Key information

Harwood Court, Cramlington

Home details

Home name	Harwood Court
Contact information	Highburn, Cramlington, Northumberland, NE23 6AZ 01670 712492 harwoodcourt@mha.org.uk www.mha.org.uk/harwoodcourt
Registered manager	George Ward
Size of home	35

Types of care

Types of care we provide	• Residential care	• Respite care
	• Residential dementia care	

Funding arrangements

- Self-funding residents accepted
- Local authority residents accepted
  As part of the arrangement with the Local Authority you will be required to contribute an amount towards your care from your own resources (including Pension Credit). This is an arrangement between you and the Local Authority not the Care Home. Please be aware that a third party contribution may be required to meet any shortfall in this funding.
- Continuing healthcare (CHC) funding accepted
  We may be able to accept NHS continuing healthcare (CHC) funding for people with severe or complex health needs, subject to agreeing our fees with the relevant NHS Clinical Commission Group.

Facilities and services available

Accommodation	**Shared facilities**
• Single rooms • En suite sink and toilet facilities • Furnished rooms • Own furniture welcomed (must meet relevant British Safety Standards) • Nurse call system • Telephone points in bedroom • Television available on request	• Lounge diner and activity room • Hair salon • Landscaped and secure gardens • Patio areas

Facilities and services available

Food and drink

- All special dietary and religious requirements catered for
- Chefs fully trained on IDDSI framework
- Always two meal choices, plus other alternatives
- Specialist equipment and assistance as needed
- Snack menu – 24/7

Additional services, provided free of charge

These services are provided free of charge and the cost does not form part of the weekly fee:

- Dedicated chaplain

Activities

Number of activities coordinators	One

The Activity Coordinator(s) will plan regular activities, events and trips. These will vary by week and will cater for differing needs and abilities as far as possible.

Regular activities (no extra cost) include:

- Animal visits
- Armchair exercises
- Arts and crafts
- Baking/cooking
- Bible studies
- Bingo
- Church services
- Flower arranging
- Gardening
- Knitting
- Quizzes
- Regular external entertainers
- Regular trips out (additional costs may apply, e.g. for theatre tickets)
- Themed events
- Fit Ball
- Music therapist

Staffing arrangements

Residents can specify male or female carers and depending on the gender mix of the team we will aim to meet this request.

Typical staff deployment across the home

Typical staff levels - General residential care

We have capacity for a maximum of 19 general residential residents, and at full occupancy our staffing levels would consist of:

- Day care: One senior care assistant and two care assistants

Typical staff levels - Residential dementia care

We have capacity for a maximum of 16 residential dementia residents and at full occupancy our staffing levels would consist of:

- Day care: One senior care assistant and two care assistants

Please note that the actual level of care that each resident will receive in our home, will depend on their individual care needs and may fluctuate depending on the needs of residents at any given time.

Care staff are supported by a wider team including home and deputy managers, activity coordinators, maintenance, domestic team, catering team, administrators and chaplain who all supplement care.

Additional staffing arrangements

- 24-hour call system installed in all residents' rooms
- Staff cover the entire home overnight as there will always be 1 senior carer and 3 carers on duty for the whole home

Fees, charges and payments

Self-funding fees (1 April 2023 to 31 March 2024)

Residential care

- Depending on the level of residential care required, gross weekly fees will range from: £962.46 (Single en suite, low care needs) to a maximum of £1,065.49 (Single en suite, high care needs)

Residential dementia care

- Depending on the level of residential dementia care required, gross weekly fees will range from: £1,022.11 (single en suite, low care needs) to a maximum of £1,124.07 (single en suite high care needs).

