TENNYSON WHARF
BARCHESTER HEALTHCARE

An overview of our terms and payment conditions for Life in a Barchester home

(Please ensure you read our full terms and conditions at www.barchester.com/contract for all the detail)

At Barchester, we take great pride in ensuring our residents 'celebrate life'. We offer fantastic care, a life enrichment programme that supports the mental, physical, and spiritual wellbeing of every resident, and we continually invest in the environments to ensure that our homes are well-appointed and loved.

Our fees are structured to support this and are outlined below:

Weekly fees

Typical standard Weekly Fee rate for residential care from: £1475

This Weekly Fee rate is an indication only of a typical standard fee rate for a resident living in a standard, comfortable room. A final Weekly Fee rate will be confirmed once we have carried out a pre-admission needs assessment, which is required to fully understand the level of care and support required by each individual and to ensure that the care needs of the individual can be met by the Home. In addition our fees are dependent on the type of room you reside in.

It is important to note that should your care needs change during your residence at the Home, which is often the case, it may be necessary to review your care needs and accordingly it will be necessary to uplift the Weekly Fee.

Uplifts in the Weekly Fee

The Weekly Fee is payable monthly in advance and will increase by no more than 8% on 1st April each year, although where there are exceptional circumstances described in the Resident Contract Terms, we reserve the right to exceed this amount or its frequency.

Requirements on admission

It is important that the placement is affordable to you. For that reason we ask for you to provide us with proof of sufficient funds to remain in the Home for at least two years prior to entering into the placement contract. Where you are unable to provide this, we may accept a guarantee of funding from a member of your family, or other suitable person. In the event that you default on payment, and do not rectify the situation after written reminder, or you no longer have the means to pay, we may recover the fees from the agreed guarantor.

We appreciate that there are a number of different ways of funding your care and also that this can change over time. Therefore it is important that you notify us as soon as possible should your funding or care circumstances change. This includes being eligible for NHS Continuing healthcare funding, often due to the fact that it is unlikely that this funding amount will be sufficient in its entirety, to cover the costs of a placement at our home, and therefore a "lifestyle choice" contribution will be payable.

A 'lifestyle choice' is a payment that enables you to stay in a particularly attractive, comfortable and well-resourced home, which, to the extent that it exceeds the standard care provision, can be seen as a "lifestyle choice".

The NHS Continuing Healthcare funding payment is unlikely to be sufficient to cover the full service we offer in our well-appointed, comfortable and well-resourced Barchester Home. If you wish to stay or

remain in our Home, and we are able to provide the care you need, we will advise you of a "lifestyle choice" contribution.

Similarly, where you are assessed as eligible for local authority funding, the sum paid by the local authority may not (and is unlikely to) cover the full Weekly Fee we charge for the same reasons referred to above in respect of continuing healthcare fees, namely that the payment is made out of the public purse and covers only standard care provision rather than residence in our well-appointed Home. In order to stay, or remain in our Home it will therefore often be necessary to pay a "top up" to bridge the difference. Any "top-up fee" is usually paid by another person, usually a relative or significant person in your life. We reserve the right to terminate the placement if no "top up" payment is provided and hence it is important that you consider this when accepting a placement at our Home.

Refundable Deposit

Upon admission to the Home, we will collect a Refundable Deposit, equivalent to two weeks' Weekly Fee. Full details about how this deposit is used can be found in our Resident Contract Terms available on our website and as a link below. The Refundable Deposit will be returned to you or your estate (minus any relevant deductions, as set out in the Resident Contract Terms with a breakdown of any such deductions (if applicable)) as soon as practicable and ordinarily within 28 days following termination of the placement and, in the event of death.

Monthly Payment

Payments are made calendar monthly, in advance, by direct debit which must be set up on admission to the Home. Prior to the direct debit being set up, your initial payment will need to be paid in advance by BACS or card payment and will be charged pro rata from your date of admission up until the commencement of the first direct debit collection.

What's included in the fee

Our weekly fee includes items that you'd expect as part of your day-to-day living, and is for 24-hour routine care in the Home. It includes your room (which will be redecorated from time to time as necessary), heat and light, meals (including a choice of menus), snacks and drinks, access to lounges and gardens, bedding and towels including laundry (but excluding dry cleaning), liaison with relevant outside agencies such as medical practitioners and district nurses, assistance with personal care, activities (including any routine trips out of the home), access to Wi-Fi, annual testing of residents' personal electrical equipment and ongoing care reviews.

Please note, the Weekly Fee excludes the following: personal newspapers, personal flowers, smoking or vaping materials, personal toiletries, hairdressing, dental care, manicures, beauty treatments, podiatry care or special outings e.g. theatre tickets. It is important to note that this is not an exhaustive list but is examples of typical additional services. We may arrange for these additional services, which will need to be paid for separately. In the event that these are paid by us on your behalf we will add these charges to your account.

End of Life

We are committed to do our best to ensure that everyone who chooses to stay with us to the end of their life should die well cared-for and with dignity. We pride ourselves on providing an exceptional after death service, in line with this commitment and as a result charge the After Death Service Fee.

The After Death Service Fee is a charge that is equivalent to the Weekly Fee (for 7 days). This ensures your family are not forced to schedule clearing your room ahead of dealing with other matters which they may

feel are more pressing. We also offer support to your family following their bereavement should they need it, and notify the relevant third parties on your behalf.

Requirements when moving out

If your circumstances change and you choose to no longer live with us, during the first month of placement, the period of notice to terminate the placement is 14 days. Thereafter, notice must be given 28 days' in advance. Notice must be given in writing signed by you, or someone with your authority and delivered to the Home's Administration Office.

We also reserve the right to terminate your placement on 28 days' notice, if in the unlikely event one or more of the following circumstances have arisen:

a. We are no longer able to meet your care needs;

a. You are in arrears in paying fees;

b. Your behaviour, or the behaviour of your representative or family members is such that it means that we are unable to, or it is difficult for us to meet your care needs or to ensure your safety and/or you ignore or disregard the reasonable requests of our staff;

c. Your behaviour is such that it has a significant impact on the other resident's peaceful enjoyment of the Home, it causes, or presents a risk, of harm and/or distress to other residents, our staff or you or is such that it has an impact on the Home's ability to care for other residents;

d. You or one of your visitors which it would be difficult to exclude from the Home (e.g. a spouse or main carer) is in serious or repeated breach of the Barchester Healthcare Code of Conduct;

e. There is an irreconcilable breakdown in the relationship of trust and confidence between the Home and you or your representative or family such that it has an impact on the delivery of care to you, other residents or more generally has impact on the status quo of the Home, its operation or its staff; and/or

f. The Home or the unit in which you are a resident is to close.

Please note the below is a summary only of some of the Terms and Conditions that apply to your placement at the Home. For full details, please see our Resident Contact Terms which are displayed on our website. Please visit: www.barchester.com/contract.

It is important that you read and understand the Resident Contact Terms before agreeing to move into our Home.