KYN

HURLINGHAM

KEY FACTS

At KYN we recognise that moving to a care home is a significant decision and we endeavour to make this process as simple as possible for all involved.

We will assist you in making the right choice by ensuring the terms upon which we provide care and accommodation are clear and transparent.

This '**Key Information Fact Sheet**' (Key Facts) provides you with important information about our service to assist you in determining whether the KYN home you are considering is an appropriate choice for you.

If you consider that you or a family member may want to move into the home, we will also provide you with our **Terms and Conditions** before you make your decision. You may request a copy of our Terms and Conditions at any stage.

Our Care

AT KYN WE PRIORITISE THE PERSON

We believe truly personalised, exceptional care can only take place once deep consideration has been given to your individual identity. We embrace the person you once were and the person you are today.

Once you have decided to move to a KYN home, we undertake an in-depth assessment to allow us to learn as much as possible about the life you have lived, your interests, outlook and clinical conditions. Only then can we begin to build a bespoke plan tailored to your specific needs.

The care we provide is suitable for a range of needs. Each resident will be assessed on an individual basis and will be provided with an individual care plan that is monitored and reviewed regularly.

The types of care we offer are Residential, Nursing, Dementia, Respite, Post Surgery, and Palliative.

Our Staffing

Our household system's focused attention and knowledge of each resident's character and medical profile enables KYN to deliver the highest standards of care. Upon a detailed assessment, we create a bespoke care plan and assign each resident a dedicated nurse, senior carer, and support team to care for them.

In addition, each home has a dedicated hospitality team to deliver the highest standards of service to all our residents and their guests. With a team focused solely on delivering hospitality, our carers can focus on spending quality time with our residents.

At KYN we prioritise the building of relationships and, from strong relationships, excellent care flows.

Our homes are staffed with exceptional levels of qualified, skilled, and experienced team members with staffing levels reviewed regularly to ensure the care needs of our residents are met.

Our Bedrooms

All bedrooms and suites are supplied with bespoke furniture, custom artwork, en-suite facilities, interactive television, and internet access as a standard. They are designed for single occupancy; however shared rooms can also be accommodated within certain room types. Telephones can be installed if required.

We encourage residents to bring any personal effects to tailor their room to their individual tastes, and our Home Manager is available to assist you with facilitating this and any other additional requirements.

What does my Residential Fee include?

The weekly residential fee covers an extensive provision of facilities, services and food and beverage offerings.

SERVICES

- Individualised care plan following a detailed assessment
- 24-hour nurse call response system within each room
- Night-time monitoring system for added safety throughout the night
- All utilities, including private in-room high-speed internet access
- Daily housekeeping and routine maintenance
- Laundry and ironing undertaken on the premises
- Wide range of on-site activities in our life enrichment and wellbeing programme
- Weekly physiotherapy appointment
- Weekly spa treatment from the inclusive menus in KYTH Spa
- Weekly hairdressing or barber treatment in KYTH Spa
- Monthly podiatry appointment
- Annual eye examination
- Concierge service (excluding any costs associated with the concierge cost)
- Personal Bamford toiletries
- Private Chauffeur Services by appointment and subject to availability

FACILITIES

- KYTH Spa which consists of a therapy room, nail bar and separate hairdresser
- Landscaped gardens and terraces
- State of the art home cinema
- Library with thoughtfully stocked and continually refreshed bookshelves
- Social spaces such as The Great Room with a serviced bar, and a number of additional sitting rooms and dining areas

Food and Beverage

We include all food and drink items, including alcohol, within the weekly residential fee, with the exception of specially requested items or premium alcoholic beverages.

Our lunch and dinner menus change daily and provide residents with at least three choices per course. Snacks, such as cakes, pastries and fresh fruit are available throughout the day, and residents have a 24-hour room service menu with a range of hot and cold options.

We offer residents as much choice and independence as possible, and our flexible approach means residents can choose to dine during meal periods or at any time from our 24-hour menu. In addition, residents can decide where they dine, choosing from our communal spaces, the privacy of their own room, or the garden and terraces.

Friends and family are encouraged to enjoy the home with their loved ones. Whether that's catching up over a complimentary hot drink and a slice of cake or enjoying a three-course meal*.

* Hot beverages, soft drinks and snacks are offered complimentary to visitors. When guests join for lunch or dinner this is added to the weekly fee or can be paid for by the guests.

