



Richmond Care Home

Key information

Funding

Our home offers accommodation to both local authority and self-funding service users

Services provided

Our registration allows us to provide residential care in the following categories:

Care for adults under 65 years

Care for adults over 65 years

Dementia

Short term respite care

End of life care

Our facilities

We have 40 single bedrooms all having en-suite toilets, 3 lounges, café, garden room, dining room and a hairdressing salon. There is a well laid out enclosed garden at the rear.

Staffing

Our staffing levels are based on needs assessments carried out on a regular basis to ensure enough staff with correct skills mix are always on duty

The actual level of care that each resident will receive in our home will depend on their individual assessed care needs.

Fees

For those funded by the local authority, the fees payable will be determined by the local authority

For those that self-fund their fees our fees are reviewed annually on 1st April in line with the Retail Prices Index published by the Office for National Statistics and to take account of any costs directly related to regulatory changes and any staff or other costs in excess of inflation. Four weeks written notice will be given to the Service User of any changes in fees payable as a result of the reviews. In exceptional circumstances the fees payable to the Home by the Service User may also change as a result of the outcome of urgent care reviews in which case 7 days' notice will be given

Fee rates for self-funding service users

Our fees range from £635 to £645 dependant on the room chosen (fees correct on 01.04.2019)

What is included in our fees

The cost of your personal care

Accommodation

Light and heat

Food and drink

Housekeeping and laundry (except dry cleaning)

Activities in the home, there may be a charge for some outings

Additional services NOT included in our fees

Hairdressing

Aromatherapy, massage and reflexology

Personal copies of newspapers and magazines

Personal purchase of stationary. Confectionary, alcoholic beverages

Clothing or dry cleaning

Private telephone, internet or cable TV

In instances of non-provision by the NHS

Chiropody

Optical care

Dentistry

Physiotherapy

Other privately arranged healthcare

Personal belongings

The Service User is responsible for insuring to full replacement value all personal furniture and belongings brought onto the Home's premises. The home will not be liable for loss of any personal belongings.