



KEY INFORMATION

From November 2019, all residents should be made aware of the following information before entering into an agreement with GrayAreas Ltd.

Do we accept both Private and State funded residents?

Yes. Assuming that the care needs have been assessed and the required fee can be agreed, we will accept state-funded residents

What care needs do we cater for?

We cater for a number of care needs including:

- Full assistance to those with physical disabilities
- Catheter care
- Care for those with epilepsy
- Pressure sore improvement and prevention
- End of Life care
- Care for those with sensory deprivation
- Those with swallowing difficulties or requiring assistance during meals
- Continence care
- Further monitoring and referrals for low food/ fluid intake

This list is not exhaustive and needs can be discussed with the manager or person in charge.

Overview of Rooms, Facilities and Services our Residents can expect:

- All rooms are single occupancy (unless explicitly requested as a shared room – for example with married couples)
- Most rooms come with an ensuite
- All personal and social care needs will be met by our trained staff
- We have two lounges, a library, a “pub” and well-kept secure garden
- We have daily activities and visiting entertainers and personal trainers.
- Home-cooked food is provided and a choice of meals are available. We can cater for special dietary needs.

How many rooms does Kingsmount have?

Kingsmount has 31 rooms and is registered for 32 residents to allow for shared rooms. These are arranged evenly over two floors

What are the staffing arrangements at Kingsmount?



From Monday – Friday we have A Registered Manager and a Deputy Manager in the office and a maintenance man. There will always be a manager and a maintenance man on call during the weekend and out of hours.

The home is staffed at a level to meet all residents needs and allow an over-staffing to cover holidays, sickness and training. The ratio of care staff to residents is approximately 1:4 not. On top of this, we have management support, maintenance support, two members of staff in the kitchen and up to 5 domestic staff at any one time.

At nights we have three waking members of staff between 8pm and 8am and a senior member of staff (usually the Manager or Deputy Manager) on call for support or advice.

All our staff are either trained to Level 2 or 3 in Health and Social Care or working towards their qualifications.

Residents have access to a 24 hour nurse call system which also records the number of calls and time taken to answer calls so the effectiveness of our staff can be monitored.

Also in addition to our care staff, we have a dedicated Activities Coordinator who ensures that all our residents have meaningful interactions and get to take part on activities that interest them, either through their own choice or through family input and by getting to know the residents' likes and dislikes during their time at Kingsmount.

Do we have a formal Assessment system?

Upon enquiry, we will take a certain level of information about the prospective resident's needs to make sure we can meet their needs. We will then invite the resident and/or family member to view the home. You will be issued with a copy of our Terms and Conditions at this point and we will check that you have read this Key Information and the Important Additional Information.

If admission to Kingsmount is appropriate, a further in-depth assessment will take place, followed by an assessment upon entry when the new resident arrives.

What is your latest CQC Inspection?



Please see our inspection rating ([here](#)) – Link to CQC website

What are your Terms and Conditions?

A copy of our Terms and Conditions can be found ([here](#))

What about funding and fee reviews?

Unlike larger care providers and charity-run homes, we do not demand a means test. You will be provided with the cost of care for the following three years so you have absolute clarity on what your care will cost.

Fees inevitably rise year on year – mostly affected by the rise in National Living Wage and pension contributions. You will be given 28 days' notice of our annual room rate increase. There will only be one annual fee increase EXCEPT in exceptional circumstances for example larger than expected increase in CQC fees/ interest rate etc.

We may also need to increase fees if the needs of the resident increase exceptionally – for example needing 1-2-1 care. In these instances, you will be given 7 days' notice.

Private funding might also change if a resident loses social or NHS funding. The room fee will still need to be met which will need to be met by the resident if alternative funding cannot be secured.

Fees and Charges

Fees at Kingsmount range from £650 - £975 per week depending on the needs of the resident, the size and aspect of the room and whether it has an ensuite. If affordability is an issue, we are sometimes able to offer a more expensive room at a lower rate until a cheaper room becomes available. We would only make one move in order to prevent inconvenience and confusion for our residents.

