

# Cranford Grange

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## Key facts summary

### Key information

**Number of rooms:** 108 rooms (all with en-suite bathrooms).

**Registered manager:** Lisa Burrows

**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** (February 2018).

**Care types:** We provide residential, nursing, dementia, 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, 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.

Residential	Accommodation services fee	Care services fee	Total weekly fee
<b>Companion suite</b>	from £598.50 to £649.60	from £295.40 to £1,000.30	from £893.90 to £1649.90
<b>Studio suite</b>	from £746.20 to £834.40	from £295.40 to £1,000.30	from £1,041.60 to £1834.70
<b>Large studio suite</b>	from £996.80 to £1,056.30	from £295.40 to £1,000.30	from £1,292.20 to £2,056.60
<b>One bedroom suite</b>	from £1,026.20 to £1,122.80	from £295.40 to £1,000.30	from £1,321.60 to £2,123.10

Dementia	Accommodation services fee	Care services fee	Total weekly fee
<b>Companion suite</b>	from £576.10 to £613.20	from £653.80 to £1,222.90	from £1,229.90 to £1,836.10
<b>Studio suite</b>	from £723.80 to £767.90	from £653.80 to £1,222.90	from £1,377.60 to £1,990.80

In addition to the weekly accommodation and care service fees, nursing service fees are charged at £30 per day.

### 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
- In-house café with homemade cakes, and a variety of speciality teas and coffees
- Access to landscaped gardens
- 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 5.5% 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 (for example in a major change in government policy), in which case we will provide appropriate notice.

### Contents insurance

For permanent residents, rooms come unfurnished so new residents are able to bring along their own pieces of furniture. 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

For the latest information on our commitment to safe admissions and our approach to safety and cleanliness please visit [careuk.com/residentsafety](https://www.careuk.com/residentsafety)

*Our full terms and conditions are available in our admission agreement which is published on our website.*