



## **Beautiful Surroundings**

Alfriston Court is a well-known local landmark in the unspoilt village of Alfriston, renowned for its beautiful location in the Cuckmere Valley, its unspoilt medieval high street, and its exceptional hotels, winery, shops and historic landmarks. Our location and view is perhaps the best in the village: looking out over our extensive peaceful gardens and across the river and the South Downs National Park but within an easy walk of the centre.

## **Kind, Dignified and Professional Care**

We will take exceptional care of you. We choose and train our staff carefully and ensure they are equipped with all they need to provide responsive, dignified and friendly care. There are Registered Nurses on duty 24 hours a day, together with an extensive team of carers, housekeepers, chefs, facilities and reception staff. Together with our residents and visitors we form a tight community.

## **The Comforts of Home**

The bedrooms of Alfriston are individually decorated in a country theme and blend the comforts of home with the needs of our residents. For example, all have a specialist profiling nursing bed and mattress, television, a private phone line and wifi. All rooms have en suite facilities, and many have outstanding views over our 4 acres of beautiful gardens and the South Downs beyond. We encourage residents to bring in their own personal effects and small pieces of furniture if they wish, to add to the feeling of 'home'.

The living room provides the usual comforts including television, books, games and crafts and a much-loved piano. Our dining area is well appointed with peaceful long views. We are also proud of an exceptionally lovely quieter drawing room with comfortable chairs, and the opportunity to relax in private with friends and family. Residents have the choice of where to spend their time for example, in our living rooms, reading the papers, relaxing in the sun in our beautiful garden in warm weather or, in their rooms if they prefer.



## **Engaging and Enjoyable Activities**

Our warm and friendly atmosphere is enhanced with many regular activities led by our dedicated team including art, crafts, games, gentle exercise classes, musical entertainment, reminiscence and shows. Please see the notice board in the reception area for a weekly list of activities.

## **Delicious Fresh Food (and good parties!)**

Our homely, tasty and nutritious meals are prepared using fresh, local ingredients. The menu is varied and changes with the seasons and is adapted to the residents' requirements and tastes. Everyday there is a different homemade cake to enjoy with tea at around 3pm.

Alfriston Court has earned itself a reputation for its parties to which friends and family are invited. We typically hold a Summer Garden Grill with live music and at Christmas a festive "Punch and Carols". Other events include fireworks parties and birthday celebrations.

## **KEY INFORMATION (we are required by law to share with you)**

Choosing the right nursing home for a loved one is extremely important. We hope this information will help you make an informed choice.

### **Care Needs**

We accept residents aged over 65 for residential care with nursing either permanently or for a period of respite care. We are adept at caring for residents living with a variety of medical and physical conditions as well as those requiring palliative care. Unfortunately, we are not set-up to accept residents living with very advanced dementia or mental health needs that require specialist care.

### **Accommodation on Offer**

We are a boutique home with only 26 bedrooms which are typically very spacious. All have their own ensuite facilities and large windows with views of our gardens and, in many cases, the National Park beyond. Our rooms are situated over three floors with a lift. The main living rooms overlook the beautiful gardens so even those without a direct Downs view from their



bedroom can enjoy it. We will confirm availability of rooms with you when you contact us.

## **Facilities and Services**

We offer a wide range of facilities and services. Services that are included in your fees include:

- All nursing and personal care
- Freshly prepared meals, snacks and drinks
- Activities programme including all materials to participate
- All accommodation costs including utilities, council tax, TV licence, telephone
- Use of our beautiful garden and grounds (invite your families!)
- Housekeeping and in-house laundry services
- Basic toiletries
- Parties to invite friends and relatives to

Services that are charged separately include:

- hairdressing services
- newspapers
- chiropody
- physiotherapy
- taxi services and other transportation
- costs associated with the accompaniment to offsite appointments
- incontinence products

The costs for these services will vary depending on your requirements, will be charged at cost and itemised on your monthly bill. No administration charge is made. Please see our Additional Services sheet for approximate costings.

## **NHS Services**

Where a resident would normally pay for NHS services, these charges will continue. We are able to assist in facilitating this, but any charges paid on your behalf will be recharged in the normal way.