Additional Services Not Included in Our Residential Fees

The items and services detailed below are not included in the residential weekly fees but can be provided at an additional cost. Our Additional Charges Menu is available upon request. Should you have any further requirements, we would be delighted to support you.

- Excursions or activities outside of the home or arranged at the request of the resident
- Any additional fees from utilising the concierge service
- Optician, Dental and Audiology appointments and any subsequent or associated fees
- Spa therapies or hairdressing from the non-inclusive menus
- Other privately arranged health care
- If NHS staff, your representatives or relatives are unable to provide you with an escort to hospital appointments, with the exception of emergency situations, we will apply a charge for a member of our team to accompany you
- Meals and alcoholic beverages for family members
- Personal purchases such as stationery, confectionery, clothing, shoes and slippers
- Dry cleaning

Our Fees and Charges

Self-funding residents will be charged a weekly fee. Details of these fees are outlined in our Terms and Conditions. These fees are intended to provide a guidance only. All prices are subject to an individual care needs assessment and the type of room and services chosen.

If you or a family member choose to move into a KYN care home, we will enter into a legal agreement under which both parties will have rights and obligations. Please refer to our Terms and Conditions for more details.

FUNDING ARRANGEMENTS

Self-funding residents will be asked to complete a financial assessment to show how long they will be able to fund their own care for.

NHS Funded Nursing Care Contributions (FNC):
FNC payments are a contribution paid by the NHS to residents who require nursing care following an eligibility assessment. The payments are made as a contribution to the nursing care provided by registered nurses employed by KYN.

The weekly fees we charge for nursing care are inclusive of FNC contributions. If you receive FNC payments the amount you receive will be deducted from the Total Fee and you will be charged the balance. You will remain liable for the Total Fee if FNC payments are withdrawn/stopped.

Next of kin or representatives liability under the contract:
If a resident lacks the mental capacity to enter a contract and they do not have a Power of Attorney, a family member or representative may enter the contract agreeing for us to provide care to the resident. In these circumstances the family member/representative will be required to enter into an agreement whereby they are responsible for the ongoing payment of fees.

GUARANTOR

We may require a guarantor to enter into a Guarantor Agreement with us. The Guarantor will be responsible for paying the fees in the event of default by the resident. The Guarantor will remain liable to pay the fees until the contract is terminated.

If you receive Changes to Funding Arrangements:
If there is a change in your eligibility for public funding:

1. In the case of local authority funding eligibility, we may require an additional payment to meet the shortfall between our fees and the funding you are entitled to. In such cases, you or a family member may have to pay an additional fee to meet the difference. If you or a family member are unable or unwilling to pay this additional fee, we may have to terminate your placement.
2. In the case of NHS continuing health care funding eligibility as we are not entitled to charge for the shortfall between the rates paid by the NHS and our fees, you will have a choice: to either stay in our home and continue to meet our fees in full or move to a different care home that is able to accept the NHS rates.

FEE INCREASES

We review our fees annually on 1st January. We increase our fees by CPI + 3.5% per annum.

Where a resident is admitted between the 1st of October and the 31st of December, the weekly fee will not be increased in the following January.

In addition to the annual fee increase, we will carry out a review of our fees. Should there be a change in any legal requirements to which KYN is subject, and which lead to an immediate increase in its costs, or if there is an increase in our costs as a consequence of a pandemic, or a resident's needs materially change it may be necessary to increase our fees.

We will provide you with notice before increasing your fee. If it is not accepted, we will give you the option to terminate our agreement without penalty.

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OUR FEES

The weekly fees outlined in this document cover an extensive provision of facilities, services and food and beverage offerings.

The tiers for care provision in this document are to provide an indication of our fees. Only upon a detailed assessment prior to admission will we be able to confirm the applicable care fees. We can advise before the assessment which tier is most likely to apply to the level of care needed.

We recommend reviewing the Key Facts document alongside the fees, as it outlines what is included in more detail.

Residential Fees

	from
Permanent	£3,300
Respite	£ 3,630

KYN Hurlingham has four categories of Rooms and Suites which differ in size and location, and are priced accordingly.

Care Fees

Tier 1	£450
Tier 2	£800
Tier 3	£1,150
Tier 4	£1,400

Rehab package available on request.

Visit our website at kyn.co.uk,
call +44 (0) 20 8167 3500
or email kynhurlingham@kyn.co.uk

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