Greenview Hall

Key facts summary

Key information

Number of rooms: 60 rooms (all with en-suite bathrooms).

Home manager: Meera Govindapillai

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** (September 2023).

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

Staffing: The home is run by a General Manager who is supported by a leadership team, comprising leads in care, maintenance, housekeeping, catering and lifestyle. 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.

Funding options

We accept self-funders and local authority funded residents able to pay a top-up fee to meet our weekly fee. Where the top-up is payable, the local authority should pay us our fees in full, and collect the top-up from you directly.

We may be able to accept NHS continuing healthcare funding for people with severe or complex health needs, subject to agreeing our fees with the relevant NHS Clinical Commission Group. NHS teams will undertake regular assessments of your needs to determine whether you qualify for this type of funding.

Requirements on admission

We recommend that you assess your financial situation and verify that you have adequate resources in place to enable you to enter into this agreement, and to continue to meet the fees that would be due for at least 24 months.

If you are a respite resident, we will invoice you for the respite fee in advance. The respite fee will need to be paid to us before the date of occupation. If you do not move in, for whatever reason, the respite fee will be refunded in full.

We request a direct debit mandate set in place at the commencement of your residency.

Weekly fees

	Residential care	Residential dementia care	Nursing care
Permanent			
Studio	from £2,072	from £2,167	from £2,352
Respite			
Studio	from £2,331	from £2,437	from £2,646

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. Premium rooms normally require an additional charge. Nursing fees include the Funded Nursing Contribution (FNC) if you are eligible.

What's included?

- All care and support including a monthly review of care plans
- All meals, snacks and drinks freshly prepared every day by our chef
- Activities and lifestyle programme
- All utilities and other accommodation costs
- Housekeeping and laundry services
- WiFi internet access

Please note, the weekly fee does not include hairdressing, chiropody or other healthcare visits or appointments not covered by the NHS, toiletries, newspapers or magazines, any over the counter medications that a GP wouldn't normally prescribe such as paracetamol and indigestion relief, and any other privately arranged healthcare. Should you require an escort to hospital appointments, we may apply an agreed hourly charge for this service.

Funding status changes

If during your stay your funding status changes, we will do all we can to continue to accommodate you in the home, but we can only guarantee continued residency if the new funding meets our fee levels. Otherwise we may end your residency with us or require you to move to a less expensive room if one is available.

Changes in fees

To cover inflation and other predictable cost increases, your fees will increase by 6.5% in January each year. The only other increases payable will be if you voluntarily choose to upgrade your room, or if, upon assessment, your care needs have changed materially, in which case we will discuss any changes to fees with you as early as possible. Fees may also be increased in the event of significant unpredictable cost increases driven by factors such as exceptional economic shifts, changes to employment costs (including national living wage), new or updated legislation or sector regulation, and increased supplier costs. Should this occur, we will give you 12 weeks' notice of any exceptional changes to your fee level.

Contents insurance

Residents are welcome to bring in small items to make them feel at home. We are unable to accept responsibility for items that are lost or damaged, so please arrange suitable contents insurance for any items you bring with you. We would also recommend creating an inventory list for these belongings.

Safe admissions

We strongly recommend that every new resident who joins us has been vaccinated against COVID-19. We believe vaccinations provide an important level of protection to you, other residents and our colleagues. For the latest information on our commitment to safe admissions and our approach to safety and cleanliness please visit **careuk.com/residentsafety**

Our full terms and conditions are available in our admission agreement which is published on our website. The home is controlled by the Welltower Inc. group but is managed and staffed by Care UK Care Services Limited.

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Information correct at September 2026.