





### Details

<b>Home name</b>	Cromwell House
	Cecil Road, Norwich, Norfolk NR1 2QJ
	01603 625961
	cromwellhouse@mha.org.uk
	mha.org.uk/cromwellhouse
<b>Size of home</b>	38 beds
<b>Types of care</b>	Residential care   Respite care (subject to availability)

### Funding arrangements

- Self-funding residents accepted
  - Local authority residents accepted
- As part of the arrangement with the Local Authority you will be required to contribute an amount towards your care from your own resources (including Pension Credit). This is an arrangement between you and the Local Authority not the Care Home. Please be aware that a third party contribution may be required to meet any shortfall in this funding.

### Facilities and services available

#### Accommodation

- Single rooms, with en-suite toilet and sink
  - Eight large rooms of which three have wet rooms
  - Telephone points in bedroom
  - Television in room or available on request
  - Furnished rooms
  - Own furniture and personal items welcome (must meet relevant British Safety Standards)
  - Nurse call system
- See brochure for shared facilities**

#### Food and drink

- Most special dietary and religious requirements catered for (please ask)
- Always two meal choices, plus other alternatives
- Specialist equipment and assistance as needed
- Snacks available 24/7

#### Additional services (provided free of charge)

These services are provided free of charge and the cost does not form part of the weekly fee:

- Dedicated chaplain
- Music therapy – for homes that provide dementia care. On a referral basis.

## Activities

MHA offer a range of ways to spend your time meaningfully, such as:

- Armchair exercises
- Arts and crafts
- Bible studies
- Bingo
- Faith services
- Baking
- Gardening
- Quizzes
- Live entertainers
- Day trips (additional costs may apply)
- Pet therapy
- Intergenerational visits

Please contact the home for a schedule of what is on.

## Staffing levels and arrangements

Staffing levels in the home are dependent on the level of care required and may fluctuate depending on people's needs.

Care colleagues are supported by a wider team including home and deputy managers, activity coordinators, maintenance, domestic team, catering team, administrators and chaplain who all supplement care.

- 24-hour call system installed in all residents' rooms.

## Fees, charges and payments (Self-funding fees 1 April 2025 to 31 March 2026)

**Residential care:** Depending on the level of residential care required, gross weekly fees will range from: **£1290.49** (Single en-suite, low care needs) to a maximum of **£1442.66** (Single en-suite - Large, high care needs).

**Respite care per week:** *please speak to us about your requirements and length of stay.*

*These indicative fees are for guidance only and subject to the type of room chosen and a pre-admission individual care needs assessment, which is required to fully understand the level of care and support required.*

## What's included in our fees

The following items and services are included in your weekly fees:

- Accommodation
- All meals and refreshments
- Personal care in accordance with the individual Care and Support Plan
- Cleaning of rooms, personal laundry (excluding dry cleaning), bed linen and towels
- Electricity, including heating and lighting
- Television licence, including personal use
- WiFi
- Insurance of personal items (subject to the insurance limit set out in residential care agreement)
- Engagement and lifestyle programme

## What's not included in your fees

The following extra items and services are not covered by the weekly fees, but we can arrange for them to be provided to you at a cost. You will be responsible for payment for extra items and services and we will advise you of their cost beforehand.

- Hairdressing
  - Personal purchases such as newspapers, magazines, stationery, confectionery and toiletries
  - Installation of private telephone line, internet or cable TV connections
- In the absence of free provision by the NHS, the following may also be provided, but will be charged in addition to the weekly fees:
- Chiropody
  - Opticians
  - Dentistry
  - Physiotherapy

## Potential extra costs

In the event that NHS staff, your representatives or relatives are unable to accompany you with an escort to hospital appointments, we will apply a charge for care or nursing colleagues to accompany you, plus any transport fees incurred. The current rates are published in the home.

## Fee reviews and changes

Fees are reviewed annually in April. We may also review our fees at any other time if:

- A change in law comes into force which impacts on our provision of the services and results in a significant increase in our costs of providing the services.
- Your care and support needs (as set out in your Care and Support Plan) change and we make a change to the services you receive.
- You request to change the type of room you occupy.
- We will give you at least 28 days' notice before the revised fees are payable, except where the type of room occupied changes. In this case the change to the fees is applicable from the date you move in to the new room.

Please see our **Residential Care Agreement** for further information.

## Minimum period for self-funding

We ask that any resident who is self-funding provide evidence that they will be able to pay their fees for a minimum period of two and a half years. Details of the financial information that we require is set out in the Residents Application Form which will be supplied at the same time as this key information document.

## Guarantors

We may require someone to act as a guarantor on behalf of the resident where the Residential Care Agreement is signed by someone other than the resident, their Power of Attorney or court appointed deputy.

## Upfront payments

We do not request any upfront payments, such as deposits.  
Weekly fees are collected every four weeks in advance and applied to the resident's account. If the resident does not move in, this payment will be fully refundable.  
In the case of respite stays, payment for the full duration is required at the beginning of the stay.

## Pet policy

Small pets may be allowed at the discretion of the home. Please ask the home for specific details.

---

## Ratings

**Care Quality Commission (CQC)**  
**inspection rating:** Requires improvement  
**Inspection date:** 7 November 2023  
[cqc.org.uk/location/1-117965487](https://cqc.org.uk/location/1-117965487)

**Food hygiene rating: 5**  
**Inspection date:** February 2024

Ratings are correct at time of printing (**March 2025**)

All information in this document is correct at time of print (**March 2025**).  
The information in this document does not in any way form part of a contract or warranty.  
This document can be made available in alternative formats.