

## General Terms and Payment Conditions for Short Breaks, Respite Care and Long-Term Care at Orchard House

At Orchard House, we pride ourselves on our person-centred approach to care. As a small, family-operated care home, we believe that every resident should be treated like our own family, and we live by our motto, “working together, enhancing lives”. We provide exceptional levels of person-centred care in a luxurious setting and our fees are structured to support this.

### Weekly Fees

Typical weekly fee for respite care: **starting from £875**

### Short-Term Availability

Typical fee for short-term availability (minimum stay 3 nights): **£150 per night**

### What is Included?

Fees for short breaks, respite care and long-term care at Orchard House Care Home include everything you would expect from a care home, specifically:

- 24-hour personal care needs
- A single en-suite bedroom equipped to a high standard
- Use of communal lounges and facilities
- Main meals, supper and snacks
- Non-alcoholic drinks and refreshments
- Laundry service for personal clothing
- Liaison with the resident’s GP, social worker, community nursing team, dentist, chiropodist, and any other healthcare professionals
- Linen and towels during your stay
- Care plan reviews
- A full activities and well-being programme

Please note, the following services are not included in the standard weekly fee:

- Hairdressing
- Provision of daily newspapers and magazines
- Dry cleaning
- Visitor meals
- Non-NHS health services, including any aids and appliances a resident decides to purchase privately
- Transport outside of Orchard House Care Home
- Personal toiletries
- Incontinence products

### **Assessment of Needs**

The typical fees above are shared for information purposes only and are based on a resident with no complex care needs. All respite care is subject to an assessment of needs prior to admission. Our registered manager will meet with you and the person you support to assess their care needs and get to know them. This enables us to create a person-centred care plan that lists their specific care needs as well as their likes and dislikes. This person-centred approach helps residents quickly settle into their home-from-home and ensures that their preferences are respected and that their care needs are met.

It is important to note that if the resident's care needs change during their time at Orchard House, as is often the case, their care plan will need to be reviewed and their weekly fee may be increased as a result.