

PERSON-CENTRED HIGHER DEPENDENCY RESIDENTIAL  
CARE IS PROVIDED BY FRIENDLY, PROFESSIONAL STAFF.”

Middleton Court is a purpose-built residential service for those requiring high levels of individual care. With a high ratio of staff to residents we offer twenty superior rooms, with an overhead tracking hoist to assist those with more complex mobility issues and a spacious bathroom in each. They have been designed with residents’ dignity and comfort in mind.

All rooms look onto a courtyard, attractive gardens or woodlands.  
Communal indoor areas feature an attractive, light lounge and dining room.

Our co-owners pride themselves on the level of person-centred specialist support they provide for residents as well as support for families.



“Everyone involved in my father’s care has done their utmost to ensure that he is comfortable and content. His personal care is tailored to take into account his medical conditions as the staff have listened carefully to his wishes from the very start. The icing on the cake is that his health has improved week by week.”

“Offering the highest level of higher dependency residential care Middleton Hall prides itself on being an innovative leader in accommodation and services for older people.”

It is important that all our residents are supported in living the most fulfilled life they can. Through our ‘Living Well’ ethos and extensive recreational facilities, we attend to a person’s social, intellectual and emotional needs as much as their medical ones.



There are a wide range of stimulating activities based on interests and ability. Most activities are conducted on a small group or individual basis.

Middleton Hall provides different types of our own transport, which can accommodate wheelchairs that can be used for outings to theatres, shops, local events, trips to the coast, nature reserves, picnics or whatever residents prefer. In addition, we provide a local transport service in Middleton Hall’s car.

The Living Well team run regular exercise classes and individual appointments as well as supervised and assisted sessions in the swimming pool, spa pool and gym.

Please contact Caroline Soullier on 01325 332207 if you are interested in knowing more about the services we will offer and to view the facilities.



## 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 Court	Middleton Court offers, High Dependency care in 20 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	Each room is fitted with an en-suite shower room and ceiling track hoist. 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. 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. All soft furnishings must conform to fire, health and safety regulations. Linen and towels can be provided if required.	<ul style="list-style-type: none"><li>• Brochure information</li><li>• Individual sales particulars</li><li>• Information guide</li></ul>

## MIDDLETON COURT - COSTS AND SERVICES PROVIDED BY MIDDLETON HALL

		Further information
Room Charge	Standard rooms included in the care package. Premium rooms £46 per week paid monthly in advance by direct debit.	<ul style="list-style-type: none"> <li>• Annual letter between landlord and resident</li> </ul>
Care Fees	<p>Level 4 – £1,416 per week                      Level 5 – £1,588 per week  Level 6 – £1,760 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 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 Funding Care Brochure downloadable from the website.</p>	<ul style="list-style-type: none"> <li>• Brochure information</li> <li>• Information guide</li> <li>• Funding Care Brochure (this can be downloaded from the website.)</li> </ul>
Care Co-owners	<p>A minimum of six staff members on duty from 7am to 3pm and five from 3pm to 9pm. Night staff are available throughout the night.</p> <p>We provide a higher staff ratio than in other residential care services and this is monitored to ensure we have sufficient staff based on resident's dependency levels, as well as occupancy numbers.</p> <p>Bed made/changed daily, clean towels provided daily.</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 as required.</p> <p>A name tag service is available on request.</p>	<ul style="list-style-type: none"> <li>• Brochure information</li> <li>• Information guide</li> </ul>
Housekeeping	Included in the care fees, bins emptied, room and en-suite cleaned daily. Monthly deep clean.	<ul style="list-style-type: none"> <li>• Brochure information</li> <li>• Information guide</li> </ul>
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"> <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	Transport to medical and dental appointments and weekly outings included in the care fees.	<ul style="list-style-type: none"> <li>• Brochure information</li> <li>• Information guide</li> </ul>
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 is offered as appropriate for both lunch and evening meal.	<ul style="list-style-type: none"> <li>• Information guide</li> </ul>
Communal Facilities	Middleton Spa including Pool, Gym and Studio, Library, The Orangery, Restaurant, Gardens with Bird Hide and Woodland Walk, Table Tennis, 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). The cost for relatives to use the Spa and Gym facilities independently is available on request, 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>



## 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"> <li>Information guide</li> </ul>
Social Activities	There is a varied weekly calendar of events and activities publicised in advance.	<ul style="list-style-type: none"> <li>Living well brochure</li> <li>Information Guide</li> </ul>
Utility Bills	Electricity, gas and water included.	
Telephone/Wi-Fi	A telephone is available for each room and broadband access on Wi-Fi throughout Middleton Hall.	
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 in individual 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"> <li>Service price list</li> </ul>

## 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"> <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 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"> <li>Brochure information</li> <li>Information guide</li> </ul>

## OTHER KEY CONTRACT TERMS

		Further information
Visitors	Please contact reception for current visiting restrictions. Normally visitors are permitted anytime. An overnight guest can be accommodated in our short stay room when available for a bed and breakfast. Prices available on request.	<ul style="list-style-type: none"> <li>Information guide</li> </ul>
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"> <li>Information guide</li> </ul>
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"> <li>Information guide</li> </ul>
Pets Policy	Middleton Hall welcomes visiting well behaved pets - dogs must be on a lead etc.	<ul style="list-style-type: none"> <li>Information guide</li> </ul>

## OTHER KEY CONTRACT TERMS

		Further information
Short Breaks	Short breaks are subject to availability 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"> <li>Contract</li> </ul>
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. This will be in full consultation with the resident and any significant others involved in their care.	<ul style="list-style-type: none"> <li>Contract</li> </ul>

## 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"> <li>Contract</li> </ul>
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  
Tel: 01325 332207 Web: [www.middletonhallretirementvillage.co.uk](http://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

VAT Registration Number 915 8281 11