Where you would receive services free – such as chiropody for diabetics – this can be arranged for you but if you choose to use the services of our private therapists, this will be recharged.

## **Staffing Arrangements**

Our staffing levels are reviewed regularly by our Registered Manager and are dependent on the needs of our residents.

Without exception, there is always at least one Registered Nurse on duty, and a team of experienced carers for the day and night shifts support them. Additional carers are brought in to support outings and provide an escort for medical appointments outside the home. Our team of carers is led by our Team Leaders who have a wealth of experience.

We also have a nurse-call alarm system in place that means our residents can let our team know that they need attention. This is linked to pagers carried by each carer on duty.

In addition to our care staff, we have dedicated housekeeping and catering teams. Housekeeping ensures the home is kept very clean and provides our in-house laundry service. Our catering team prepares fresh, nutritious meals and snacks throughout the day with a seasonal menu. There is also a team of support staff to make sure the home is running well.

We have an activities team in the home 7 days a week along with other regular activities each provided by external performers. The current week's activities can be found on our Resident's Notice Board.

## **Fees**

Our fees are based on your accommodation as we pride ourselves on providing excellent care to each resident without charging different levels.

The fees are dependent on which room you select because each room is unique and has its' own features - e.g., size and aspect - but the current weekly fee based on the type of room is charged at between £1450 and £1850.



Our fees are the same for permanent and respite residents, however for respite care, we charge a minimum of 1 week's fees for each stay. After 1 week, you would be charged for the actual length of stay. Residency for any part of a day counts as a full day.

At the end of your stay, deductions will be made for any damage to your room, such as nail holes or damaged paint. Please see our Additional Services rate sheet for the costs. Please speak to the Manager before making any changes.

## **Financial Matters**

We understand that this can be a difficult and sensitive time for residents and their families. To make the financial aspect easier to navigate we recommend taking some independent advice.

We strongly suggest talking to an Independent Financial Advisor with experience in Care Fees Planning. While we cannot recommend one, the following specialist advisors have been helpful to our residents in the past:

- Tom Scott, Care Advice Service: 07941 115 337  
<https://www.careadvice.service.co.uk>
- Nick Truss, Providence Care: 07889 435 253  
<https://www.providencecare.co.uk>

We also recommend speaking to the Department of Work and Pensions to see if you would qualify for Attendance Allowance or any other available support.

We usually ask you to provide details of your funding plans for two years which is our average residency. It is important we know who is handling or assisting with the management of your financial affairs to ensure we are dealing with the correct person.

All fees are payable in advance, and we invoice monthly. Respite residents are required to pay in full for any stay under 1 month prior to admission. For a stay over 1 month, you will be invoiced in advance for the second and subsequent months at the end of the previous month.



For permanent residents, we collect payment for invoices by direct debit 7 days after the issue of the invoices. A mandate will be provided by email for your completion. All payments are covered by the Direct Debit Guarantee.

## **Annual Fee Review**

We review our fees once a year in April. We will give you 28 days' notice of any fee increase which will take effect on the date given. To calculate our fee increase, we use the Consumer Price Index with Housing (CPIH). This is calculated by the Office of National Statistics and is a guide to how prices have increased over the previous year. However, as this index is not specific to the care industry and its' associated costs, we will use this as a base and if necessary, add up to 6% increase over the CPIH to allow us to cover the additional costs we face as a nursing-led healthcare organisation. If, in exceptional circumstances, fees needed to rise outside of this which we would notify you of as soon as we became aware of the impact.

## **Funded Nursing Care**

Many of our residents qualify for Funded Nursing Care (FNC) payments. This is a payment made from the NHS that is designed to contribute towards the increased cost of nursing residents where a higher level of nursing dependence is required. The FNC is a discretionary payment made directly to the Home which we retain to cover those additional costs. This is not payable if you are in receipt of Continuing Healthcare (CHC) support.

## **Incontinence Products**

To avoid confusion, Incontinence Products are not part of FNC and will be charged separately in addition to the weekly fee less the weekly government contribution.

