



Springfield Health Services Limited

Key Facts Sheet

Springfield Health Services own Springfield Care Home and Prinsted Care Home. Both homes are registered and regulated by the Care Quality Commission. We provide Nursing, Residential and Dementia Care to individuals over the age of 65. We offer long term, convalescent, and respite stays.

This information sheet is relating to Springfield Care Home, 72-74 Havant Road, Emsworth, Hampshire PO10 7LH
Telephone: 01243 372445

Funding arrangements

We are a privately owned home and do not have contracted beds with the local authority or CCG. We accept residents from all funding sources, provided that the total fee payable meets the fee for the assessed need of the resident. In the event of the resident becoming eligible for state funding whilst living in the home, we will support the assessment with the local authority. If we are unable to negotiate the fees for the assessed needs, the individual may need to move to a different room or to a different home. A Top Up fee can be paid, if financially sustainable by a third party.

Fee rates:

Residential

Single room: the weekly fee charged for self-funding residents is currently from £1050.00 to £1600.00 per week

Shared room (per person): The weekly fee charged for self-funding residents is currently £1000.00 to £1200.00 per week

Prices quoted are for guidance only. All prices are subject to an individual care needs assessment and the type of room and services chosen.

Springfield Care Home is registered for 65 beds

House 74 – Residential Care

22 rooms, 3 of which can be occupied by couples if required. 16 of these rooms have an ensuite toilet and handbasin, 6 have a basin only in their room. House 74 has two lounge areas, attached to our dining room. Each lounge has its own communal television.

House 72 - Residential

33 rooms, 3 of which can be occupied by couples. 30 of these rooms are ensuite with a toilet and basin, 3 have handbasin only. We have three lounge areas, one of which is our private snug area. The house has one dining area. Two lounges have their own communal television.

We provide standard bedroom furniture in each room, which will include profiling or divan bed, wardrobe and/or chest of drawers, bedside drawers, armchair and overbed table. Individuals are welcome to bring their own furniture, and this can be discussed prior to admission. All rooms have TV aerial points and BT phone points.

Visitors are welcome to make their own drinks in the kitchenette areas of the dining rooms. Lunch can be offered to visitors.

Facilities and Services

We proudly provide a wide range of activities seven days a week, which is included within the weekly fee.

The weekly fees also include:

All assessed personal care

Accommodation

Electricity (e.g. heat and light)

Wifi connection

Food and drink, including snacks

Physiotherapy review weekly

Activities seven days a week, including entertainers

Housekeeping and laundry undertaken on the premises (except articles requiring dry cleaning)

Additional chargeable items:

Taxi journeys

Staff escorts to any appointments if family are unable to support @ £15.00 per hour

Hairdressing

Chiropody

Newspapers

Reflexology

Toiletries and shop items

Dental Services

Clothing, shoes and slippers

Additional Physiotherapy by our provider

Installation of private telephone line, personal internet or cable TV connections

In the absence of free provision by the NHS, the following may also be provided but shall be charged in addition to the weekly fees:

- Chiropody
- Opticians
- Dentistry
- Other privately arranged healthcare

Visitors overnight

We hope to offer a room overnight to enable relatives to stay close to their loved one at end of life care, if a room is not available, staff will offer comfort in recliner chairs and covers. We are unable to offer any relative accommodation.

Deposits

We do not charge any form of deposit, either refundable or non-refundable.

Staff Levels

We employ a large staffing team to support identified individual needs. The staffing levels deployed within the home are linked to the combined total of the needs of all those choosing to live within the Care Home.

The volume of staffing within the building will fluctuate at any given time, in line with the needs of the individuals living within the home and in-line with the difference in needs during day and night-time shifts.

Our House 72 building has a maximum capacity for 36 residents. Our staffing levels are usually a combination of five experienced carers on the floor during the day and two to three experienced carers at night. The house is managed by an experienced Team Leader, NVQ qualified in Health and Social Care.

Our House 74 has a maximum capacity for 25 residents. Our staffing levels are usually a combination of four experienced carers on the floor during the day and two experienced carers at night. The house is managed by an experienced Team Leader, NVQ qualified in Health and Social Care.

In addition to Team Leaders and Carers we also draw on the skills and experience of different team members including, Senior Carers, Social Care staff, Housekeeping, Catering, Maintenance and Administration. All are supported by the Management team comprising of Registered Manager, Clinical Manager, Home Service Manager and Directors.

We also operate a 24 hour call bell system throughout the home and have a member of the Senior Management team on call.

The level of care each resident receives will depend on an assessment of their individual care needs prior to admission and then should there be a change in need identified once residing in the home.

We are unable to provide 1-1 care for individuals. In the event that 1-1 care becomes a requirement to ensure an individual's safety, this will be payable by the individual until an alternative, appropriate care home can be sourced.

CQC rating

A copy of our latest CQC Inspection report is available from www.cqc.co.uk or from reception.

Our current overall rating is: Good (Inspection date 4th and 5th March 2024)

Trial Period

The first four weeks following admission to the home are treated as a trial period. During this period, either of us may terminate the agreement by giving the other seven days' notice in writing. We may terminate the agreement during this period if it becomes clear that we cannot provide you with the level of care that your needs require.

Any fees that you have paid for any period beyond the expiry of the notice period (or the date of your departure, if later) will be refunded to you. Where you leave the home before the end of the notice period and we are able to re-allocate your room to someone else before that period expires, we will refund any payments that you have made for the period following re-allocation.

The Registered Manager is Ms Melanie Holly who can be contacted via email prinstedmanager@springfieldnursing.co.uk or telephone 01243 372445.

Insurance

Our insurance policy provides cover for a resident's personal belongings up to a maximum value of £1,000 at any time, except for cash. The policy carries a £50 excess payable by the resident for each claim made under the policy. If personal belongings, such as furniture and items eg cash, credit cards, deeds, documents or personal effects of greater value are kept in the home, they should be covered by the resident's own insurance. Further details of our insurance cover are available.

Food Hygiene Rating

Our Current Food Hygiene Rating is a 5, dated 9th April 2024.