Highmarket House

Key facts summary

Key information

Number of rooms: 73 furnished rooms (all with en-suite bathroom), including a flat screen television.

Home manager: Francesca Cowley

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 Requires improvement (August 2025).

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

Staffing: The home is run by a home 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 home 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 for the full cost of care, and collect the top-up from you directly.

If you believe you might be entitled to local authority funding you should contact the Social Service team at your local council directly.

Where nursing care is provided, we may also be able to accept NHS continuing healthcare.

Trial period: Your first 28 days is considered a trial period, during which either you or we can end the contract after 7 days of serving written notice on the other. We will only end the contract during the trial period if we feel we are unable to meet the needs of the residents or their families.

Requirements on admission for self-funders

To confirm your admission, we will ask you to provide details of your plans to fund your residency for a minimum of two years. If you are unable to show that you can meet this minimum funding period, we may not be able to proceed with your admission, unless someone is able to act as your guarantor.

We request a direct debit mandate to be set in place at the commencement of your residency. You will also be required to pay:

- Four weeks' advance payment. Subsequent payments are due monthly in advance.
- Two weeks' deposit which will be held by us for the duration of your residence. Your deposit will be safeguarded and will normally be refunded within 28 days of the end of your residency, subject to our right to deduct non-payment of fees or damage to property.

Weekly fees

	Permanent	Respite
Residential care	from £1,575	from £1,771
Residential dementia care	from £1,670	from £1,878
Nursing care	from £1,855	from £2,086

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 incur 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
- In-house café with homemade cakes, and a variety of speciality teas and coffees
- Use of in-house cinema
- 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 care costs. 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 April each year. There may be fee changes if you ask 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, unpredictable changes to employment costs, new or updated legislation or sector regulation, and increases to our supplier costs. Should this occur, we will give you 12 weeks' notice of any exceptional changes to your fee level.

Contents insurance

Your room comes fully furnished, although you are welcome to bring your own small items 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

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 November 2026.