



# KEY FACTS SHEET

## MIDDLETON GARDENS

### ACCOMMODATION DETAILS

Retirement Community & Operator	Middleton Hall Retirement Village operated by Middleton Hall Ltd
Accommodation Address	Middleton Gardens, Middleton Hall Retirement Village, Middleton St George, Darlington, Co Durham, DL2 1HA
Middleton Gardens	Middleton Gardens offers 2 types of service, Supported Living with Care (12 ground floor rooms) and Hotel Living with Care (16 rooms on two floors). Most ground floor rooms with a patio and patio doors. The first floor is serviced by a main lift with an additional smaller back up lift.
Accommodation Type & Tenure	Rented, semi furnished bedsitting rooms with en-suite facilities. Monthly contract applies. Fees payable in advance by direct debit.
Care & CQC Rating	Care package included based on continual assessment. Registered with the CQC. Rating: Outstanding – last rated 09.03.2017

### THE TWO TYPES OF SERVICE

		Further information
Supported Living with Care	This service offers a small more homely, informal family type of atmosphere with two communal areas. The lounge faces south over the gardens and has informal seating and a television for the use of residents. The kitchen/dining room has two dining tables for staff and residents to sit together for lunch and the evening meal. Breakfast, snacks, coffee and afternoon tea are primarily 'help yourself' with encouragement for residents to assist with food preparation and baking. A glass of sherry and a glass of wine or fruit juice accompanies both lunch and evening meal. We are also hoping that residents will take up gardening opportunities to grow some of their own vegetables and maybe even keep chickens.	❖ Information guide
Hotel Living with Care	A care service with a smaller, more intimate number of residents having more communal space with a large lounge and formal dining room. A hotel style service is offered at lunch and the evening meal served in the dining room. Breakfast can be taken in the living dining room or own room. Afternoon tea is served in your room or the lounge. A glass of sherry and a glass of wine or fruit juice accompanies both lunch and evening meal. Room service is available on request.	❖ Information guide

### COST OF MOVING INTO THE ACCOMMODATION

		Further information
Removal Costs	To be organised by resident/residents families. The maintenance team is available to help with hanging pictures and arranging furniture.	
Healthcare needs assessment cost	No fee payable for this service. All residents require an assessment prior to moving in to assess suitability.	



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### FURNISHING YOUR ROOM

Furnishings	<p>Each room is fitted with an en-suite shower room. Furniture provided includes a divan bed, wardrobe and chest of drawers, bedside table with bedside light, an armchair and coffee table. A television can also be provided.</p> <p>Residents are encouraged to bring some of their own furniture, depending on room size, as well as personal items. Please discuss with the manager prior to moving in.</p> <p>Pictures are permitted on the walls.</p> <p>All soft furnishings must conform to fire, health and safety regulations. Linen and towels can be provided if required.</p>	<p>Further information</p> <ul style="list-style-type: none"> <li>❖ Brochure information</li> <li>❖ Individual sales particulars</li> <li>❖ Information guide</li> </ul>
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### WHILE LIVING IN MIDDLETON GARDENS

#### COSTS AND SERVICES PROVIDED BY MIDDLETON HALL

Room Charge	<p>Standard rooms included in the care fees</p> <p>Premium rooms £35 per week paid monthly in advance by direct debit.</p>	<p>Further information</p> <ul style="list-style-type: none"> <li>❖ Annual letter between landlord and resident</li> </ul>
Care Fees	<p>Level 2 – £813 per week    Level 3 – £943 per week</p> <p>Level 4 – £1,073 per week</p> <p>Care Levels are based on Middleton Hall’s own assessment of care needs. These are monitored monthly, any changes will be discussed with the resident and charges amended accordingly.</p> <p>These fees apply to all residents. In the event of local authority funding, there will normally be a third party top-up charge payable. Please read the Finance &amp; Funding Brochure downloadable from the website.</p>	<ul style="list-style-type: none"> <li>❖ Brochure information</li> <li>❖ Information guide</li> <li>❖ Finance &amp; Funding Brochure (this can be downloaded from the website.)</li> </ul>
Care Staff	<p>Two to three staff members are on duty from 7am to 9pm in each service, depending on resident’s needs. Night Cover shared throughout Middleton Hall.</p>	<ul style="list-style-type: none"> <li>❖ Information guide</li> </ul>
Laundry	<p>Included in the care fees – bed linen and personal laundry daily if required.</p> <p>Name tag service is available from £10.00</p>	<ul style="list-style-type: none"> <li>❖ Information guide</li> </ul>
Housekeeping	<p>Included in the care fees, bins emptied, room and en-suite cleaned daily. Monthly deep clean.</p>	<ul style="list-style-type: none"> <li>❖ Information guide</li> </ul>
Room / Apartment Maintenance	<p>General maintenance is included in the fees. All electrical items, older than one year are PAT tested on moving in as necessary.</p>	<ul style="list-style-type: none"> <li>❖ Brochure information</li> <li>❖ Information guide</li> </ul>
Emergency call system	<p>24 hour emergency call system included in the care fees.</p> <p>Neck pendants are provided in each room.</p>	<ul style="list-style-type: none"> <li>❖ Brochure information</li> <li>❖ Information guide</li> </ul>
Transport	<p>Transport to medical and dental appointments and weekly outings included in the care fees.</p>	<ul style="list-style-type: none"> <li>❖ Brochure information</li> <li>❖ Information guide</li> </ul>



