



Short Stay Respite 3 weeks for the price of 2 Terms and Conditions

Purpose

We are offering you an opportunity to receive 3 weeks care for the price of 2 weeks when you move into one of our participating care homes on a short stay respite basis.

The following information provides full details of the terms and conditions of this offer.

Terms and conditions

1. Short Stay - 3 weeks for the price of 2 weeks

If eligible, you are entitled to receive 3 weeks care for the price of 2 weeks when you move into one of our participating care homes. The following conditions will apply:

- a. The 3 weeks for the price of 2 weeks short stay respite offer can only be used for one admission. Any future stays will be subject to normal charges.
- b. Your short stay under the 3 weeks for the price of 2 weeks offer can be taken as a consecutive stay only.

2. Period of offer

This offer will be available from the 16 October 2023 to 31 March 2024, subject to availability and demand.

3. Participating care homes

This offer is applicable to the participating care homes at the addresses below:

Home Name	Address
Augusta Court care home	Winterbourne Road, Chichester, West Sussex PO19 6TT
Bilton Court care home	Queensway, Wellingborough, Northamptonshire NN8 3FR
Blackbrook House care home	Gun Hill, Dedham, Colchester, Essex CO7 6HP
Bloomfield Court care home	27 Central Avenue, Tipton, West Midlands DY4 9RR
Buckingham Lodge care home	Culpepper Close, Aylesbury, Buckinghamshire HP19 9DU

Canterbury House care home	Gallows Hill, Hadleigh, Ipswich, Suffolk IP7 6JQ
Clayburn Court care home	Clayburn Road, Peterborough, Cambridgeshire PE7 8LB
Devonshire House care home	High Street, Cavendish, Sudbury, Suffolk CO10 8AS
Ferendune Court care home	Ash Close, Faringdon, Oxfordshire SN7 8ER
Gills Top care home	Scar Street, Grassington, Skipton, North Yorkshire BD23 5AF
Holmpark care home	212 Hagley Road, Edgbaston, Birmingham B16 9PH
Kirkley Lodge care home	Dalby Way, Coulby Newham, Middlesbrough TS8 0TW
Madeleine House care home	60 Manor Road, Stechford, Birmingham B33 8EJ
Mayflower Court care home	62-70 Westwood Road, Southampton, Hampshire SO17 1DP
Nelson Lodge care home	Whinell Close, Eaton Socon, St Neots, Cambridgeshire PE19 8AB
Orchard Gardens care home	1 Garnier Drive, Bishopstoke, Eastleigh, Hampshire SO50 6HE
Oulton Manor care home	3 Wakefield Road, Oulton, Leeds, West Yorkshire LS26 8EL
Ridgemount care home	The Horseshoe, Banstead, Surrey SM7 2BQ
Skelton Court care home	Station Road, Skelton-in-Cleveland, Cleveland TS12 2LR
St Josephs care home	The Croft, Sudbury, Suffolk CO10 1HR
The Manor House Barnard Castle care home	John Street, Barnard Castle, County Durham DL12 8ET
The Ridings care home	Calder Close, Off Daventry Road, Banbury, Oxfordshire OX16 3WR
Warren Farm Lodge care home	123 Warren Farm Road, Kingstanding, Birmingham B44 0PU
West Hall care home	Off Parvis Road, West Byfleet, Surrey KT14 6EY
Willow Gardens care home	Oakleigh Square, Hammond Way, Yateley, Hampshire GU46 7AG

We reserve the right to withdraw this offer without notice.

4. Validity of offer

The 3 weeks for the price of 2 weeks stay offer is not available to an existing Anchor care home resident or a customer registering for permanent residency.

5. Other offers or discounts

You may not use this offer in conjunction with other offers or discounts provided by our care homes.

