



Portcullis House

Your care home fees explained

Weekly care home fees at Portcullis House start from £1,280 per week. These fees combine your room cost with your individually-assessed care needs cost.

How are my care need costs determined?

Pre-assessments are completed for all new residents by a member of our Senior Care Team. This is so that we can accurately determine your individual care needs and make sure we can safely support you within our care home.

This assessment is used to determine the care element of your weekly fees, which is dependent upon your individual requirements.

Care and accommodation costs are reviewed on an annual basis, and are subject to an increase in April each year. We will provide you with 4 weeks written notice of any fee changes.

What happens if my care needs change?

Your support team monitor your progress and wellbeing daily. If a significant change in your care needs is identified, a member of our Senior Care Team will re-assess you to ensure you are receiving the right level of support.

We will consult with you and/or your representative about any subsequent changes to your tailored care plan, and any resulting fee increases or decreases.

Re-assessments will occur whenever required to meet your changing needs, and any fee changes are separate to the annual fee review.

Room cost + **Individually assessed care needs** = **Your weekly fee**

Room fees include everything you need to live comfortably and feel at home in your fully-furnished accommodation. You are welcome to bring your own belongings to personalise your space if you wish.

What do my accommodation fees include?

- Fully-furnished accommodation
- Food and drink tailored to your dietary requirements
- Full use of all communal areas, including lounges, dining rooms and gardens
- Full use of the on-site recreational facilities
- Comprehensive activities programme arranged by our in-house team
- All utilities including central heating, electricity, lighting and hot water
- Bed linen and towels
- Laundry services, including ironing
- Team on site 24/7 to support as needed
- Grounds and buildings maintenance
- Daily and weekly cleaning services, alongside regular deep cleaning as and when required
- Insurance of the building and supplied furniture
- Internet access
- Concessionary TV License scheme (if applicable)

Accommodation fees do not include

- Hairdressing (available in all homes)
- Toiletries (purchasable from the in-house shop)
- Clothing
- Newspapers/Magazines
- Dry cleaning
- Care and maintenance of pets
- Insurance for personal items
- Private transport to access services and attend appointments (e.g. hospital, dentist, optician)
- Private telephone lines
- A member of your care team may be able to accompany you to appointments dependent on capacity and at a cost set by the home.

Am I eligible for financial support?

Your Local Authority (LA) can assess your financial status and advise if you are entitled to financial support to cover some or all of your care home costs. Please note that LA funding may need to be supplemented (either by yourself or a third party, as appropriate) to meet your full accommodation and care costs.

If you have been diagnosed with certain long-term complex health needs, you may qualify for NHS funding towards your care costs via the Continuing Healthcare (CHC) scheme. Your GP or other medical professional will be able to advise if you may be eligible. Our nursing homes are able to accept CHC funded clients.

The NHS pay a contribution to care homes that provide nursing care, called Funded Nursing Care (FNC). If applicable, the FNC contribution can cover part of your weekly care home fees. If FNC arrangements are not in place at the time of your admission, you will be charged the full weekly fee until this is in place. Once the backdated FNC has been received, the equivalent refund will be credited to your account.

Still have questions?

For further information and frequently asked questions about residential and nursing care funding, please visit www.somersetcare.co.uk/advice or call **0800 8174 990**.