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		Further information
Communal facilities	Middleton Spa including Pool, Gym and Studio, Library, The Orangery, Restaurant, Gardens with Bird Hide and Woodland Walk, Bowls, Golf and Boules. Family and friends are welcome to use all these facilities and Middleton Gardens residents can use the Restaurant or Orangery with family or friends (main meals are not chargeable in lieu of a dining room meal when eating with family or friends). There is a cost for relatives of £6.00 to use the Spa and Gym facilities independently, there is no charge to assist a resident during assisted swims.	<ul style="list-style-type: none"> <li>❖ Brochure information</li> <li>❖ Information guide</li> </ul>
Trips	A trip to a place of interest takes place each week.	<ul style="list-style-type: none"> <li>❖ Information guide</li> </ul>
Other services	Therapy Suite offering hairdressing, therapies and chiropody services – additional charges are made for these. Price lists are available for all these services.	<ul style="list-style-type: none"> <li>❖ Service price list</li> </ul>
TV	All rooms are connected with free-view to a central TV and satellite system with no additional charge. Satellite subscriptions are not included and should be arranged with the appropriate company.	
Additional Costs	Set out in Price List (updated annually) and charged separately according to service purchased, e.g. hair dressing, therapies, newspapers	<ul style="list-style-type: none"> <li>❖ Service price list for applicable charges</li> </ul>
Utility Bills	Electricity, gas and water included.	
Telephone/Broadband	Included in care fees. A telephone is available for each room and broadband access on Wi-Fi throughout Middleton Hall.	
Computer and Wi-Fi	A computer is available in the Library for the use of all residents. Wi-Fi is available throughout Middleton Hall.	
Social Activities	There is a weekly calendar of events and activities are publicised in advance.	<ul style="list-style-type: none"> <li>❖ Living well brochure</li> <li>❖ Information Guide</li> </ul>
Security	24 Hour CCTV and keypad main entrances	

### INSURANCE

		Further information
Buildings insurance	Middleton Hall Ltd insures the buildings and structure, and carries Public Liability Insurance, Employers' Liability Insurance and other usual insurance cover.	<ul style="list-style-type: none"> <li>❖ Insurance policy and policy schedule</li> </ul>
Contents Insurance	Each room has contents insurance up to the value of £2,500, maximum of £500 cash. Excess for any single claim is £25. If the value of their contents is over this amount residents are advised to take out their own policy. Residents are advised not to bring high value items. Mobility scooter owners are required to have their own liability insurance.	<ul style="list-style-type: none"> <li>❖ Brochure information</li> <li>❖ Information guide</li> </ul>



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### OTHER KEY CONTRACT TERMS

		Further information
Visitors	Visitors are permitted anytime. An overnight guest can be accommodated in our short stay room when available for a charge of £52 per night bed and breakfast.	❖ Information guide
Village Regulations	Village regulations are published in the information guide which is updated as applicable. A Statement of Purpose is available to read from Reception.	❖ Information guide
Smoking Policy	We operate a no smoking policy at Middleton Hall. Smoking is only allowed outside and away from the main building.	❖ Information guide
Pets Policy	Pets are allowed at Middleton Hall but must be assessed prior to a reservation. Middleton Hall welcomes visiting well behaved pets – dogs must be on a lead etc.	❖ Information guide
Short Breaks	Short breaks of three days to a month are available. Charges are similar to permanent residents' fees, following an assessment. (New residents are encouraged to stay for a short break prior to moving in where possible.)	
Fee Increases	All fees are subject to an annual review. One month's notice of any changes is provided. (A copy of fee increases over the last five years can be provided on request.)	❖ Contract
Change to care needs	If, in the opinion of Middleton Hall, the Resident's care needs change, the Company reserves the right to move the resident to another room or service and increase or decrease the fees as necessary.	❖ Contract

### MOVING OUT OF MIDDLETON GARDENS

		Further information
Notice period	There is a 30 days' notice period for moving out of the room. Liability for this charge remains if you move before the 30 days period has ended.	❖ Contract
Refurbishment Costs	Refurbishment of a vacated room is the responsibility of Middleton Hall. Any unauthorised changes to the room would be chargeable.	❖ Information guide
In the event of death	Fees will cease on the day of death. A refund will be given for payments made in advance if applicable. Rooms should be emptied within seven days by family or friends.	

Middleton Hall Retirement Village, Middleton St George, Darlington, Co Durham DL2 1HA  
Tel: 01325 332207 Web: [www.middletonhallretirementvillage.co.uk](http://www.middletonhallretirementvillage.co.uk)

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