

## 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.

Acacia Care Centre, located in South Norwood, London has 62 bedrooms over 3 floors, all with beautifully appointed ensuite bathrooms. The home provides residential, nursing and dementia care on a permanent or respite basis.

The registered manager is Angela Christian.

The Care Quality Commission, the regulator of health and social care in England inspected the home and rated it 'Good' in September 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 £1,600

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 may be able to accept NHS continuing healthcare funding for people with severe or complex healthcare needs, subject to agreeing our fees with the relevant NHS Integrated Care System (ICS). NHS teams will undertake regular assessments of your needs to determine whether you qualify for this type of funding.

The first 2 months in the home for self-funding residents is considered a trial period, during which either you or we can end the contract after 14 days of serving written notice on the other. We will only end the contract during the trial period if we are unable to meet your needs. After the first 2 months, the notice period will increase to 28 days.

For further information on the funding available to you, please refer to our guide to funding, sample contract and service user guide, all of which are available on our website or on request from the Home.

### Requirements before admission

To confirm your admission, we will ask you to provide evidence of how you are planning to fund your residency for a minimum of two years. If you are unable to show that you can meet this minimum funding period, we may not be able to proceed with your admission, unless someone is able to act as your sponsor.

We request a direct debit mandate to be set in place at the commencement of your stay. You will also be required to pay:

- Advance payment to the end of the current calendar month. Subsequent payments are due monthly in advance.
- Two weeks' deposit which will be held in Trust by us for the duration of your residence. Your deposit will be safeguarded and will be refunded at the end of your residency, subject to our right to deduct from it non-payment of fees, damage to property or any other outstanding breach of contract.

### 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.