



Key Information Sheet

The content provided in this sheet contains summary points from our resident contract and service user guide and is not intended to replace the more detailed information in those documents (which are available on our website or on request from the home) but to provide you with the information you need to make informed decisions, and ensure that it is provided in a clear, accurate, accessible and unambiguous manner.

Hawkhill House Nursing Home, located in Milltimber, Aberdeen has 41 bedrooms over two floors, 31 with beautifully appointed en suite bathrooms. The home provides nursing, and nursing dementia care on a permanent or respite basis.

The registered manager for the home is Mel Shearer.

During its February 2024 inspection, The Care Inspectorate rated the home in five categories:

- How well do we support people's wellbeing? 5 – Very Good
- How good is our leadership? 6 – Excellent
- How good is our staff team? Not Assessed
- How good is our setting? Not Assessed
- How well is our care and support planned? Not Assessed

Weekly fees

Fees are subject to a pre-admission needs assessment which is required to fully understand the level of care and support required. Nursing fees include Local Authority nursing contributions (Funded Nursing Contribution) if applicable.

	Permanent Care	Respite Care
Nursing	From £1,650	From £1,750
Nursing Dementia	From £1,650	From £1,750

Fee rates are also determined by the size and aspect of the room and the duration of the stay (short stay/respite or permanent).

Fees are payable monthly in advance.

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What's included?

- All care, including nursing (if applicable) and support including a monthly review of care plans
- A dedicated key worker from the care team
- All meals, snacks and drinks
- Activities and lifestyle programme
- All utilities and other accommodation costs
- Housekeeping and laundry services

What's not included but available at additional cost?

- Hairdressing
- Chiropody
- Toiletries, newspapers or magazines
- Staff escorts
- Dry cleaning
- Bus trips
- Transportation for private appointments
- Personal shopping
- Pay TV

Funding your care

We accept both private and local authority funded residents able to pay a top-up fee to meet our weekly fee.

Where a top-up is payable, it will be collected by Hawkhill House directly. We also accept local authority funded residents. Please contact your local Social Service team for more information.

The first two months in the home for self-funding residents is considered a trial period, during which either you or we can end the contract after 14 days of serving written notice on the other. We will only

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end the contract during the trial period if we are unable to meet your needs. After the first six weeks, the notice period will increase to 28 days.

For further information on the funding available to you, please refer to our guide to funding, sample contract and service user guide, all of which are available on our website or on request from the Home.

Requirements before admission

To confirm your admission, we will ask you to provide evidence of how you are planning to fund your residency for a minimum of two years. If you are unable to show that you can meet this minimum funding period, we may not be able to proceed with your admission, unless someone is able to act as your sponsor.

We request a direct debit mandate to be set in place at the commencement of your stay. You will also be required to pay:

- Advance payment to the end of the current calendar month. Subsequent payments are due monthly in advance.
- Two weeks' deposit which will be held in Trust by us for the duration of your residence. Your deposit will be safeguarded and will be refunded at the end of your residency, subject to our right to deduct from it non-payment of fees, damage to property or any other outstanding breach of contract.

Funding changes – wealth depletion

Admission into the home assumes that self-funding residents are able to fund their care for two years. Should a funding change become likely after two years, you should let the Home Manager know so we can discuss the best course of action allowing sufficient time. For further information, please speak to the Home Manager.

If circumstances change during the first two years in the home and you can no longer afford the private fees, you or your family may be asked to pay a top-up to any local authority funding you are entitled to receive at that time.

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If you are unable to afford the top-up, we will do all we can to continue to accommodate you in the home, but we can only guarantee continued residency if the funding meets our fee levels. Alternatively, we may end your residency with us or require you to move to a less expensive room if one is available.

Fee changes

To cover inflation and other predictable cost increases, your fees will increase by up to 8% in April each year. Where the date of admission is between 1st January and 31st March in any year the fees will not be increased on 1st April that year, but will instead be reviewed after six months and thereafter on 1st April each year.

The only other increases payable will be if, upon assessment, your care needs have changed materially, in which case we will discuss any changes to fees with you as early as possible.

Contents insurance

Your room comes fully furnished, although you are welcome to bring your own small items of furniture. We are unable to accept responsibility for items that are lost or damaged, unless in the unlikely event we have not taken reasonable security precautions at the home. If it is important to have these items with you, you should arrange suitable contents insurance.

Full terms and conditions are shown in our contract, a sample of which is available on our website or from the Home on request.