

CRANMER COURT

ARIA CARE

Key Information Sheet

The content provided in this sheet contains summary points from our resident contract and service user guide and is not intended to replace the more detailed information in those documents (which are available on our website or on request from the home) but to provide you with the information you need to make informed decisions, and ensure that it is provided in a clear, accurate, accessible and unambiguous manner.

Cranmer Court Care Home, located in Warlingham, Surrey has 62 bedrooms over 3 floors, with beautifully appointed ensuite bathrooms. Several rooms have Juliette balconies and views over the delightful, secure landscaped gardens. The home provides residential, nursing and dementia care on a permanent or respite basis.

The registered manager is Norah Davey, a registered nurse with over 20 years of nursing and care experience.

The Care Quality Commission, the regulator of health and social care in England inspected the home and rated it 'Good' in May 2022

Weekly fees

Fees are subject to a pre-admission needs assessment which is required to fully understand the level of care and support required. Nursing fees include Local Authority nursing contributions (Funded Nursing Contribution) if applicable.

From £1,825

Fee rates are also determined by the size and aspect of the room and the duration of the stay (short stay/respite or permanent).

Fees are payable monthly in advance.

What's included?

- All care, nursing (if applicable) and support including a monthly review of care plans

- A dedicated key worker from the care team

- All meals, snacks and drinks

- Activities and lifestyle programme

- All utilities and other accommodation costs

- Housekeeping and laundry services

What's not included but available at additional cost?

- Hairdressing

- Chiropody, beauty treatment or other healthcare not covered by the NHS

- Toiletries, newspapers or magazines

- Staff escorts

- Telephone calls

- Pay TV

Funding your care

We accept both private and local authority funded residents able to pay a top-up fee to meet our weekly fee.

Where a top-up is payable, the local authority may pay us for the full cost of care and collect the top-up from you directly. In some cases, we may collect the top-up from you directly depending on the requirements of the local authority. We also accept local authority funded residents. Please contact your local Social Service team for more information.

From £1,825

Fee rates are also determined by the size and aspect of the room and the duration of the stay (short stay/respite or permanent).

Fees are payable monthly in advance.

What's included?

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- A dedicated key worker from the care team

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Funding changes – wealth depletion

Admission into the home assumes that self-funding residents are able to fund their care for 2 years. Should a funding change become likely after 2 years, you should let the Home Manager know so we can discuss the best course of action allowing sufficient time for you to make necessary applications to funding bodies.

If circumstances change during the first 2 years in the home and you can no longer afford the private fees, you or your family may be asked to pay a top-up to any local authority funding you are entitled to receive at that time.

If you are unable to afford the top-up, we will do all we can to continue to accommodate you in the home, but we can only guarantee continued residency if the funding meets our fee levels.

Alternatively, we may end your residency with us or require you to move to a less expensive room if one is available.

Fee changes

To cover inflation and other predictable cost increases, your fees will increase in April each year. Where the date of admission is between 1st January and 31st March in any year the fees will not be increased on 1st April that year, but will instead be reviewed after 6 months and thereafter on 1st April each year.

The only other increases payable will be if, upon assessment, your care needs have changed materially, in which case we will discuss any changes to fees with you as early as possible.

Contents insurance

Your room comes fully furnished, although you are welcome to bring your own small items of furniture. We are unable to accept responsibility for items that are lost or damaged, unless, in the unlikely event we have not taken reasonable security precautions at the home. If it is important to have these items with you, you should arrange suitable contents insurance.

Full terms and conditions are shown in our contract, a sample of which is available on our website or from the Home on request.