



## KEY INFORMATION

### ABOUT WILTSHIRE HEIGHTS

Wiltshire Heights opened in 2013, offering care services for up to 63 Residents across three separate floors of accommodation. Our home is purpose built in excess of national minimum standards and is operated by Porthaven Care Homes Ltd, who have been rated as one of the top 20 most recommended care home groups by independent review site *carehome.co.uk* for six 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 home 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 and to allow us to prepare their personalised care plan according to their individual needs and preferences.

All admissions to our home are subject to a care needs assessment and very occasionally, there may be instances whereby we are unable to admit an individual into our home. Where this is the case, you will be notified as soon as is practicable following the completion of the assessment.

### OVERVIEW OF WILTSHIRE HEIGHTS

#### Accommodation

Wiltshire Heights has 63 bedrooms across three floors of accommodation. Each bedroom provides single accommodation with an en suite wet room, with a shower as standard. Some rooms on the ground floor have direct access to our beautiful gardens.

Bedrooms are fully furnished but our residents are encouraged to personalise their room, and small additional items of furniture may be brought for the duration of the residency subject to the space in the room. Any personal items brought into our home will be subject to safety checks and risk assessments to ensure that they do not impede the safe delivery of personalised care.

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 located within the residential and nursing suites. Residents with a television for personal use in their bedrooms will be registered by Porthaven under the TV licencing authority 'Accommodation for Residential Care' (ARC) scheme. This is at no cost to our resident.

## Facilities and services

Each floor has a spacious lounge and a separate dining room. In addition, our residents, their friends and their family will benefit from the use of the private dining room located on the first floor.

Our residents also benefit from access to our activity lounge and hair salon located on the first floor, and optional services provided by the visiting hairdresser. Details of services available and current charges can be found in the Optional Services section of this booklet.

Our residents living with dementia also benefit from the use of specialised equipment and design to enhance their quality of life and wellbeing.

## Leisure and Wellness

We also offer a range of activities, hobbies, outings, and entertainment for our residents organised by our dedicated Leisure and Wellness 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 Wiltshire Heights we ensure that we meet the needs of our residents by regularly reviewing and assessing their dependency levels.

Assuming 95% occupancy, our staffing typically follows the table below. There may be instances where these ratios are adapted in accordance with the level of dependency within our home and occupancy at any given time.

Floor	Beds	Care Category	Morning	Ratio	Afternoon	Ratio	Night	Ratio
Ground	21	Residential	1TL, 3CA	1:5.3	1TL, 2CA	1:7	1TL, 1.5CA	1:8.4
First	21	Residential Dementia / Extra Care	1TL, 4CA	1:4.2	1TL, 4CA	1:4.2	1TL, 1.5CA	1:8.4
Second	21	Nursing	1N, 1TL, 4CA	1:3.5	1N, 1TL, 4CA	1:3.5	1N, 1TL, 1CA	1:7

*Key: N = Nurse, TL = Team Leader, CA = Care Assistant*

## 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**

The Home Administration team consists of a Home Administrator, a Receptionist, Home Trainer, and the Client Services Manager.

### **Kitchen**

Managed by the Senior Head Chef, our home benefits from a Head Chef, a Second Chef, one Kitchen Assistant, and two Kitchen Porters.

### **Housekeeping and Maintenance**

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

### **Leisure and Wellness**

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

### **Management team**

The residential floor is managed by the Residential Care Manager during the day and the Night Manager during the night.

The nursing floor is managed 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 and extra care floor is managed by the Residential Care Manager during the day and the Night Manager during the night.

The floor managers 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 and 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 leisure and wellness co-ordinators have each achieved, or are working towards completion of the NAPA Level 2 Award in Supporting Activity Provision in Social Care which is awarded by the Open College London.

Our qualified Chefs have, or are working towards Level 3 Food Hygiene Certificate whilst 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 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.



In ensuring effective medication management and care planning, we use an electronic medication management system which allows for better control and monitoring of prescribed medications and an electronic care planning system.

## **FEES, CHARGES AND PAYMENTS**

### **Funding arrangements**

At Wiltshire Heights we accept self-funding and either full or part-funded state and NHS Residents. In some circumstances, the level of funding available by the local authority or NHS may not fully meet the assessed fee, but in most instances you will be able to 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 in more detail upon your initial visit and will be able to signpost certain services, such as specialist care fee advice, to help you with your enquiry.

### **Funded Nursing Care Contribution**

Residents who have nursing needs may be entitled to receive funding in part by a contribution from the NHS known as Funded Nursing Care (FNC). **For 2021/22**, this is **£187.60** per week.

FNC is 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 invoice 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 needs assessment has been concluded.

As a guide, our standard fees are shown below, indicative for the type of care required. These costs are based on occupancy of a standard single room, some of which vary in size and outlook but none less than 16m<sup>2</sup>, plus en suite wet room with shower facilities. 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.

Category of care	Weekly fee
<b>Residential</b>	<b>£1590.00</b>
<b>Residential dementia</b>	<b>£1709.00</b>
<b>Nursing</b>	<b>£1634.40 (If FNC awarded)</b>
<b>Nursing</b>	<b>£1822.00 (If FNC not awarded)</b>
<b>Dementia with nursing</b>	<b>£1688.40 (If FNC awarded)</b>
<b>Dementia with nursing</b>	<b>£1876.00 (If FNC not awarded)</b>

### 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 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
- ✓ Activities, outings, special events, and entertainment
- ✓ Access to shared minibus
- ✓ Use of communal rooms

\*excluding articles requiring dry cleaning.

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

### Respite charges

Subject to room availability, respite care may be arranged up to a maximum duration of eight weeks. Our minimum stay is usually two weeks although consideration may be given to shorter, and longer stays in certain circumstances. A short stay of between two and four weeks will incur a 20% surcharge on top of the assessed weekly fee, whilst bookings of four to eight weeks will incur a 10% surcharge.

Respite care is often used as a precursor to long-term care options and in these circumstances, should the residency convert to permanent status, your first invoice following conversion will show a credit equal to the difference between the agreed respite fee and the assessed permanent weekly fee.



## **IMPORTANT TERMS AND CONDITIONS TO NOTE**

### **Minimum funding requirements**

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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 three years funding based on the initial weekly fee. The current average length of stay in a care home is 22 months.\* We do not require proof of financial qualification and 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 three 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 room 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 of two weeks' fees prior to admission to our home. In this instance the reservation deposit will appear as a credit against your first invoice.

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.

\*Report by Grant Thornton LLP for Independent Age  
April 2019