

FURTHER INFORMATION FACT SHEET

Care Home Name:	Hope Green Care Home
Provider Name:	Maria Mallaband Care Group Limited
Provider Address:	Westcourt, Gelderd Road, Leeds, LS12 6DB
Date:	25.03.2025

We recognise that moving into a care home is a significant decision. Our aim is to assist you in making the right choice by making the terms upon which we provide care and accommodation clear and transparent. If you choose to move into our Home, we will enter into an agreement in which both parties will have rights and obligations.

This fact sheet provides you with further information about our service and key terms and conditions that you should be aware of in order to assist you in determining whether our Home is an appropriate choice for you. We have also produced a '**Key Information Fact Sheet**', which contains a brief summary. If you consider that you may wish to move into our Home, we will also provide you with our **Terms and Conditions** before you make your decision. You may request a copy of our full Terms and Conditions at any stage.

Provider Details	The Home is run by Maria Mallaband Care Group Limited The Provider also trades as Maria Mallaband Limited
Management Details	The Home is managed on a day to day basis by Rachel Harris.
Regulator	We are regulated by the Care Quality Commission (CQC). The CQC's contact details are: Tel: 03000 6161661 CQC, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA
Local Authority	Our local authority is Cheshire East
Safeguarding Authority	Safeguarding concerns can be raised with the Adult Safeguarding Team at our local authority. Tel: 0300 123 5010 Address: Delamere House, Delamere Street, Crewe, CW1 2JZ
Trial Period	When you enter the Home, you may do so on a trial period of 4 weeks. During this period either party may terminate the contract by giving 7 days' notice in writing. You do not have to provide reasons for giving notice. We will only give notice during this period in circumstances if: 1. Your needs are not consistent with the information provided on assessment and we are unable to meet your needs or unable to

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Last Food Hygiene Rating	Our latest food hygiene rating dated July 2023 was 5 star.
Contents Insurance	<p>Our insurance policy provides cover for client's personal belongings up to the maximum value of £1000.00 for each claim with the exception of cash. The policy carries a £50 excess payable by you for each claim made under the policy. If personal belongings of greater value are kept in the Home, they should be covered by your own insurance.</p> <p>High risk items such as dentures/hearing aids/spectacles/jewellery and cash are not covered by our insurance.</p>
Pets	We are afraid that we are not able to accommodate your pets but will attempt to facilitate visits. Please discuss with the Manager.
Meeting Client's Preferences	<p>We use all reasonable endeavours to meet your personal preferences. If you prefer to receive care from a male or female carer, we will wherever possible accommodate this request.</p> <p>We will discuss with you any specific dietary and religious requirements in order for us to meet these. If we are unable to meet your preferences/needs we will explain clearly the reasons as to why, before you move into the Home.</p>
Terms and Conditions	Copies of our full Terms and Conditions can be found in our Information Pack, on our website and at reception. Please ask the Manager or reception if you require a copy.
Consumer Regulations	If you are not present when the Agreement is entered into or if the Agreement is entered in away from the Home, you are permitted to terminate the Agreement within 14 days without any penalty to you. If you have moved into the Home during this period and have therefore asked us to start delivering a service to you, we will be able to charge you for the service that has been provided. Full details are set out in the Terms and Conditions clause 23.9.