



# Richmond Care Home

*Where care matters*



## Key information



## 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 with en suite toilets, three lounges, a garden room, a tearoom, a dining room, and a hairdressing room. There is a well-laid out enclosed garden at the rear of the home.

We also have a COVID-secure visiting room, with a screen and microphone system.

## Staffing

Our staffing levels are based on needs' assessments carried out on a regular basis to ensure that enough staff with the correct mix of skills are always on duty. The actual level of care that each resident will receive in our home will depend on their individually assessed care needs.

## Fee rates for self-funding service users

Our fees range from £680 to £690 dependant on the room chosen (fees correct on 01.04.2020).

Provided there are no changes to your needs or the services you require, your fee is fixed up to 31st March for the first year.

We will review and increase the fee once a year in April by 7% per week. For example, where your fee is £650 per week, after 1st April your new fee will be £695.50 per week. This equates to an increase of £2,366 over the year.

We will write to you by 1st March each year to confirm the changes arising from our annual review and the new rates which will apply from 1st April each year.

We may also increase the fee by a fair and reasonable amount where a significant and unexpected change occurs in the law or the regulation of the home which results in a significant increase in our costs. This increase will only occur if it was not already captured as part of our annual review. We will give you at least 28 days' notice of such change.

### What we include 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

### Not included in our fees:

- Hairdressing
- Aromatherapy
- Massage and reflexology
- Personal copies of newspapers and magazines
- Personal purchase of stationery
- Confectionery
- Alcoholic beverages
- Clothing or dry-cleaning
- Private telephone, internet or cable TV
- Non-funded chiropody, optical care, and dentistry.

## Local authority funding

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



# Contact details for key staff

**Care Home Manager:** Kate Birch

**Telephone:** 01623 748474 | **E-mail:** kate.birch@richmondcarehome.co.uk

**Director:** Hanif Ladhani

**Telephone:** 07967 442909 | **E-mail:** hanif@rosecare.org.uk



## Useful telephone numbers:

**Age UK:** 0800 678 1602 | **Care Aware:** 0300 303 3858

**Care Quality Commission (CQC):** 0300 616161 | **Citizens Advice Bureau:** 01246 209164

**Derbyshire County Council (Adult Care):** 01629 580000



For more information call: **01623 748 474**  
or visit our website: **[www.richmondcarehome.co.uk](http://www.richmondcarehome.co.uk)**