

April 2014

Alexandra Court's fairer fees policy

Why are we introducing this?

In 2013, our wage bill increased by 16% and gas and electric increased by a huge 40% based on the previous year's accounts. We take great pride in our staff and believe that they are the key to our success which is why we pay them above average wages and enjoy an extremely low turnover of staff. We reward them for their dedication and are hoping to implement the 'Living Wage' initiative in the coming years.

We have also recently been accredited by the Gold Standards Framework in relation to End of Life Care. This means we are now officially recognised as a residential care home that provides an excellent standard of Palliative care. This accreditation, which has taken over two years to achieve through months of hard work and extra training for all our staff, gives our clients a greater choice in where they would like to receive palliative care in their final months and days.

There are numerous non care charges that other homes ask residents to pay for which have always been included in our care package. We provide the following free of charge:

- Newspapers/magazines
- Alcoholic beverages with meals and in the evening
- WIFI
- Netflix
- IPAD/TABLET usage
- Dry cleaning
- Outings e.g. trips to the seaside, theatre visits, beautician, restaurant meals
- Toiletries – for e.g. toothpaste, bubble bath, soap, shampoo, conditioner, deodorant, shower gel, Steradent, Fixodent
- Sundries – stamps, stationary, birthday cards, sweets, chocolate, biscuits
- Relatives/visitors lunches/tea/refreshments if needed
- Quality branded bed linen e.g. Marks and Spencer's, Laura Ashley, Next
- Quality branded furniture e.g. Marks and Spencer's, Next
- Medical equipment as needed e.g. Hospital beds

The only chargeable items are:

- Taxi's to hospital appointments if Jacinta or Marilou are unable to drive the resident
- Escort time if a resident needs one
- Hairdressing
- Chiropody

The alternative to top-ups is raising our fees for private residents drastically to allow for the extra expense of items such as wages, food, gas and electric etc. As a family, we do not think that this is fair on those residents who have been able to save or have had to sell their own property to move into Alexandra Court.

We are proud of Alexandra Court and are committed to ensuring that we are always transparent in our actions.

Should you wish to discuss this issue further please contact Marilou via telephone, letter or email.