



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 1 April 2021 to 31 August 2021, 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
Bethune Court care home	Boscobel Road, St. Leonards on Sea, Hastings, East Sussex TN38 0LX
Bilton Court care home	Queensway, Wellingborough NN8 3FR
Bluegrove care home	325 Southwark Park Road, Bermondsey, London SE16 2JN
Chesterton Lodge care home	Loomer Road, Chesterton, Newcastle-under-Lyme ST5 7LB
Dearne Hall care home	Ringway, Bolton-upon-Deerne, Rotherham S63 8FE
Devonshire House care home	High Street, Cavendish, Sudbury, Suffolk CO10 8AS
Elizabeth Court care home	Grenadier Place, Caterham, Surrey CR3 5YJ

Glendale care home	Ambleside Avenue, Walton-on-Thames KT12 3LW
Greenacres care home	The Horseshoe, Banstead, Surrey SM7 2BQ
Greenhive care home	50 Brayards Road, Peckham, London SE15 2BQ
Hatton Grange care home	Oldham Street, Hyde, Greater Manchester SK14 1LN
Israel Sieff Court care home	7A Bennett Road, Crumpsall, Greater Manchester M8 5DU
Lightbowne Hall care home	262 Lightbowne Road, Moston, Manchester M40 5HQ
Limegrove care home	St Martins Close, East Horsley, Leatherhead KT24 6SU
Linwood care home	9 Mercer Close, Thames Ditton KT7 0BS
Moore Place care home	Portsmouth Road, Esher, Surrey KT10 9LH
Nelson Lodge care home	Whinfell Close, Eaton Socon, St Neots PE19 8AB
Oakleigh care home	Evelyn Gardens, Godstone, Surrey, RH9 8BD
Oakwood Grange care home	Oakwood Road, Royston, Barnsley S71 4EZ
Orchard Gardens care home	1 Garnier Drive, Eastleigh, Bishopstoke SO50 6HE
Ridgemount care home	The Horseshoe, Banstead, Surrey SM7 2BQ
Rose Court care home	253 Lower Road, Rotherhithe, London SE8 5DN
Silk Court care home	16 Ivimey Street, Bethnal Green, London E2 6LQ
St. Marys care home	Woodlands Road, Holbrook, Ipswich, Suffolk IP9 2PS
Thameside care home	Beldham Gardens, West Molesey, Surrey KT8 1TF
The Beeches care home	Forty Foot Road, Leatherhead KT22 8RZ
The Ridings care home	Calder Close, Off Daventry Road, Banbury, Oxfordshire OX16 3WR
The Manor House Barnard Castle care home	John Street, Barnard Castle, County Durham DL12 8ET
The Manor House Harrogate care home	60 Cornwall Road, Harrogate, North Yorkshire HG1 2NE
The Manor House Knaresborough care home	1 Hambleton Grove, Knaresborough HG5 0DB
Thomas Henshaw Court care home	105 Norwood Road, Southport PR8 6EL
Warren Farm Lodge care home	123 Warren Farm Road, Kingstanding, Birmingham B44 0PU
Waterside care home	40 Sumner Road, London SE15 6LA
West Hall care home	Off Parvis Road, West Byfleet KT14 6EY

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 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. You will be required to self-isolate for 14 days on admission as per current government guidance. However, during this time, our staff will arrange a settling in plan with you including activities, meals and regular communication with your loved ones. Please discuss this with your chosen care home.
- e. You will be required to undergo regular Covid-19 testing with the other residents and staff in the home.
- f. 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.

- g. 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 direct debit. Fees for short stay respite care is payable in full in advance prior to admission.

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 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. Activities offered may differ due to government guidelines around Covid-19.

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 Hanover Company information

Name: Anchor Hanover

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