Northumberland Council contract

Our contract with Northumberland Council ensures that our residents are told in advance of moving into a care home on a private contract about any of the following possibilities:

- Whether, if their assets run down and they became eligible for social care funding, they might have to find someone willing to pay a third party top-up in order to remain in the care home.
- Whether, if they were detained for treatment in a psychiatric hospital, and became eligible for after-care funding under the Mental Health Act, they might have to continue to pay part of the fees as a top-up in order to return to the same home.
- Whether, if they became eligible for CHC while resident in the home, the provider would accept public-sector fee rates for their placement (as has been the usual understanding in Northumberland). If the provider is not prepared to give this commitment, the resident or their representative needs to know before moving into the home that there is a possibility that in that situation, NHS commissioners would require them either to remain in the care home as a private patient with no NHS support towards the fees or to move to a different care home.

MHA will continue to accommodate a formerly-private resident at public-sector rates, without additional payments, in any of these three situations **unless** it can provide evidence that it brought the relevant element of its policy to the attention of the resident or their representative before they decided to move into the home.

Respite care per week: please speak to us about your requirements and length of stay

These indicative fees are for guidance only and subject to the type of room chosen and a pre-admission individual care needs assessment, which is required to fully understand the level of care and support required.

What's included in your fees?

The following items and services are included in your weekly fees:

- Accommodation
- All meals and refreshments
- Personal care in accordance with the individual Care Plan
- Cleaning of rooms, personal laundry (excluding dry cleaning), bed linen and towels
- Electricity, including heating and lighting
- Television licence, including personal use
- WiFi
- Insurance of personal items (subject to the insurance limit set out in residential care agreement)
- Activities and lifestyle programme

What's not included in your fees?

The following extra items and services are not covered by the weekly fees, but we can arrange for them to be provided to you at a cost. You will be responsible for payment for extra items and services and we shall advise you of their cost beforehand.

- Hairdressing
- Personal purchases such as newspapers, magazines, stationery, confectionery and toiletries
- Clothing, shoes and slippers
- Dry cleaning
- Installation of private telephone line, internet or cable TV connections
- Telephone calls from private line
- Escorts to prearranged hospital appointments

In the absence of free provision by the NHS, the following may also be provided, but shall be charged in addition to the weekly fees:

- Chiropody
- Opticians
- Dentistry
- Physiotherapy
- Other privately arranged health care

Significant potential extra costs

In the event that NHS staff, your representatives or relatives are unable to provide you with an escort to hospital appointments, we will apply a charge for a care staff escort or nurse escort, plus any transport fees incurred. The current rates are published in the home.

Fee reviews and changes

Fees are reviewed annually in April. We may also review our fees at any other time if:

- a change in law comes into force which impacts on our provision of the services and results in a significant increase in our costs of providing the services
- your care needs (as set out in the Care Plan) change and we make a change to the services you receive
- you request to change the type of room you occupy

We will give you at least 28 days' notice before the revised fees are payable, except where the type of room occupied changes. In this case the change to the fees is applicable from the date you move in to the new room.

Please see our Residential Care Agreement for further information.

Minimum period for self-funding

We ask that any resident who is self-funding provide evidence that they will be able to pay their fees for a minimum period of two and a half years. Details of the financial information that we require is set out in the Residents Application Form which will be supplied at the same time as this key information document.

Guarantors

We may require someone to act as a guarantor on behalf of the resident where the Residential Care Agreement is signed by someone other than the resident, their Power of Attorney or court appointed deputy.

Upfront payments

We do not request any upfront payments, such as deposits.

We may ask for payment of the weekly fees in advance. Any advance payment will be applied in payment of the resident's fees or, if they fail to move in, will be refunded to them in full.

Pet policy

Are residents able to have pets within the home?	Yes
What type of pets are allowed?	Caged birds, fish, small pets (hamster etc)
What responsibility does the resident have for the pet(s)?	All responsibility
What responsibility does the home have for the pet(s)?	We will assist with feeding if required

Ratings

Care Quality Commission (CQC) inspection rating:
Inspection date: Dec 2020
www.cqc.org.uk/location/1-117977259



Food hygiene rating: 5
Inspection date: Sept 19

Ratings are correct at time of printing (March 2023), please visit our website at www.mha.org.uk/harwoodcourt to check for more recent ratings.

All information in this document is correct at time of print (March 2023).
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