Fees & Information

Moorhouse Care Home, Surrey

HOME	PHONE	MANAGER	ADDRESS
Moorhouse Care Home	01428 604381	Steve Morton	Tilford Road, Hindhead, Surrey, GU26 6RA

Types of Care

Dementia Care	**Residential Care**	**Respite Care**	**Day Care**

Our Fees at a Glance

RESIDENTIAL CARE

from £1,269 per week

Standard room, single occupancy**

DEMENTIA CARE

from £1,336 per week

Standard room with up to one hour of nursing per day**

DAY CARE

£75 per day

10am - 4pm, includes activities, lunch and refreshments

£85 full day 8.30am - 4pm, includes breakfast

SHORT-TERM RESPITE

+25% on the weekly fee

Minimum stay of 14 days, charged in full in advance

5% SAVINGS

Enjoy up to 5% savings with our exclusive advance payment rewards – a smarter way to secure quality care.

Terms apply, ask the home for details.

How Your Fee is Worked Out

Your weekly fee is based on the **bedroom you choose** and the **personal care needs** required. Depending on the care needed, the fee may be a combination of residential and nursing care.

Before admission, a professional member of our team will carry out an assessment to understand the support your loved one needs. We then create a personalised care plan, monitored daily using our electronic care system.

Paying your fees

- Fees are paid **monthly in advance** and collected on the **1st of each month**
- A **deposit of one month's fees** is required on admission
- Fees are reviewed each year on **1st April**, with at least **28 days' written notice** of any change

Full details on page 2.

*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 January 2026 but are subject to change.

What Your Fee Covers

✓ Included in your weekly fee

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

× Not included (charged separately)

- × Professional hairdressing
- × Manicures and pedicures
- × Complementary therapies such as massage, reflexology and 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 day trips
- × Contents insurance for personal items of high value (if applicable)
- × Media entertainment and subscription services (if applicable)

Healthcare not provided free by the NHS

Where these aren't available free through the NHS, we can arrange them for an additional charge: chiropody, optometry, dentistry, physiotherapy and other privately arranged healthcare.

Payment of Fees and Deposit

Monthly in advance

Fees are collected on the 1st of each month.

One month's deposit

Held for the length of the stay and returned when the agreement ends, if all fees are paid and there is no damage beyond normal wear and tear.

Arrears

If fees are more than one month in arrears, we may use the deposit to offset any outstanding fees.

Changes to Weekly Fees

Annual review: the Accommodation Services Fee and Care Services Fee are reviewed and may increase on 1st April each year. We will give at least 28 days' written notice of any change, including the amount and when it takes effect.

Unexpected costs: we may also increase the fee by a fair and reasonable amount if a significant and unexpected change in law, regulation of the home or supplier prices (such as energy and utilities) substantially increases our costs. This only applies if it was not already covered by our annual review, and we will give at least 28 days' notice.

Changes in care or room: if regular assessments show your loved one's care needs have changed, the Care Services Fee may increase with 28 days' notice, or sooner if needs change significantly. If a move to another bedroom is requested, the Accommodation Services Fee may go up or down depending on the room chosen.

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Rooms and Facilities

Room Types

Standard Rooms

- Smaller, but equally charming, cosy and comfortable

Premium Rooms

- Located mainly on the first floor
- Accessed by lift
- Garden view

Deluxe Rooms

- Located on the ground and first floor
- Larger room
- Garden view or en-suite shower room

Fees start from our standard room price shown on page 1. Please ask the home about premium and deluxe room pricing.

Facilities

- 36 bedrooms
- In-room call button
- Dining room
- Landscaped Edwardian gardens
- Two residential lounges/garden suite
- Wi-fi throughout the home
- Electronic-personalised care plan
- Lift
- Stunning views
- Parking
- Electric car charging points

Activities

- Gardening
- Animal visits
- Regular trips out
- Regular external entertainers
- Quizzes
- Themed events e.g. Christmas fair, Halloween and Easter
- Church services
- Arts and crafts
- Baking and cooking
- Knitting
- Themed Dining
- Chair exercises

Day Care

Our day care sessions are held everyday (weekdays and weekends). All activities, lunch and refreshments are included in the daily fee. Choose our full day option from 8.30am to include breakfast.

For those who would like to enjoy a relaxing bath or shower but may find it difficult or uncomfortable at home, we offer specially designed, spacious bathrooms to make the experience safe and comfortable.

SESSION TIMES AND PRICE

£75 per day
10am - 4pm
including activities, lunch and refreshments

£85 per day
8.30am - 4pm
including breakfast

BATHING SERVICE

£20 per use
Spacious, specially designed bathrooms for a safe and relaxing bath or shower

We also offer a **day care membership programme**, giving you and your loved one priority booking, greater flexibility and exclusive offers and discounts.

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Staffing, Ratings, Funding and Terms

Staffing Arrangements

The Manager of the home is **Steve Morton**. Staffing is based on the individual needs of our residents.
Our electronic care system and dependency tool tell us how many care staff are needed on duty to provide the highest standards of care.

- Staff on duty 24 hours a day
- A member of the management team is in the home seven days a week and on call when needed
- A 24-hour call system in every resident's room
- Male and female care staff, and we will make every effort to meet requests for same-gender care

Ratings

We are regulated by the **Care Quality Commission (CQC)**, the independent regulator of health and adult social care in England. Our last inspection on **22/08/2024** gave us a 'Requires Improvement' rating.

Our latest **food hygiene rating is 5** (very good).





Funding

If your loved one's financial circumstances change, they may become eligible for public funding. In some cases the amount paid by the Local Authority may not cover our fees. A third party (usually a family member) will then need to enter an agreement with the Local Authority and the home to meet the shortfall. This is called a **Third-Party Contribution**.

Ending the Resident Agreement

If you end the agreement

You can end the Resident Agreement at any time by giving us at least 28 days' written notice. Fees remain payable until the end of the notice period, even if your loved one leaves earlier.

If we end the agreement

We may end the agreement, with 28 days' written notice, if we can no longer provide the care your loved one needs, there are unresolvable behavioural issues affecting your loved one, staff or other residents, fees are not paid or funding changes and no one is willing to enter into a Third-Party Contribution.

Complaints Procedure

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

Registered Details

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

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