

KEY FACTS SHEET

APARTMENT DETAILS

		Further Information
Retirement Community & Operator	Middleton Hall Retirement Village operated by Middleton Hall Ltd	
Accommodation Address	Middleton Grove, Middleton Hall Retirement Village, Middleton St George, Darlington, Co Durham, DL2 1HA.	
Middleton Grove	Middleton Grove offers 20 one bedroom apartments on two floors, 4 suitable for couples. The first floor is serviced by a main lift with an additional back up lift.	
Accommodation Type & Tenure	Rented, unfurnished single bedroom supported living apartments with a choice of service packages. Monthly contract applies. Fees payable in advance by direct debit	
Care & CQC	Care package available charged at £28.00 per hour based on assessment. Registered with the CQC.	

COST OF MOVING INTO THE APARTMENT

		Further information
Removal Costs	To be organised by resident directly with removal firm. Assistance with moving scheme available on request.	
Healthcare needs assessment cost	No fee payable for this service. All residents require an assessment prior to moving in to assess suitability.	

FURNISHING YOUR APARTMENT

		Further information
Furnishings	<p>The apartment is fitted with a kitchenette and shower or bathroom. Furniture provided includes a wardrobe, a chest of draws and bedside table only. All other furniture to be provided at residents own cost.</p> <p>Pictures are permitted on the walls along with other personal items.</p> <p>The maintenance team can help hang pictures and arrange furniture.</p> <p>All soft furnishings must conform to fire, health and safety regulations.</p>	<ul style="list-style-type: none">• Brochure information• Individual sales particulars• Information guide

MIDDLETON GROVE - COSTS AND SERVICES PROVIDED BY MIDDLETON HALL

		Further information
Monthly Rental	Rental starts from £101 to £316 per week paid monthly in advance by direct debit. Rents vary by room size, aspect and floor area.	<ul style="list-style-type: none"> • Annual letter between landlord and resident
Service Package	Weekly charge per package: Standard Service Package with one meal a day £537 Standard Service Package with two meals per day £594 Full Service Package (all meals) £651	<ul style="list-style-type: none"> • Brochure information • Information guide • Finance & Funding Brochure (this can be downloaded from the website.)
Laundry	Included in the service package – bed linen and personal laundry daily if required. Name tag services is available from £10.00	<ul style="list-style-type: none"> • Brochure information • Information guide
Housekeeping	Included in the service package – Bins emptied daily, once or twice a week one hour clean, according to service package. Quarterly deep clean and carpets cleaned twice a year (where required).	<ul style="list-style-type: none"> • Brochure information • Information guide
Apartment Maintenance	Included in the service package. All electrical items are PAT tested on moving in. Provide assistance with putting up pictures etc. General maintenance as required.	<ul style="list-style-type: none"> • Brochure information • Information guide
Emergency call system	24 hour emergency call system included in the service package. Neck pendants are provided in each apartment.	<ul style="list-style-type: none"> • Brochure information • Information guide
Transport	Transport to medical and dental appointments, shopping and weekly outings included in service package as agreed	<ul style="list-style-type: none"> • Brochure information • Information guide
Personal care	Charged at £28 per hour based on assessment. Needs are reassessed on a monthly basis.	<ul style="list-style-type: none"> • Service price list
Assistance by Staff	There is always a minimum of two staff on duty in Middleton Grove.	<ul style="list-style-type: none"> • Information Guide
Dining	Breakfast can either be taken in your apartment or in The Orangery. Lunch is served in The Restaurant or The Orangery. Evening meal is served in The Orangery. A glass of sherry and a glass of wine or juice accompanies both lunch and evening meal.	<ul style="list-style-type: none"> • Brochure information • Information guide
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 Grove 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"> • Brochure information • Information guide
Trips	A weekly trip to a place of interest takes place plus a Saturday morning supermarket trip.	<ul style="list-style-type: none"> • Information guide
Social Activities	There is a varied weekly calendar of events and activities publicised in advance.	<ul style="list-style-type: none"> • Living well brochure • Information Guide

MIDDLETON GROVE - COSTS AND SERVICES PROVIDED BY MIDDLETON HALL

		Further information
Utility Bills	Electricity, gas and water included.	
Telephone/Wi-Fi Computer	A telephone is available for each apartment and broadband access on Wi-Fi throughout Middleton Hall. A computer is available in the Library for the use of all residents	
Security	24 Hour CCTV and keypad main entrances	
TV	All apartments 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 services	Therapy Suite offering hairdressing, therapies and chiropody services, personalised exercise and nutritional plans, assisted moving scheme and newspaper delivery all carry an extra charge. Price lists are available for all these services.	<ul style="list-style-type: none"> • Service price list

INSURANCE

		Further information
Buildings insurance	Middleton Hall Ltd is required to insure the buildings and structure, including Public Liability Insurance, Employers' Liability Insurance and other usual insurance cover.	<ul style="list-style-type: none"> • Insurance policy and policy schedule
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 have items of high value in their apartments. Mobility scooter owners are required to have their own liability insurance	<ul style="list-style-type: none"> • Brochure information • Information guide

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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Information guide
Smoking Policy	We operate a no smoking policy at Middleton Hall. Smoking is allowed only in designated areas outside of the main building.	<ul style="list-style-type: none"> • Information guide

OTHER KEY CONTRACT TERMS

		Further information
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.	<ul style="list-style-type: none"> Information guide
Short Breaks	Short breaks of three days to a month are offered on a full board package, subject to assessment. Charged at £114 per night. (New residents are encouraged to stay for a short break prior to moving in, in the event of becoming a permanent resident within 8 weeks, one week's stay will be deducted from the fees.)	
Fee Increases	All fee packages 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.)	<ul style="list-style-type: none"> Contract
Change to care needs	If, in the opinion of the Company, the Resident's care needs change, the Company reserves the right to move the resident to another room or department and increase or decrease the fees as necessary.	<ul style="list-style-type: none"> Contract

MOVING OUT OF THE APARTMENT

		Further information
Notice period	There is a 30 days' notice period for moving out of the apartment. Liability for this charge remains if you move before the 30 days period has ended.	<ul style="list-style-type: none"> Contract
Refurbishment Costs	Refurbishment of a vacated apartment is the responsibility of Middleton Hall. Any unauthorised changes to the apartment would be chargeable.	
In the event of death	The Service and Care Fee will cease on the day of death. Property Rental will continue to be payable until the Apartment has been emptied and keys returned.	

Middleton Hall Retirement Village, Middleton St George, Darlington, Co Durham DL2 1HA
Tel: 01325 332207 Web: www.middletonhallretirementvillage.co.uk

Middleton Hall Ltd Registered in England & Wales No. 65737
Registered Office: Middleton Hall Retirement Village, Middleton St George, Darlington, Co Durham, DL2 1HA

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