Hyllden Heights

Key facts summary

Key information

Number of rooms: 78 rooms.

Home manager: Laurie Thurlow

Regulation: We are registered and regulated by the Care Quality Commission (CQC), the independent regulator of health and social care in England. Our current rating is **Good (May 2025)**.

Care types: We provide residential, dementia, nursing, respite and end of life care.

Staffing: The home is run by a General Manager who is supported by a leadership team, comprising leads in care, maintenance, housekeeping and wellbeing. We regularly review staffing levels and adapt them to resident needs. We use a dependency tool to help us make informed decisions about how many staff we need each day, based on the number and needs of residents. Our General Manager can provide further information about staffing arrangements if required.

Weekly fees

Our fees currently start from:

£1,930 per week for residential care

£1,990 per week for dementia care

£2,050 per week for nursing care

Respite care is charged per day +10%, depending on care needs – a four-week minimum stay is normally required.

Fees are subject to a pre-admission needs assessment which is required to fully understand the level of care and support required by each individual. Where nursing care is provided, we may also be able to accept NHS continuing healthcare.

These prices will depend on the room you choose and the level of care that you need. They are only a guideline and are stated before Funded Nursing Care.

What's included?

- All care and support
- All meals, snacks and drinks freshly prepared every day by our chef
- Use of the home's recreational facilities
- Activities and lifestyle programme
- All utilities and other accommodation costs
- Housekeeping and laundry services
- WiFi internet access
- Television license, inclusive for personal use
- UK telephone calls
- Foot health care (once every 6-12 weeks as required)
- Hairdressing (weekly or as required)

Many services can be arranged through your GP. However, if these services are not available free of charge through the NHS, we may be able to arrange them for you. The cost of these services will be charged separately from the weekly fees.

- Opticians' costs
- Dentistry costs
- Physiotherapy costs
- Other privately arranged healthcare

Should you require an escort to hospital appointments, we may apply an agreed hourly charge for this service.