6. Eligibility of offer

You are eligible to receive the 3 weeks for the price of 2 weeks short stay respite offer if:

- a. You meet the minimum age requirement of the participating care home. This is typically 65 years and over.
- b. We can meet any specific care needs that you may have. We will need to undertake a pre-admission assessment, where the care home will discuss with you the support that you may need and whether or not we can provide this to you at our participating care homes.
- c. You are a privately funded customer.
- d. You must sign and return your Private Resident Contract prior to your admission.

7. Planning your short stay – 3 weeks for the price of 2 weeks offer

- a. This offer is subject to your eligibility being confirmed and the availability of a room at your chosen participating care home at the time you wish to take up this offer. To avoid disappointment, we recommend that you book as early as possible.
- b. The terms and conditions of your short stay will be set out in your Resident Contract.
- c. Your stay can commence any day of the week during the offer period, subject to availability and agreement by your chosen care home.
- d. If, following admission, you have any symptoms of COVID-19, you will be required to undertake an LFD test, If the LFD test is positive, we will ask you to minimise contact with other residents and colleagues where possible, for a minimum of five days or until you no longer have a high temperature or respiratory symptoms. If you are admitted from hospital, we will require an LFD test 48 hours prior to admission. We will follow prevailing government guidance in relation to COVID-19.
- e. If you wish to extend your stay with us after the third week, then additional nights or weeks can be booked, subject to availability. All such bookings would be subject to normal charges, as confirmed by your chosen care home. If you would like to book additional nights or weeks, then you should discuss this directly with your chosen care home.
- f. Your short stay under the 3 weeks for the price of 2 weeks offer can be taken as a consecutive stay only.

8. Payment Method



Our preferred payment method is by card payment or BACS. Fees for short stay respite care is payable in full in advance prior to admission. Fees for any additional stays are payable in full in advance at the time of booking and agreeing the extension of your stay with the care home.

For further information on payments, please contact your chosen participating care home directly.

9. Services available to you as part of this offer

You will be provided the same high-quality service that is received by our permanent care home customers. Services include a 24-hour plan designed to meet your care needs, all meals and snacks prepared by our on-site Chef Manager and access to all activities. Typical activities would include movement to music, arts and crafts, events, coffee mornings, entertainment and individual time spent socially engaging with a member of staff such as reading, nail painting and games. Please note that activity classes run at different times throughout a week or month and are subject to change.

10. Additional services which will have a charge

There are services available at our care homes which would incur a charge. These may include for example a chiropodist (subject to them being on site/able to visit during your stay) and a hairdresser. For full details of these charges, you should discuss this directly with the care home.

11. Transport Service

We do not offer a customer pick-up or drop-off service. You will need to arrange your own transport to and from the care home. We may be able to provide you advice on local transport services. If you would like further information, please discuss this with the care home directly.

12. Employee eligibility

Anchor employees wishing to take up this offer will be eligible if;

- a. You meet the minimum age requirement of the participating care home. This is typically 65 years and over.
- b. You are not an employee of the location or are employed within the district that the location is situated.
- c. We can meet any specific care needs that you may have. We will need to undertake a pre-admission assessment, where the care home will discuss with you the support that you may need and whether or not we can provide this to you at the participating care home.
- d. You are a privately funded customer.
- e. You must sign and return your Private Resident Contract prior to your admission.

13. Standards of behaviour

We expect that all customers always treat each other and our employees with dignity and respect during their stay at the care home. If you or your visitors exhibit behaviour that is considered unlawful, violent or disruptive then we reserve the right to end this offer immediately and end your contract in line with the terms and conditions set out in your Resident Contract.

14. Anchor Company information

Name: Anchor Hanover Group

Registered Office: The Heal's Building, Suites A & B, 22-24 Torrington Place, London, WC1E 7HJ

Registration: A charitable housing association registered as a society under the Co-operative and Community Benefit Societies Act 2014, No. 7843 and registered with the Regulator of Social Housing, No. LH4095

VAT No. 834863893

If you require further information relating to our 3 weeks for the price of 2 weeks short stay respite offer, please contact us:

Customer Centre
2 Godwin Street
Bradford
BD1 2ST

Tel. 0800 731 2020