

KEY FACTS FOR NORDEN HOUSE





HEALTHCARE MANAGEMENT TRUST (HMT)

The Healthcare Management Trust (HMT) is a registered charity delivering not-for-profit health and social care services across England and Wales.

For over four decades, we have been committed to providing high-quality healthcare and compassionate support to those who need it most. As a charity, our focus is not on profit, but on people. Every surplus we generate is reinvested back into our homes, our services and our teams to continuously improve the care we provide.

We are privileged to support residents and their families at important stages of life, and we are dedicated to making a positive difference every day.

OUR VALUES

At HMT, our work is guided by four core values:

Compassion

We treat every resident with kindness, empathy and understanding.

Dignity & Respect

We honour individuality, promote independence and respect personal choice.

Excellence

We strive for the highest standards of care, safety and professionalism.

Community

We create welcoming, inclusive environments where residents, families and staff feel valued and supported.

KEY INFORMATION

64 furnished rooms (all with en-suite bathroom), including a flat screen television.

Home Manager – Ellaine Navarro

REGULATION

All Healthcare Management Trust homes are registered and regulated by the Care Quality Commission (CQC), the independent regulator of health and social care in England. Inspection ratings for each home are available on request or via the CQC website.

CARE TYPES

Across our homes we provide:

- Residential care
- Dementia care
- Respite (short stay) care
- End of life care
- (Services may vary slightly by location.)
- Home Leadership

Each home is led by a Registered Manager and supported by a dedicated leadership team including senior carers, catering, housekeeping, maintenance and activities colleagues.

STAFFING

Staffing levels are regularly reviewed to ensure they reflect the needs of our residents. We use structured assessment tools to determine appropriate staffing levels each day.

Our teams are trained, supported and encouraged to deliver care that is both professional and compassionate. Further details regarding staffing arrangements are available from the Home Manager





FUNDING OPTIONS

We accept:

- Self-funded residents
- Local authority funded residents (where funding meets the agreed care costs)
- Residents eligible for NHS Continuing Healthcare (where applicable)

If you believe you may be entitled to local authority funding, please contact your local Adult Social Care team.

Where a third-party top-up is required, the local authority pays the agreed fee and collects the top-up directly from the responsible party.

REQUIREMENTS ON ADMISSION (SELF-FUNDED RESIDENTS)

To confirm admission, we will request:

- Confirmation of funding arrangements
- A Direct Debit mandate
- Remainder of the month depending on when the resident moves in
- Power of Attorney and NOK information
- Signed resident agreement

WEEKLY FEES

Fees vary depending on:

- The level of care required
- Room type
- Individual home location

A pre-admission assessment is carried out to ensure we understand each person's needs fully and to confirm the appropriate fee level.

Premium rooms may incur an additional charge.

Full fee information is available directly from each home

WHAT'S INCLUDED IN THE WEEKLY FEE

- All personal care and support
- Regular care plan reviews
- All meals, snacks and drinks freshly prepared each day
- Activities and lifestyle programme
- Use of communal lounges and gardens
- Housekeeping and laundry services
- Utilities and accommodation costs
- WiFi access upon request

NOT INCLUDED IN THE WEEKLY FEE

The weekly fee does not normally include:

- Hairdressing
- Chiropody
- Privately arranged healthcare appointments
- Toiletries and personal items
- Newspapers or magazines
- Over-the-counter medication not prescribed by a GP
- Escort services to hospital appointments (may incur an agreed hourly charge)

CHANGES IN FUNDING STATUS

If a resident's funding status changes during their stay, we will do our best to continue accommodating them. Continued residency is subject to funding covering the full cost of care.

FEE REVIEWS

Fees are reviewed annually.

There may also be fee adjustments if care needs change significantly or in response to substantial increases in operational or regulatory costs. Notice will always be provided in accordance with the admission agreement.

PERSONAL BELONGINGS

Rooms are furnished; however, residents are welcome to bring personal items to make their room feel like home.

We recommend arranging appropriate contents insurance for personal belongings.

