Key Information Fact Sheet

Care Home Name:	The Westbourne
Provider Name:	Maria Mallaband Care Group Limited
Provider Address:	Westcourt, Gelderd Road, Leeds, LS12 6DB
Date:	17th November 2026

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 **'Key Information Fact Sheet'** provides you with key information about our service to assist you in determining whether our Home is an appropriate choice for you. We have also produced a **'Further Information Sheet Fact Sheet'**, which contains more detailed information in an easily accessible form. Please request a copy of this if you require more information at any stage. 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.

Funding Arrangements	We accept self-funded residents
Key Features of our Service	
Type of care needs catered for	Nursing, Dementia, Respite
Rooms	All rooms are single furnished rooms which have en-suite facilities and fully accessible shower. The rooms also have a television and the option of telephones being installed. Internet is available in all rooms. Larger suites are also available.
Facilities and Services	Spacious en-suite bedrooms with larger suites available, Landscaped gardens & outdoor patio areas, Spacious lounges & restaurants, Private dining area, Vibrant lifestyle programme, Hair & beauty salon, Wi-Fi, Free onsite parking and Wheelchair access.

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Staffing Arrangements	Our Home is staffed with sufficient numbers of suitably qualified, competent, skilled and experienced staff to meet the needs of the people who use the service. The Registered Manager has overall responsibility. Please note that the actual level of care that each resident will receive in our home will depend on their individual care needs.	
Size	The home has 50 beds	
Our Latest Rating	Rating Awarded by LA/CCG	N/A
	Rating awarded by Care Quality Commission	Requires improvement

Our Fees and Charges	
Self-Funding Residents will be typically charged the following rates per week. **Prices quoted are for guidance only.** **All prices are subject to an individual care needs assessment and the type of room and services chosen.**	
	Nursing The weekly fee charged for self-funding residents is currently from £1,654
	Nursing Dementia The weekly fee charged for self-funding residents is currently from £1,754

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	Respite: For a short/respite stay the above weekly fees will incur an uplift of £250 Suites will incur an extra weekly uplift. Day care: Day care is charged at a rate £150 (3 meals) full day - and runs 9am – 6pm. Additional hours are available at a rate of £20 per hour.

Services Included in Our Fees **These items/services are included in the weekly fee:**	Accommodation, personal care, Nursing Care (if you are assessed as requiring nursing care) electricity (e.g. heat and light), food and drink (including snacks), housekeeping and laundry undertaken on the premises (excepting articles requiring specialist cleaning or dry cleaning), television licence for personal use, a range of in-house activities.
Additional Services not included in Our Fees **The items/services are not included in the weekly fees but**	Professional hairdressing, aromatherapy & reflexology, personal copies of newspapers or magazines, personal purchases such as stationery, confectionery, alcoholic beverages, particular snacks, soaps and toiletries, clothing, shoes and slippers, dry cleaning, installation of private telephone line, internet or Freeview, additional range of activities.
can be provided to you at cost. **A list of charges is available at reception.**	In the event that NHS staff, your representatives or relatives are unable to provide you with an escort to hospital appointments, we will apply a charge of £27 per hour for a member of staff to accompany you.
NHS Funded Nursing Care Contributions (FNC):	FNC payments are a contribution paid by the NHS to residents who require nursing care following an eligibility assessment. The payments are made as a contribution to the nursing care provided by registered nurses employed by the Company. The weekly fees we charge for nursing care set out above are inclusive of FNC contributions. If you are entitled to FNC payments, then the amount receivable will be deducted from the Total Weekly Fee and you will be charged the net balance. You will remain liable for the Total Weekly Fee if FNC payments are withdrawn/stopped.

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Financial assessment:	Self – Funding residents may be asked to complete a financial assessment to show how long they will be able to fund their own care for.
Next of Kin or Representatives Liability Under the contract:	If a resident lacks mental capacity to enter into a contract and they do not have a Power of Attorney, a family member or representative may enter into the contract agreeing for us to provide care to the resident. In these circumstances the family member/representative will be required to enter into an agreement whereby they are responsible for the ongoing payment of fees.
Guarantor:	We may require a guarantor to enter into a Guarantor Agreement with us. The Guarantor will be responsible for paying the fees in the event of default by the resident. The Guarantor will remain liable to pay the fees until the contract is terminated.
Changes to Funding Arrangements:	If there is a change in how your care is funded, we may require that you pay an additional payment. For example, if you become eligible to receive state funded care (whether through your local authority or the NHS) the amount the state pays us may not be sufficient to meet our fees and either you or a family member may have to pay an additional fee/top up to meet the difference. If you or a family member is unwilling or unable to pay this additional fee/top up payment you may be required to move to a less expensive room if one is available or we may terminate your placement.
Fee increases:	We review our fees annually on 1st April. We increase our fees by up to 10% per annum. Fees will not increase within the first 6 months of placement. We may also increase our fees other than at the annual fee reviews if your needs change, requiring more or less care/specialist care, you stop receiving FNC contributions (and you become liable for our Total Fee), or there is some unanticipated regulatory change which increases our costs. Self funding individuals will need to provide three months up front. We will provide you with notice before increasing your fee. If it is not accepted, we will give you the option to terminate our agreement without penalty.