What Services Are Included

- The cost of personal care
- Accommodation
- Light and heat
- Food and drink
- Housekeeping and laundry (except dry cleaning)
- Toiletries (unless specific brands are requested)
- Activities



Additional Services – Not Included

- Hairdressing – approx. £15 depending on cut/style
- Aromatherapy, massage and reflexology
- Personal copies of newspapers and magazines
- Personal purchases of stationary, confectionary, alcoholic beverages
- Private telephone, internet or TV services
- Escorts to hospital and GP services - £15 per hour per escort
- Chiropody - £15 per visit
- Dentistry
- Optical care
- Other privately arranged healthcare

Upfront Payments

- Weekly fees payable in advance of moving in to cover up to the end of the current move in month and for the following month if move in date is within two weeks of the end of the month.

IMPORTANT ADDITIONAL INFORMATION

Trial Period

There will be a trial period of 4 weeks for any new resident when only 1 weeks notice will be required to be given by the home or the resident/ their representative. A refund will be issued within 14 days of departure.

Fair Price Increase Process

We will inform you and your representatives before implementing a change in your fees for the stated reasons and provide you with 28 days' notice in writing (including the amount of any increase). The increase will take effect on the date notified unless, before that date, you give us 28 days' notice to end this agreement.

Complaints Handling

Please see {here} for our complaints procedure

Any complaint made directly to the company will be handled as follows:

- Complaint received by management and acknowledged
- Internal investigation including interviews and statement gathering
- Response to complainant to either address and explain the matter and that no further action needs to be taken or complainant informed that further action needs to be taken in order to resolve the matter.



- Further investigation carried out and appropriate action taken against employees if appropriate.
- After successful resolution, complainant informed and asked if they require further action taken and whether they are happy with the process and resolution.

Either:

- Case closed. All paperwork filed in Complaints folder or;
- Complainant advised to review our complaints procedure and contact appropriate agencies.

Reasons for ending the contract

On the part of the resident:

- By giving the required notice ie 7 days within the trial period or 28 days after the trial period has ended
- In the event of the resident's death

On the part of the Home, after the notice period

- Your fees are in arrears for at least one month, or
- You do not pay the correct amount that you are responsible for paying on the due date on a regular basis (for example more than three times in any six-month period) or
- You break any other material condition of the Resident's Contract; or
- If, in our reasonable opinion or on medical or regulatory advice, and following consultation with you or your representative, we cannot give you the level of care you need; or
- You exhibit behaviour that is reasonably considered by us to be abusive, violent or disruptive; or
- If you or any of your visitors persistently behave in a way that seriously affects the wellbeing of other residents and staff in the home
- You are to transfer to local authority or NHS funding and the arrangements for your funding are unduly delayed.

The above list is not exhaustive one.

Trading Name and Contact Details

- Kingsmount Residential Home is owned by GrayAreas Ltd which is the registered provider.

For the Manager, Brennan Wilson, or the Company Finance Manager, Carole Wood, please call 01803 663460

Latest Food Hygiene Rating



Once again, Kingsmount Residential Home has achieved a 5 star food hygiene rating.

Contents Insurance

The company insurance policy covers £500 for residents' contents but this does not cover specialist items such as jewellery or laptops. Please obtain your own insurance for valuable or specialist items.

Issues of Choice

On some occasions, the home may be able to accommodate pets – please speak to the manager

If you wish to specify the gender of staff providing care, please speak to the manager, however, please note that we may not be able to honour this depending on which employees are working, and what care needs to be provided. Your safety is at the forefront of what we do.

We encourage all of our residents to make as many choices as they can in their day to day lives. This includes what you would like to eat, when and where; this includes when you would like to get up in the morning and when you would like to go to bed; this includes where and how you would like to spend your day. Our staff will ensure they are tuned to your wishes.