## **IMPORTANT ADDITIONAL INFORMATION (we think you should know)**

In addition to our key information, there is some further information that, whilst it is contained within our contract, we would like to draw your attention to.



## **Trial Period for Permanent Residents**

Moving to a Nursing Home can be unsettling and it is important that the chosen home is the right one for the resident. To facilitate this, we consider the first 4 weeks of your residency with us as a trial period during which either party may terminate the contract on at least one week's notice.

This period allows us to ensure we can provide the right level of care for you. Sometimes, although rare, a resident may have additional needs that were not highlighted during the initial assessment. It also allows you to ensure that you are happy with the care being given and that the resident settles in with us. During the trial period, communication is key so that any potential concerns can be dealt with. We would ask that any concerns are raised and if we have any concerns, these would be raised immediately with the resident and/or family.

If either party decided that Alfriston Court isn't the right fit, we would ask for and give 1 weeks' notice. Fees would remain payable until the resident leaves.

We do not offer a trial period for respite or convalescence residents.

## **Change in Funding Status**

We appreciate that circumstances can change and sometimes the funding for fees may change.

If this situation occurs, we urge you to speak to our manager as soon as possible who may refer you to one of our directors. They will be able to talk through your individual circumstances and signpost you to various options although we are not able to recommend any course of action. For example, we have experience in dealing with local authority assistance with property disregard, deferred payments, and private top-up payments for existing residents.

We occasionally accept new residents with local authority funding, and we will work with existing residents to obtain the necessary funding if possible. However, any local authority funding would need to be topped-up by a third party to meet our standard fees. This top-up would be agreed and payable to the local authority. A residential charge will be assessed by the local authority which would be payable directly to the home. This is based on an assessment



of the pension income of the resident. Social Services will conduct this assessment.

If you are in a position where funds are running low and there is no option to top-up the local authority allowance to the level of the room fee, we would, unfortunately, need to ask you to find alternative accommodation. Our standard fee would be payable for the notice period which would be one month.

If you receive Continuing Healthcare funding and you are deemed no longer eligible, the fees will then become the responsibility of the resident/advocate. Again, in this circumstance, we would be able to accept local authority funding with private top-up to meet the full fees.

### **Any unpaid fees**

After a grace period, any unpaid fees will be passed to an independent debt collection service. This applies equally to any fees left unpaid after a Resident passes.

### **Complaints Handling Process**

We welcome any questions or concerns from a resident, or their family and we ask you to tell us if there is any aspect of the service provided that they are not happy with. All of our staff are trained to listen to residents and report any issues to senior staff who will do their best to resolve the situation and respond to you.

If you don't feel you receive an adequate response, or the issue is still outstanding, please speak to one of the Management Team as soon as possible. They will then carry out a formal investigation and try to bring the matter to a satisfactory conclusion within 7 days. If you feel that the Management Team has not satisfactorily resolved the issue, you may feel that you need to escalate the issue to our registering body. Their details are:

Care Quality Commission, Southeast Area  
Citygate  
Gallowgate  
Newcastle Upon Tyne, NE1 4PA  
Tel: 03000616161  
Email: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)





## **Ending Your Contract**

Whilst we hope that you will be very happy with Alfriston Court, there may be circumstances where you decide to leave. We require for a 4-week notice period to be given in writing if you wish to terminate the residency at Alfriston Court.

There are some situations where we would need to give notice to end the contract after the trial period. Again, there would be a 4-week notice period. Notice would be given in the following circumstances:

- We are no longer able to provide appropriate care for the resident as their needs have changed
- A doctor advises different care for the resident that we are not able to provide
- The resident and/or family are in breach of a material condition of the Contract

This list is not exhaustive, but contains examples only.

If a resident displays unsuitable or disruptive behaviour or their presence in the home causes a risk to the health and welfare of themselves or other residents, it would be necessary for the Home to act more quickly. If this situation were to happen, we may need to ask you to remove the resident immediately for the safety of themselves and other residents. This is in line with our duty of care to all our residents and staff.

If fees remain unpaid 2 weeks after the invoice due date, and we are not aware of any issues, we may have to terminate the contract. In this circumstance, we will give you 7 days' notice to make alternative arrangements.

