding available from the Local Authority or NHS may not fully meet the assessed fee but, in most instances, the resident can pay a third-party contribution or a hotel services fee to meet the shortfall. This cannot be guaranteed in every case.

We will discuss your funding arrangements with you upon your initial visit. We will be able to signpost certain services, such as specialist care fee advice, to help you with your enquiry.

### Funded Nursing Care (FNC) contribution

FNC is a non-means-tested benefit that is payable to our home towards the cost of nursing care. According to the NHS national framework for NHS funded nursing care, an individual is eligible for FNC if the individual has a need that requires registered nurse input and it is deemed that the individual's overall needs would be most appropriately met in a care home with nursing. Registered nurse input is defined in the following terms:

> 'Services provided by a registered nurse and involving either the provision of care or the planning, supervision or delegation of the provision of care, other than any services which, having regard to their nature and the circumstances in which they are provided, do not need to be provided by a registered nurse'.

Some residents who move into our home may know prior to moving in whether they are entitled to FNC and the final fee quoted following assessment will be inclusive of the FNC payment. The FNC payment will appear as a credit on your statement for as long as you are in receipt of the benefit.





If you are living with us as a residential resident but your needs change to nursing it will be necessary to review your care package, and we will keep you informed throughout this process. At this point, you may be eligible to receive the FNC payment, and we will assist you in making the necessary arrangements for an assessment to take place.

Please note that we cannot guarantee that you will be granted FNC nor can we guarantee that the benefit will remain in place for the duration of your residency at our home, in which case, for the avoidance of doubt, the full assessed fee will remain payable by you.

### Indicative pricing for long-term self-funded residents

Our fees are based on individual needs and dependencies and, as such, can only be confirmed once our pre-admission assessment has been concluded.

Indicative costs are based on occupancy of a standard single room, some of which vary in size and outlook but none less than 16.0m$^2$, plus en suite wetroom. All rooms are fully furnished for the comfort of our residents. Depending on the category of care, these costs are inclusive of between 3 and 4.2 basic care hours per resident per day.

Please refer to the separate document for current FNC contribution along with indicative pricing.

### What is included in the weekly fee?

The following services are included in, and are covered by, your weekly fee:

- The costs of your personalised care package
- Your fully furnished, en suite wetroom accommodation
- Rates and utilities, including Wi-Fi
- Food and drink, including snacks and alcoholic beverages
- Housekeeping and laundry undertaken on the premises
- Television licence for day rooms and bedrooms
- Activities and inhouse events and entertainment
- Access to shared minibus for outings and special events
- Use of communal rooms

A full range of optional additional services are available at our home upon request. A list of these services can also be found in the Optional Services section of this booklet.

### Respite charges

Subject to availability, respite care may be arranged up to a maximum duration of eight weeks. Our minimum stay is usually a week although consideration may be given to shorter and longer stays in certain circumstances. A respite stay will incur a surcharge on top of the assessed weekly fee.

Respite care is often used as a precursor to long-term care options. Should the residency convert to permanent status during or immediately after the respite stay, the surcharge will cease at that point.

*excluding articles requiring dry cleaning.

## Important terms and conditions to note

### Minimum funding requirements

Our long-stay Contract of Residence outlines the need to ensure that there are liquid assets (cash or equivalent) available to cover the cost of two years funding based on the initial weekly fee. We do not require proof of financial qualification, but we strongly recommend that specialist financial advice is sought ahead of entering into any agreement. For the avoidance of doubt, fees remain payable should a resident remain in our care after two years.

If you are unable to confirm that the minimum funding requirements are available, this may not necessarily preclude you from taking up residency at our home, but we will require additional information ahead of any admission and a guarantor for payment of fees may be required.

### Reservation deposits

For respite stays, we will require a deposit equivalent to seven days' fees prior to admission to our home. The purpose of the deposit is to allow us to allocate and reserve a specific room of your choosing where availability allows. The deposit will be deducted from the total cost of your booked stay and the balance will be due on, or prior to, admission.

Similarly, the same will be required for long-term care and we will require a deposit equivalent to two weeks' fees prior to admission to our home. In this instance the reservation deposit will appear as a credit shown on your first statement.

In both cases, other than where our prospective resident dies before admission, or where our home is unable to admit, the deposit is non-refundable if our prospective resident fails to take up occupancy.

A deposit will not be required where our resident is wholly funded by the local authority or the NHS.



# 02. Optional services

At Lavender Oaks 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 us 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, our resident petty cash accounts.

