

Key Facts: Abbeyfield House, New Malden

California Road, New Malden, Surrey KT3 3RL

Funding arrangements	
Do we accept both self-funded and state-funded residents	Yes
Key features of our service	
The care needs we cater for	• Residential Care • Dementia Friendly Care • Respite Care
Overview of our rooms and facilities	All rooms are ensuite and are split over two floors into four units in total with nine residents living in each unit. Each unit has a communal lounge and kitchen/diner. Residents are encouraged to personalise their rooms and can bring their own furniture and belongings. Alternatively furniture can be provided. Communal gardens are on the ground floor.
Size of the home	Suitable to accommodate 36 residents
Brief description of staffing arrangements	We have eight carers on shift per day (two staff per unit). There is also a Team Leader each day working along with management throughout the week. An Activity Coordinator supports the residents with their mental and physical wellbeing. Our team of housekeepers, Chefs and maintenance staff support the day-to-day running of the home.
Latest inspection rating/grades	Care Quality Commission - Good (July 2023) https://www.cqc.org.uk/location/1-137749858
Surprising or important terms and conditions	
Is there a minimum period that a resident must self-fund for	No?
How self-funded residents fees may change during their stay	Fees are reviewed annually each April
Is there a requirement for a guarantor	No?
Fees and charges	

Total weekly rates we charge self-funded residents for each type of care service	£1,334 per week
What services are included in the weekly fees	• Meals, food and non-alcoholic drinks • Utilities and council tax • 24-hour care • Laundry/room cleaning/bedding • Personal care • Medication administration (if required) • On-site activities
Additional services which may need to be paid for	• Escorted visits for medical appointments • Hairdresser • Chiropodist • Toiletries/clothing/newspapers • Telephone/ TV package bill (if required) • Trips facilitated outside of the home