



# Key Information

## Home Details

Home Name	Brockworth House
Contact Information	01452864066
Manager	Hannah Forsyth
Location	Mill Lane, Brockworth, Gloucester, GL34QG

## Types of Care

Dementia Care	Respite Care	Nursing Care	Residential Care
---------------	--------------	--------------	------------------

## Facilities

- 52 Bedrooms
- Nurse call system
- En suite rooms
- Wheelchair accessibility
- Communal areas/ Lounges
- Hairdressing salon
- Landscaped gardens
- Music therapy
- Dedicated chaplain
- Activities schedule
- Home cooked meals
- Wifi

## Included in Our Weekly Fee

- Home staffed 24 hours a day
- Meals (breakfast, lunch & dinner), unlimited snacks and drinks
- Accommodation with bed & bedding, towels, bedroom furniture, chair, curtains, lighting and individually controlled heating
- Laundering of bedding, towels, and personal clothing (except for dry cleaning)
- Unrestricted use of communal areas
- Cleaning and decoration of rooms
- Maintenance of grounds and gardens
- Wi-Fi access
- Range of in-house activities and external outings (excluding admission fees, if applicable)
- Care and daily assistance in line with assessment

Our Weekly Fee is based on the choice of bedroom and the personal care needs required. The Weekly Fee charged for nursing/nursing dementia care is currently from **£1,697.82** per week for a standard room and up to one hour of care per day.\*\* Prior to admission, a professional member of our team will assess to understand the support and care your loved one requires within the home. A personalised and tailored care plan will be created.

\*Subject to fire and electrical regulations.

\*\* Prices quoted are based on permanent residency, per person per week for single occupancy. Prices are subject to an individual care needs assessment and the type of room and services chosen. Prices correct as of April 2025 but are subject to change.

Activities

- Armchair exercises
  - Arts and crafts
  - Bible studies
  - Bingo
  - Faith services
  - Baking
- Gardening
  - Quizzes
  - Live entertainers
  - Day trips
  - Pet therapy
  - Intergenerational visits

Not Included in Our Weekly Fee

- Professional hairdressing
  - Manicures & pedicures
  - Complementary therapies such as massage, reflexology & aromatherapy
  - Personal copies of newspapers or magazines
  - Clothing and footwear
  - Dry cleaning
  - Incontinence products (if applicable)
  - Clinical goods required specifically for your individual needs.
  - Personal purchases such as stationery, confectionery, and toiletries
  - International and premium call charges, if applicable
- Staff escorts to appointments
  - Admission fees for days trips
  - Contents insurance for personal items of high value (if applicable)
  - Media entertainment and subscription services (if applicable)

In the absence of free provisions by the NHS, the following may also be provided, but shall be charged in addition to the Weekly Fees:

  - Chiropody
  - Optometry
  - Dentistry
  - Physiotherapy
  - Other privately arranged healthcare

Staffing Arrangements

The Manager of the home is Hannah Forsyth. Staffing arrangements at our home are based on the individual needs of the residents.

Staffing levels in the home are flexible and adjust according to the level of care residents require. Each floor is overseen by a registered nurse, who monitors changing needs and can arrange for additional care assistants when necessary. Care colleagues are further supported by a wider team, including managers and specialists, ensuring that residents consistently receive safe and appropriate care.

Ratings

Our home is regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. The last inspection had a rating of ‘good’ and was carried out on: 15/07/2024

Our latest food hygiene rating is five.



\*Subject to fire and electrical regulations.

\*\* Prices quoted are based on permanent residency, per person per week for single occupancy. Prices are subject to an individual care needs assessment and the type of room and services chosen. Prices correct as of April 2025 but are subject to change.

## Short-Term Respite

Short-term respite stays are available based on a minimum of 14 days. Respite stays are charged in full in advance and will incur a 25% surcharge against the Weekly Fee.

## Funding

If your loved one's financial circumstances change, they may become eligible for public funding. In some circumstances the sums paid by the Local Authority may not be sufficient to meet our Fees and a third party (usually a family member) will be required to enter an agreement with the Local Authority and the Home to meet the shortfall between the amount the Local Authority pay and our Fees. This is referred to as a Third-Party Contribution.

## Payment of Fees & Deposit

Fees are paid monthly in advance and collected on the 1st of each month.

On admission to the home, one month's deposit is required which will be held for the duration of the residency and returned upon termination of the Agreement if all fees are paid up to date and there is no damage (over and above normal wear and tear) caused to the room.

If fees are in arrears longer than one month, we also have the right to use the deposit to offset any outstanding fees.

## Changes to Weekly Fees

The Accommodation Services Fee and Care Services Fee will be reviewed and may increase annually on the 1st April of each year. We will provide at least 28 days' notice in writing of any fee changes, including details of the amount and when the increase will take effect.

We may also increase the Fee by a fair and reasonable amount where a significant and unexpected change occurs in the law, regulation of the Home or supplier prices such as energy and utilities escalate which results in a substantial increase to 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.

If following our regular assessments your loved one's care requirements change, the Care Services Fee may increase and you will be given 28 days' notice of the fee change, or sooner should care needs change significantly. If a move to alternative bedroom be requested, an increase or decrease in the Accommodation Services Fee may be applicable, depending on the room chosen.

## Termination of Resident Agreement

The Resident Agreement may be terminated at anytime by providing us with not less than 28 days' written notice.

Fees will remain payable until the end of the notice period, even if your loved one leaves before the end of the notice period.

We may terminate the Agreement if we can no longer provide the care your loved one requires, there are unresolvable behavioural issues which affect your loved one, staff or other residents, failure to pay fees or funding arrangements change and there is no person willing to enter into a Third-Party Contribution. 28 days' written notice will be given terminating the Agreement.

## Complaints Procedure

We are committed to providing high quality care to those using our service and welcome all feedback from our residents, families, and visitors. Any concerns or complaints are recorded and investigated, with a written response provided within 28 days. Our full Complaints Procedure is available at reception of our home.

## Registered Details

Brockworth House is part of Ashberry Healthcare Limited, registered in the UK no: 4886239. Registered office: 1 Lea Business Park, Lower Luton Road, Harpenden, AL5 5EQ

\*Subject to fire and electrical regulations.

\*\* Prices quoted are based on permanent residency, per person per week for single occupancy. Prices are subject to an individual care needs assessment and the type of room and services chosen. Prices correct as of April 2025 but are subject to change.