

## Bradstowe Lodge – services provided

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Bradstowe Lodge K.O.P.H.S. undertake to provide accommodation, food, light heat, laundry and all the necessary personal care as would normally be required by a resident of a Care Home.

### **Items/Services included in fees:**

- Accommodation to the scale and standard agreed
- Full Board
- Staff assistance, when required, in such matters as:
  - Getting in and out of bed
  - Eating and drinking
  - Washing ,bathing and toileting
  - Dressing and undressing
  - Laundering of personal clothing
- Provision and change of bed linen and towels
- 24 hour use of emergency 'Call' system
- Cleaning of rooms and windows
- Assistance with the supply and, where required, the storage and distribution of medicines and medications
- Receipt and delivery of incoming mail
- Use of public rooms, public areas, lift, and televisions in public rooms and gardens.

### **Items/Services not included in fees:**

- Hairdressing
- Chiropody
- Dental care
- Personal copies of newspapers and periodicals
- Personal clothing
- Dry cleaning and laundering of outdoor clothing
- Outings arranged for resident's benefit
- Concessionary TV Licence for personal TV's in rooms
- Personal phone connections in rooms
- Taxi fares and transport
- Personal toiletries
- Use of payphone in lounge/dining room area