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| Home name | The Willows |
|  | Warford Park, Faulkners Lane, Mobberley, Cheshire WA16 7AR |
|  | 01565 880180 |
|  | thewillows@mha.org.uk |
|  | mha.org.uk/willows |

Size of home 61 beds

Types of care Nursing care | Nursing dementia 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.
- Continuing healthcare (CHC) funding accepted - We may be able to accept NHS continuing healthcare (CHC) funding for people with severe or complex health needs, subject to agreeing our fees with the relevant NHS Integrated Care Board.

Facilities and services available

Accommodation

- Single rooms
- Double rooms
- Mix of en-suite wet rooms and rooms with en-suite sink and toilet facilities
- 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.
- Automated monitoring technology to check residents' movements while asleep, which alerts staff at a central monitoring station to any possible issues or concerns which could require staff to intervene.
- All floors are managed by a registered nurse, who assesses when extra carers may be needed if needs change.

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

Nursing care: Depending on the level of nursing care required, gross weekly fees will range from: **£1841.38** (Single no en-suite, low care needs) to a maximum of **£1992.02** (Single room, en-suite high care needs).

Nursing dementia care: The gross weekly fees will range from: **£1947.88** (Single no en-suite) to a maximum of **£1992.02** (Single room, en-suite).

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.

NHS Funded Nursing Care contribution

If applicable, your nursing care may be funded in part by a contribution from the NHS (known as Funded Nursing Care). If you are eligible for this contribution, it will be paid directly to us by the NHS and will be deducted from the weekly fees quoted when paid.

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.

- Reflexology/Hairdressing/Massage
 - Personal purchases such as newspapers, magazines, stationery, confectionery and toiletries
 - Clothing, shoes and slippers
 - Installation of private telephone line, internet or cable TV connections
 - Telephone calls from private line
- 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:

Inspection date: 10 April 2018

cqc.org.uk/location/1-312063596



Food hygiene rating: 5

Inspection date: October 2024

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

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