## **Inspecting Authorities**

Alfriston Court Nursing Home is regulated by the Care Quality Commission. This is the organisation tasked with monitoring and inspecting all healthcare providers including hospitals, doctors and care homes. We are inspected by them every two years and we are issued with a rating. Our current rating is GOOD.



Our kitchen is also inspected by the local Public Health Department. A rating is issued which indicates our hygiene, preparation, and cooking practices. Our current rating is 5 which is the highest available rating.

## **In the Event of Resident's Death**

In the event of a resident passing away, full fees will be charged for a minimum of 3 days following the date of death to a maximum of 10 days to allow for the room to be cleared. Should the room not be cleared at the end of the 10 days, we reserve the right to clear the room and dispose of all items as we feel appropriate, unless we have agreed an alternative with the family.

## **Registration and Contact**

Alfriston Care Ltd is registered with the Care Quality Commission and is owned by Country Living Care Group. Dr William Andrews and Mrs Deborah Andrews are the Directors of both companies. Anita Message is the Manager for Alfriston Court.

If you have any queries regarding vacancies, the care of a resident or would like more information regarding our services, please contact Anita Message. Any queries regarding contracts, finances or general queries should be directed to the administration office.

They can be contacted by telephone on 01323 874140 or by email as follows: [manager@alfriston-court.com](mailto:manager@alfriston-court.com)  
[reception@alfriston-court.com](mailto:reception@alfriston-court.com)

## **Legal Information**

We have a legal obligation under the Consumer Rights Act 2015 to ensure that all information we provide is factual and up to date. However, due to the nature of our business, things can change. All information is correct, at the time of issue but we will ensure that we make you aware of any changes prior to arranging an assessment or admission.

You also have rights under the Act as the purchaser of services. One key point that we must highlight to you is the Right of Cancellation where a contract is signed away from the Home. Any cancellation must be received by the Home



within 14 days of the date of signature. This is not applicable if the contract is signed at the Home.

If you wish the residency to start prior to the end of the 14-day period, we are very happy to do this. We would ask you to sign a document which states that you have requested the service to commence and that you agree to pay for services received to date in the event of cancellation. Signing this document does not change your right to cancel, it just allows us to commence the service.

Our permanent contract for services is either attached to this document for your information or from the Home.

## **Further Information**

### **Admission**

Everyone is unique with different needs and preferences. Our Manager or Deputy Manager will undertake an assessment of your relative prior to moving into Alfriston Court to ensure we can meet all your requirements.

### **Building Access**

The building is accessed by visitors via the main front door. Out of hours staff will endeavour to open the door as quickly as possible, but please note these are busy care times. Please sign in at reception.

### **Contract**

Please ask for a copy of our standard contract for either permanent or respite care.

### **Dietary requirements**

If you have any special diet or nutritional needs, this will have been discussed during your assessment and this information passed on to our Chef and their team. Soon after you move in, our chef will meet with you and discuss your needs and preferences further, to ensure that we provide you with healthy, nutritious, and delicious meals that suit you.



## **Electrical items**

If you would like to bring any electrical items into the home, you are very welcome to do so. However, all items will need to be PAT tested by our maintenance team. There is a small charge for each item. Our manager will speak to you regarding this during your admission.

## **Housekeeping**

The Housekeeping Team will clean your room daily. We have a laundry tagging system and your own personal laundry basket into which your washing, ironed and folded clothes will be placed daily, before they are returned to you. Should you have any hand wash or dry-cleaning requirements, please do discuss these with the Head Housekeeper.

## **Internet & TV**

The aerial connection in your room will connect you to Freeview channels. There is WiFi access to the Internet throughout the home for those with their own computers, tablets, or phones. Please request the Wi-Fi password and network name from staff.

## **Library**

We have a small (but growing!) number of large print books available for your use. Please do ask staff to show you those currently available.

## **Local amenities**

We have a list of local amenities – restaurants, cafes, museums etc. should you wish to take a trip with a friend or relative. We also have details of local taxi companies suitable for wheelchair access.

## **Maintenance**

There is a maintenance logbook held in the Nurses' office where you can request staff enter details of issues that require attention. Our manager and maintenance staff review this daily and attend to matters according to priority - safety concerns do have to be addressed first.