## Pre-arranged medical and non-medical appointments

We will be pleased to provide an escort to accompany our 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 rate, 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 our home on a regular basis. Appointments vary in length and price and will be advised on enquiry, but, as a guide, each appointment is charged at approximately **£20.00** 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 our home. A list of available items and their costs is available from reception.

## Wi-Fi and telephone for personal use

Resident and guest Wi-Fi is available at no extra cost. The WiFi code is available from reception. Please note that Wi-Fi is subject to network availability and non-excessive usage.

Every bedroom has access for connection to a telephone line. Should you wish to have a personal telephone line, the monthly line rental is charged at **£10** including calls.

## Laundry tagging

Our resident's clothing should be labelled or tagged prior to admission. Should you wish for us to carry out this service for you, it is available for a small cost.

## Meals for family and guests of residents

Should you wish for a family member or guest to dine with you, please notify reception ideally a minimum of 24 hours in advance so that the kitchen can make the necessary arrangements.

Guest meals from the daily menu as displayed in our home are charged as follows:

1 course..... **£8.00**
2 courses..... **£11.00**
3 courses..... **£14.00**
Light bite, soup or sandwich..... **£5.00**

## 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 residents with guests, and guest meals are charged as above:

### 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 possible. 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.

## Hairdressing services

For hairdressing appointments, please book at reception. Please note that Porthaven charge the visiting hairdresser 10% of the fees for the use of the salon, which goes directly into our resident activity fund.

Hairdresser services start at **£25.00** and barber services start at **£10.00**.



# 03. 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 Lavender Oaks, 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 the resident or their supporting person becomes aware that their assets or income will become insufficient to meet one year's worth of weekly fees, they must contact the Home Manager to discuss their options with regard to future payment. Paying the weekly fee is a term and condition of occupation of our home and, if not paid by our resident, their supporting person, or a third party, will lead to our resident being asked to leave our 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 our 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 the Key Information section of this booklet). 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.

## Annual fee increase

Fees will be reviewed on the 1st 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 our resident or as a result of rare statutory provisions coming into force after the annual review date. Please see the Indicative costs sheet for the average yearly fee increase.

## Termination of contract

We hope that you remain in our care for as long as you require, but, should your circumstances change, our long-stay Contract of Residence allows you to terminate your agreement with us by giving us no less than four weeks' written notice of your intention to leave.

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 exceptional circumstances where we are no longer able to meet the needs of our 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 our home.

## Provider name and contact details

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

Porthaven Care Homes Ltd.
Royal Albert House
Sheet Street
Windsor
Berkshire
SL4 1BE

Tel: 01753 314 314
Email: info@porthaven.co.uk
Website: www.porthaven.co.uk

## Registered manager

The Registered Manager of Lavender Oaks is, unless stated otherwise on our website or in our statement of purpose, the appointed Home Manager.

## Care Quality Commission – our regulatory body

Our 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 inspections at our home to ensure that we are meeting our obligations as a responsible provider. Following an inspection, the Care Quality Commission will publish their findings, giving our home a rating.





Details of the current rating and the full report are located in the reception area of our home or can be found by visiting our website at **www.porthaven.co.uk/lavender-oaks-carshalton.**

## Complaints procedure

We welcome and encourage feedback from our residents and relatives through the Home Manager. At Lavender Oaks 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 the 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 020 3993 0377 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 28 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 Operating Officer at Porthaven Care Homes, Royal Albert House, Sheet Street, Windsor, Berkshire, SL4 1BE.
- The Chief Operating Officer will investigate the matter and respond to you in writing within 28 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**.

A copy of the full complaints procedure is on display in our 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 our home and can be found on our website at **www.porthaven.co.uk/lavender-oaks-carshalton**.

## Contents insurance

Porthaven shall not, save where Porthaven has been grossly negligent, be liable for loss or damage to our residents' belongings, furniture or electrical items kept at our 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). Our residents (or their supporting person) are responsible for arranging insurance against any such loss or damage to such items as they see fit.

## Pets

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

## Personal, dietary and religious requirements

Prior to admission to our home, we will undertake to establish your dietary requirements, your spiritual and religious requirements and preferences as to the delivery of personal care. Our home can cater for a variety of specialised diets but such requirements must be discussed prior to admission 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.

Our home supports our residents to maintain their spiritual and religious practices and such requirements should be discussed with the Home Manager prior to admission 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 **www.porthaven.co.uk/lavender-oaks-carshalton/keyfacts** or is available in our home by speaking to the Client Services Manager or the Home Manager.

## Notes

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