

# Key Information

## Linden Lodge Residential Home



### Home details

<b>Home name</b>	Linden Lodge Residential Home
<b>Contact information</b>	Browns Lane, Dordon, Tamworth, B78 1TR 01827 899911 <a href="mailto:jansell@lindencarehomes.co.uk">jansell@lindencarehomes.co.uk</a> <a href="http://www.lindencarehomes.co.uk">www.lindencarehomes.co.uk</a>
<b>Registered Manager</b>	Janine Ansell
<b>Size of home</b>	34 Residential beds

### Types of care

#### Types of care we provide

- Residential care
- Residential dementia care

### Funding arrangements

- Self-funding residents accepted
- Local authority residents accepted  
As part of the arrangement with the Local Authority you will be required to contribute an amount towards your care from your own resources (including Pension Credit). This is an arrangement between you and the Local Authority not the Care Home. Please be aware that a third -party contribution may be required to meet any shortfall in this funding.
- Continuing Healthcare (CHC) funding accepted  
We may be able to accept NHS continuing healthcare (CHC) funding for people with severe or complex health needs, subject to agreeing our fees with the relevant NHS Clinical Commission Group.

### Facilities and services available

#### Accommodation

- Single rooms & double rooms
- En-suite rooms
- Furnished rooms
- Own furniture welcomed (must meet relevant British Safety Standards)
- Nurse call system
- Television in room or available on request

#### Food and drink

- All special dietary and religious requirements catered for
- Chefs fully trained
- Always two meal choices, plus other alternatives
- Specialist equipment and assistance as needed
- Snack menu – 24/7

#### Shared facilities

- Quiet lounge
- TV lounges
- Hair salon
- Community Lounges
- Landscaped and secure gardens
- Patio areas

#### Additional services, provided free of charge

These services are provided free of charge and the cost does not form part of the weekly fee:

- Dedicated chaplain
- Music therapy – for residents living with dementia
- Laundry service

### Activities

Number of activity coordinators:

1

The Activity Coordinator will plan regular activities, events and trips. These will vary by week and will cater for differing needs and abilities as far as possible.

#### Regular activities (no extra cost) include:

- Armchair exercises
- Arts and crafts
- Bingo
- Church services
- Flower arranging
- Gardening
- Quizzes
- Magic Table
- Regular external entertainers
- Themed events

### Staffing arrangements

Residents can specify male or female carers and depending on the gender mix of the team we will aim to meet this request.

## Typical staff deployment across the home

### Typical staff levels – Residential Care and care for those living with dementia

We have capacity for a maximum of 34 residential and residential dementia residents, and at full occupancy our staffing levels would consist of:

Registered Manager, Deputy Manager, Care Supervisors, Team Leaders & Care Assistants

Care staff are supported by a wider team including home and deputy managers, activity coordinators, maintenance, laundry staff, domestic team, catering team, administrators and chaplain who all supplement care

### Additional staffing arrangements

- 24-hour call system installed in all residents' rooms
- All floors are managed by the Registered Manager assisted by the Deputy Manager, who assesses when extra carers may be needed if your needs change

Please note that the actual level of care that each resident will receive in our home, will depend on their individual care needs and may fluctuate depending on the needs of residents at any given time.

## Fees, charges, and payments

### Self-funding fees (Up to and including to the 31<sup>st</sup> March 2025)

#### Residential care

Depending on the level of residential care required, gross weekly fee from:  
£1230 (Single room)

#### Residential dementia care

Depending on the level of residential dementia care required, gross weekly fee from:  
£1326 (Single room,)

These indicative fees are for guidance only and subject to the type of room chosen and a pre-admission individual care needs assessment, which is required to fully understand the level of care and support required.

### What is included in your fees?

The following items and services are included in your weekly fees:

- Accommodation
- All meals and refreshments
- Personal care in accordance with the individual Care Plan
- Cleaning of rooms, personal laundry (excluding dry cleaning), bed linen and towels
- Television licence, including personal use
- Wi-Fi
- Activities and lifestyle programme
- Electricity, including heating and lighting

## Fees, charges, and payments (cont.)

### What is not included in your fees?

The following extra items and services are not covered by the weekly fees, but we can arrange for them to be provided to you at a cost. You will be responsible for payment for extra items and services and we shall advise you of their cost beforehand.

- Hairdressing in the absence of free provision by the NHS
- Clothing, shoes and slippers

The following may also be provided, but shall be charged in addition to the weekly fees:

- Personal purchases - newspapers, magazines, stationery, confectionery and toiletries
- Dentistry, Chiropody, Physiotherapy
- Dry cleaning
- Other privately arranged health care
- Installation of private telephone line, internet or cable TV connections
- Telephone calls from private line

### Significant potential extra costs

In the event that NHS staff, your representatives or relatives are unable to provide you with an escort to hospital appointments, we will apply a charge for a care staff escort or nurse escort, plus any transport fees incurred. The current rates are published in the home.

### Fee reviews and changes

Fees are reviewed annually. We may also review our fees at any other time if:

- A change in law comes into force which impacts on our provision of the services and results in a significant increase in our costs of providing the services
- Your care needs (as set out in the Care Plan) change and we make a change to the services you receive
- You request to change the type of room you occupy

We will give you at least 28 days' notice before the revised fees are payable, except where the type of room occupied changes. In this case the change to the fees is applicable from the date you move in to the new room.

Please see our Residential Care Agreement for further information

## Pet policy

Are residents able to have pets within the home? No

## Ratings

Food hygiene rating: Inspection date: 5 star \*\*\*\*\*

Ratings are correct at time of printing, please visit our website at [www.lindencarehomes.co.uk](http://www.lindencarehomes.co.uk) to check for more recent ratings.

All information in this document is correct at time of print .

The information in this document does not in any way form part of a contract or warranty

## Accreditations- LCH