## **Medical equipment**

The Manager will assess your medical needs prior to moving into Alfriston Court. All rooms come with a fully adjustable hospital bed as standard and Nurse call systems. Touch on/dim/off lamps are also available as are a variety of specialist mattresses to make you as comfortable as possible.

## **Manager's Forum**

This is your home, and we want to ensure that we always provide you with the very best service and care. We hold monthly resident/family meetings to give you the opportunity to tell us how we are doing, what we can improve upon and make any suggestions about what else you would like. Details of these forums will be displayed on the board in the Reception Area. You are warmly invited to attend. However, please feel free to make suggests at any time of course.

## **Newspapers**

If you require a newspaper or magazine, we are happy to arrange a delivery for you from our local newsagent. *Please see the Key Information for more details*

## **Opticians, dentists, physiotherapists, and hearing test appointments**

All appointments can be arranged for you as required through our local GP or privately if you would prefer. *Please see the Key Information for more details*

## **Religious support and services**

Please let us know how we can assist you in practicing your faith in any way we can. We have a strong relationship with the Parish here – both Anglican and Catholic. Please refer to our activities board for additional information and arranged services.

## **Smoking**

You are welcome to smoke in the designated outside area. If you require access, please speak to the Manager, as we need to ensure appropriate risk assessments have been completed. However, Alfriston Court has a strict no smoking policy inside the building.



## **Telephones & Video calls**

Each room has a telephone access point with a large number telephone in place. Should you require additional telephone equipment please speak to staff to discuss your needs.

## **Contents Insurance**

The Home has an insurance policy in place that provides cover for property up to a total of £1,000. The first £250 of any loss is not covered under a policy excess. If you have items with an individual value of over £100 or total value over £1,000, we recommend you arrange your own insurance cover. We are unable to cover any item that has previously been raised with the family as a concern by our Management Team.

We remind you that your personal possessions are your responsibility, but if you would like to place any item in our safe, please speak to the manager. For items of high value, we recommend you make your own insurance arrangements for loss or damage.

## **Visitors**

Friends and relatives are always welcome and may visit at any time. We are very happy to include visitors for lunch and afternoon tea and home-made cake is always on offer. 24 hours' notice is ideal and for larger parties a small charge will be incurred. Their family or friends may also take out residents for lunch or an outing whenever they wish.

We do not have any restrictions on visiting as we believe that visitors play a key role in the health and wellbeing of our residents. Visitors to our home are welcomed by their loved one and have a positive effect on the mood of our residents.

However, in rare situations, we reserve the right to bar specific visitors, temporarily or permanently. The circumstances where this would be appropriate are:

- At the request of the resident and/or advocate with Power of Attorney
- A visitor is abusive or violent to the visited resident, staff or other residents or a threat of violence is made



**Alfriston Court Care Home**

Quality care in beautiful surroundings

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- Where the health and safety of a resident or member of staff is considered at risk from the visitor in question pending an investigation

We would always try to resolve any issues before taking this action, but we have a duty of care to our residents and staff to ensure their safety and well-being. Where a ban is put in place, it will be regularly reviewed.

### **Voting**

All residents have the right to vote. Should you require any support in this matter, please contact the Manager who will be happy to assist you.

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**For more information and availability  
please contact our Manager:**

Anita Message

01323 874140

Email Manager, [manager@alfriston-court.com](mailto:manager@alfriston-court.com)

Email Reception: [reception@alfriston-court.com](mailto:reception@alfriston-court.com)

Website: [www.alfriston-court.com](http://www.alfriston-court.com)

**ADDITIONAL SERVICES**  
**(Updated April 2024)**

**Hairdressing**

Cut	£20
Shampoo & Set	£25
Shampoo, Cut & Blow-dry	£30

**Chiropody** £19

**Newspapers and Magazine** Cover price plus newsagent delivery charge

**NHS Services** At NHS cost per service

**Portable Appliance Testing (PAT)**

Per Item £5

**Wall Repairs (including cost of installation)**

Per picture nail, shelf fixing or  
paint removed by adhesive £15