



KEY FACTS SHEET

ACCOMMODATION DETAILS

		Further Information
Retirement Community & Operator	Middleton Hall Retirement Village operated by Middleton Hall Ltd	
Accommodation Address	Middleton Court, Middleton Hall Retirement Village, Middleton St George, Darlington, Co Durham, DL2 1HA.	
Middleton Gardens	Middleton Court offers Nursing, High Dependency and Palliative care in 24 nursing care rooms on two floors. The first floor is serviced by a main lift with an additional 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	Care package included based on continual assessment. Registered with the CQC.	

COST OF MOVING INTO THE ACCOMMODATION

		Further information
Removal Costs	To be organised by resident/resident family. 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.	

FURNISHING YOUR ROOM

		Further information
Furnishings	<p>Each room is fitted with an en-suite shower room. Furniture provided includes an adjustable profile bed, wardrobe, a chest of draws, 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. Pictures are permitted on the walls.</p> <p>All soft furnishings must conform to fire, health and safety regulations.</p> <p>Linen and towels can be provided if required.</p>	<ul style="list-style-type: none">• Brochure information• Individual sales particulars• Information guide

MIDDLETON COURT - COSTS AND SERVICES PROVIDED BY MIDDLETON HALL

		Further information
Room Charge	Standard rooms included in the care package. Premium rooms £35 per week paid monthly in advance by direct debit.	<ul style="list-style-type: none"> Annual letter between landlord and resident
Care Fees	<p>Level 3 – £943 per week Level 4 – £1,073 per week Level 5 – £1,203 per week Level 6 – £1,333 per week</p> <p>The Registered Nursing Care Contribution from the Care Commissioning Group is paid directly to Middleton Hall. 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 their family 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 & Funding Brochure downloadable from the website.</p>	<ul style="list-style-type: none"> Brochure information Information guide Finance & Funding Brochure (this can be downloaded from the website.)
If a client is awarded Continuing Health Care (CHC) funded by the CCG	The Continuing Healthcare Fee from the CCG is paid directly to Middleton Hall. A hotel service fee to cover the non-healthcare services provided for residents and their families attracts a top up payment of £454 per week.	<ul style="list-style-type: none"> Information Guide
Care Co-owners	A Nurse is on duty 24 hours a day. A minimum of six staff members on duty from 7am to 3pm and five from 3pm to 9pm. A nurse and the night staff on call during the night. Bed made/changed daily, clean towels provided daily.	<ul style="list-style-type: none"> Information Guide
Laundry	Included in the care fees – bed linen and personal laundry daily as required. Name tag service is available from £10.00	<ul style="list-style-type: none"> Brochure information Information guide
Housekeeping	Included in the care fees, bins emptied, room and en-suite cleaned daily. Monthly deep clean.	<ul style="list-style-type: none"> Brochure information Information guide
Room Maintenance	General maintenance is included in the fees. All electrical items, older than one year are PAT tested on moving in as necessary.	<ul style="list-style-type: none"> Brochure information Information guide
Emergency call system	24 hour emergency call system included in the care fees. Neck pendants are provided in each room.	<ul style="list-style-type: none"> Brochure information Information guide
Transport	Transport to medical and dental appointments and weekly outings included in the care fees.	<ul style="list-style-type: none"> Brochure information Information guide
Dining	All meals can be taken in the communal room or own room, the cost of delivery is built into the care fees. A glass of sherry and a glass of wine or juice accompanies both lunch and evening meal.	<ul style="list-style-type: none"> 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 Court 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

MIDDLETON COURT - COSTS AND SERVICES PROVIDED BY MIDDLETON HALL

		Further information
Trips	A trip to a place of interest takes place each week.	<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
Utility Bills	Electricity, gas and water included.	
Telephone/Wi-Fi Computer	A telephone is available for each room 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 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 services	Therapy Suite offering hairdressing, therapies and chiropody services, personalised exercise and nutritional plans 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 rooms. 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
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

OTHER KEY CONTRACT TERMS

		Further information
Short Breaks	Short breaks are not normally available in Middleton Court. Where a short stay can be offered in a vacant permanent room charges are similar to permanent residents' fees, following an assessment.	
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 MIDDLETON COURT

		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.	<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	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
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Middleton Hall Ltd Registered in England & Wales No. 65737
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